Administrative Manual – Template

1. Introduction

Quills Quake, the radio club of St. Francis Des ales College Autonomous, is a vibrant platform dedicated to nurturing the artistic and journalistic talents of students. The club encourages creativity and teamwork as students take charge of producing, editing, and broadcasting short-duration radio programs. These programs are aired at regular intervals and on special occasions, providing students with hands-on experience in media production. Quills Quake not only hones technical and communication skills but also instills confidence and fosters self-expression. By promoting innovative ideas and student-led initiatives, the club plays a crucial role in enhancing the overall learning experience. Quills Quake stands as a testament to the college's commitment to holistic education, blending creativity with practical knowledge to prepare students for the future.

- **Establishment and Purpose:**
  Quills Quake, the radio club of SFS College, was established in **2014** with the primary aim of nurturing and promoting the artistic and journalistic skills of students. This platform was envisioned to provide students with a hands-on experience in media production, empowering them to produce, edit, and broadcast short-duration radio programs. The purpose behind its creation is to encourage creativity, self-expression, and teamwork while imparting practical knowledge in the fields of communication and journalism. By engaging students in every aspect of radio programming, Quills Quake aspires to foster confidence, critical thinking, and a passion for innovation, making it an integral part of the college's commitment to holistic and experiential learning.

- **Scope:**
  Quills Quake, the radio club of SFS College, offers a broad spectrum of services aimed at enhancing the artistic and journalistic abilities of students. The club is dedicated to producing, editing, and broadcasting short-duration radio programs that cater to various themes such as cultural celebrations, academic discussions, awareness drives, and special occasion coverage. These programs provide a creative and informative platform that reflects the dynamic spirit of the college community.
  The key stakeholders involved include students, who take the lead in conceptualizing and executing programs; faculty mentors, who provide guidance and support; and the college community, which benefits from the engaging and thought-provoking content.
  Quills Quake contributes significantly to the institution by fostering a culture of creativity, innovation, and collaboration. It empowers students with essential skills in communication, teamwork, and media production, aligning with the institution's vision of holistic development. By offering an experiential learning platform, the club plays a pivotal role in ensuring the smooth operation and success of SFS College's co-curricular initiatives, creating an enriched and inclusive campus environment.
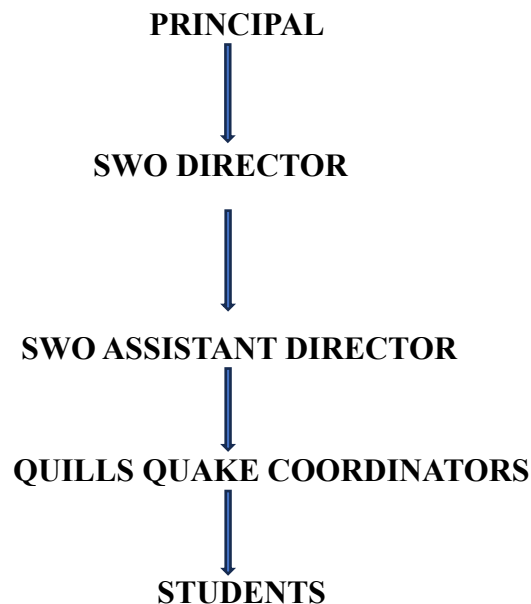
- **Objectives:**
  ☐ **Foster Creativity and Innovation:** To provide a platform for students to explore and express their artistic and journalistic talents through creative radio programming.

Promote Practical Learning: To equip students with hands-on experience in media production, including content creation, editing, and broadcasting, enhancing their technical and communication skills.

 Encourage Teamwork and Collaboration: To cultivate a spirit of teamwork by engaging students in group projects that require collective ideation, planning, and execution.

 Enhance Awareness and Engagement: To produce content that informs, educates, and entertains the college community, addressing relevant cultural, academic, and social themes.

 Build Confidence and Leadership Skills: To empower students by providing opportunities to take initiative, lead projects, and develop their self-confidence and leadership abilities.

 Celebrate Diversity and Inclusivity: To create programs that reflect the diverse interests and talents of the college community, promoting inclusivity and cultural exchange.

 Support Institutional Goals: To align with the college's mission of fostering holistic education by integrating experiential learning with academic and co-curricular activities.

II. Organisation and Governance

- **Office/Centre Structure:**

PRINCIPAL

↓

SWO DIRECTOR

↓

SWO ASSISTANT DIRECTOR

↓

QUILLS QUAKE COORDINATORS

↓

STUDENTS

Roles and Responsibilities:

1. **SWO Director:**
   The Student Welfare Office (SWO) Director provides overarching leadership and strategic guidance to the Quills Quake cell, ensuring its alignment with the institution's vision and objectives.
2. **SWO Assistant Director:**
   The Assistant Director supports the Director in overseeing the cell's operations and offers administrative and logistical assistance to ensure seamless execution of its activities.

3. **Quills Quake Coordinators:**
   Coordinators act as the bridge between the SWO leadership and students, managing the cell's day-to-day operations. They guide students in content creation, production, and broadcasting while ensuring quality and consistency in all programs.
4. **Students:**
   As the heart of Quills Quake, students take on active roles in conceptualizing, scripting, recording, editing, and broadcasting radio programs. They demonstrate creativity, teamwork, and responsibility, driving the cell's success and showcasing their skills through diverse initiatives.
   This well-structured hierarchy fosters efficient collaboration and ensures that each member contributes effectively to the success of Quills Quake.

III. Staff Management

Induction and Orientation:
As part of the Quills Quake induction and orientation process, new staff members are introduced to the radio club's culture, roles, and responsibilities, ensuring a smooth transition and fostering a collaborative environment.

1. **Welcoming and Introducing to the Entity:**
   New staff members are warmly welcomed into the Quills Quake team. A formal introduction is made to the radio club, highlighting its mission, values, and key initiatives. Staff members are familiarized with the club's objectives and the importance of their role in promoting artistic and journalistic development.

2. **Overview of Roles and Responsibilities:**
   Each staff member is provided with a clear overview of their specific roles and responsibilities within the cell. This includes understanding their contribution to content creation, production, editing, and broadcasting processes. Expectations for performance, teamwork, and communication are discussed to align staff efforts with the club's goals.

3. **Introduction to Key Personnel and Stakeholders:**
   New staff are introduced to the SWO Director, Assistant Director, and Quills Quake Coordinators, as well as other key stakeholders, including student participants and faculty mentors. This ensures they understand the collaborative nature of Quills Quake and fosters effective communication across all levels.

4. **Sharing Policies, Procedures, and Available Resources:**
   New staff members are provided with a comprehensive orientation on Quills Quake's policies and procedures, including content guidelines, editing standards, and broadcasting protocols. They are also informed about the available resources, such as equipment, software, and training materials, to help them succeed in their roles.

5. **Providing Ongoing Support and Mentoring:**
   The induction process includes assigning a mentor or point of contact who provides continuous support and guidance to new staff members. Regular check-ins ensure that new members receive the necessary assistance as they adapt to their roles, helping them develop professionally and feel supported in their journey within Quills Quake.

This structured orientation process ensures that new staff members feel welcomed, equipped, and confident in their roles, contributing to the overall success of Quills Quake.

Staff Development and Support:
Quills Quake is committed to the continuous growth and development of its staff members. To support their personal and professional advancement, several development opportunities and resources are provided:

1. **Capacity Building:**
   Regular workshops are conducted to enhance staff skills and competencies, particularly in media production, editing, broadcasting, and content creation. These workshops focus on developing both technical and soft skills, ensuring that staff are equipped to perform their roles effectively.

2. **Mentorship Programmes:**
   New staff members are paired with seasoned mentors who provide guidance, share industry insights, and help navigate the responsibilities of their roles. This mentorship fosters professional development, builds confidence, and ensures staff members feel supported as they integrate into the Quills Quake team.

3. **Leadership Development:**
   Opportunities for leadership development are offered through specialized training programs that prepare staff for future leadership roles within the organization. These programs focus on enhancing leadership skills, decision-making, conflict resolution, and project management, helping staff become effective leaders within the radio club and beyond.

4. **Wellness and Self-Care:**
   Quills Quake recognizes the importance of staff well-being. Wellness programs, workshops on stress management, and access to mental health resources are provided to support the physical and mental health of staff. Encouraging a balanced approach to work and personal life is a key part of the club's ethos.

5. **Technology Support:**
   Given the fast-paced nature of media production, staff are provided with training on the latest technologies and software related to radio programming, audio editing, and broadcasting. Resources such as tutorials, software updates, and tech support ensure staff can work efficiently and stay current with technological trends.

6. **Diversity, Equity, and Inclusion:**
   Quills Quake promotes an inclusive environment where diversity is celebrated. Staff participate in training sessions focused on diversity, equity, and inclusion, equipping them to foster an equitable and respectful workplace. These initiatives are designed to enhance collaboration and ensure that all voices and perspectives are valued.

Through these development opportunities, Quills Quake ensures that its staff members have the necessary tools, resources, and support to thrive in their roles, leading to personal growth and the continued success of the radio club.

Transition Process for Transfer/Resignation/Termination:
 Transition Process for Transfer/Resignation/Termination:

1. **Formal Notification**

   • The departing member informs the Quills Qukae Coordinator or SWO Assistant Director about their transfer, resignation, or termination in writing.

2. **Handover of Responsibilities**

   • The outgoing member prepares a simple handover document listing:

   • Ongoing projects and their status.

   • Key contacts and pending tasks.

   • Responsibilities are transferred to the new or interim member in a formal meeting.

3. **Knowledge Sharing**

   • A brief session is arranged where the outgoing member explains ongoing tasks and provides guidance.

4. **Access and Asset Management**

   • Ensure the return of property (like files or IDs) and revoke access to digital tools or accounts.

5. **Introduction of Successor**

   • Introduce the incoming member to the team and key projects.

6. **Acknowledgment**

   • Appreciate the contributions of the outgoing member and complete any necessary clearances.

IV. Operational Framework

Processes and Procedures for Services and Functions:

The services and functions of Quills Quake are governed by structured processes and procedures to ensure smooth operations and high-quality output.

1. **Program Planning and Scheduling:**

   o Each radio program is planned and scheduled well in advance. Students propose ideas, followed by content development, scriptwriting, and approval from the coordinators and faculty mentors.

   o Programs are recorded, edited, and finalized based on predefined deadlines to ensure timely broadcast.

2. **Content Creation and Editing:**

   o Students lead content creation, including research, scripting, and voice recording. The editing process is managed by designated staff or student editors who ensure the content meets quality and technical standards.

3. **Broadcasting:**

   o The finalized content is scheduled for broadcast. Coordination with the technical team ensures that all broadcasting equipment is functioning properly and content is aired as planned.

4. **Feedback and Evaluation:**

   o After the broadcast, feedback is gathered from listeners and key stakeholders to assess the quality and impact of the program. This feedback informs future programming decisions and improvements.

5. **Student Involvement and Roles:**

   o Students are given clear roles in the production process—ranging from scriptwriters, editors, and voice artists to project managers—fostering hands-on learning and leadership development.

Perception Building:

Quills Quake employs various strategies to build and maintain a positive perception of both itself and the institution:

1. **Showcasing Talent and Creativity:**

   o Regularly producing high-quality, engaging radio programs that reflect student creativity, teamwork, and professional development enhances the reputation of Quills Quake and the institution.

2. **Collaboration and Involvement:**

   o Collaborating with various college departments, cultural events, and community projects to highlight Quills Quake's active role in the institution's co-curricular life. This engagement strengthens the club's visibility and relevance within the college community.

3. **Promotion through Digital and Social Media:**

   o Utilizing the college's social media platforms and Quills Quake's own channels to promote upcoming programs, behind-the-scenes content, and successful projects, further building the radio club's presence and positive image.

4. **Professionalism and Accountability:**

   o Ensuring a high standard of professionalism in all aspects of the club's operations, from content quality to student behavior, which enhances the credibility of Quills Quake within the broader college environment.

5. **Impactful Programming:**

   o Focusing on programs that contribute to societal issues, student awareness, and educational value, which helps Quills Quake gain recognition as a meaningful contributor to the college's holistic mission.

List of Files and Registers Maintained:

To ensure smooth and efficient operations, the following files, registers, and records are maintained by Quills Quake:

1. **Program Planning Register:**

   o A log of all planned radio programs, including topics, schedules, and status updates.

2. **Content and Script Files:**

   o Digital and physical copies of scripts, content outlines, and research material for each program produced.

3. **Broadcasting Log:**

   o A register documenting the broadcast schedule, air dates, and times for each program aired.

4. **Feedback and Evaluation Records:**

   o Collected feedback from listeners, faculty, and students, along with evaluation forms for each broadcast to assess program quality and impact.

5. **Student Involvement and Role Records:**

   o A record of student participation, roles, and contributions to each program, helping track their involvement and development.

6. **Equipment Maintenance Log:**

   o A record of maintenance and checks conducted on technical equipment used for recording and broadcasting, ensuring smooth functioning and identifying any issues promptly.

7. **Budget and Financial Records:**

   o Documentation of any financial transactions, including program funding, resource allocation, and event costs.

8. **Communication and Correspondence Files:**

   o Records of official communication, including emails, letters, and memos related to Quills Quake's operations and external collaborations.

These files and registers help maintain transparency, organization, and effective management of all Quills Quake activities, contributing to the overall success and sustainability of the radio club.

V. Performance Management

Measurable Outcomes:

To assess the effectiveness of Quills Quake and its contribution to the institution, the following key performance indicators (KPIs) are used:

1. **Program Quality and Engagement:**

   o **KPIs:** Listener ratings, feedback surveys, and audience engagement metrics (such as social media interactions, comments, and shares).

   o **Outcome:** High-quality programs that resonate with the college community and engage listeners meaningfully.

2. **Student Involvement and Skill Development:**

- **KPIs:** Number of students actively participating in each phase of production (scriptwriting, editing, broadcasting), and the assessment of their skill improvement over time.

- **Outcome:** Increased student involvement, with measurable improvements in their technical, communication, and leadership skills.

3. **Timeliness and Consistency of Broadcasts:**

- **KPIs:** Adherence to scheduled program release dates and consistent broadcasting.

- **Outcome:** Programs are consistently aired as planned, reflecting strong time management and operational efficiency.

4. **Innovation and Creativity:**

- **KPIs:** Variety and originality of program themes, creative approaches to content, and new formats or ideas introduced by students.

- **Outcome:** A steady flow of innovative and diverse content that keeps the audience engaged and showcases student creativity.

5. **Collaboration and Teamwork:**

- **KPIs:** Successful collaboration across different roles (content creators, editors, technical staff), and the completion of projects within the set timelines.

- **Outcome:** Enhanced teamwork and coordination among students, fostering a positive and productive working environment.

6. **Positive Perception and Recognition:**

- **KPIs:** Recognition of Quills Quake by faculty, students, and external stakeholders, as well as the presence of positive feedback in media or college publications.

- **Outcome:** An enhanced reputation of Quills Quake as a credible and valuable part of the college's co-curricular ecosystem.

Review and Evaluation:

The review and evaluation process is integral to ensuring the ongoing success of Quills Quake. It includes the following steps:

1. **Frequency of Review:**

- **Quarterly Reviews:** Formal evaluations are conducted every quarter to assess the progress of ongoing projects, student involvement, and overall performance.

- **End-of-Semester Review:** A more comprehensive review takes place at the end of each academic semester to evaluate the overall performance and impact of the radio programs throughout the term.

2. **Methodology:**

- **Feedback Collection:** Surveys, feedback forms, and one-on-one interviews with students, faculty, and listeners are used to gather qualitative and quantitative data on program effectiveness.

- o **Performance Metrics:** KPIs such as audience engagement, program consistency, and student development are closely monitored to assess the effectiveness of the programs and the operations of Quills Quake.

- o **Self-Assessment:** Coordinators and student teams engage in a reflective process to identify strengths, areas for improvement, and lessons learned.

- o **Faculty Input:** Regular consultations with faculty mentors provide valuable insights into how Quills Quake aligns with the academic objectives of the institution and how it can be further developed to support student learning.

3. **Outcome-Based Adjustments:**

- o Based on the evaluation results, action plans are devised to address any shortcomings or challenges. Adjustments may include additional training, content refinement, or changes in operational procedures to improve program delivery and staff development.

By employing this structured review and evaluation process, Quills Quake ensures that it continuously adapts to meet its goals, providing a dynamic and enriching experience for all involved.

VI. Compliance

- **Compliance:**
  Quills Quake cell operates according to the policies and guidelines laid by the Institution.

VII. Communication and Stakeholder Engagement.

Communication to Stakeholders: Quills Quake Radio Cell employs a multi-channel communication strategy to engage stakeholders effectively. Internal stakeholders, including students, faculty, and staff, are kept informed through regular meetings, emails, and notice boards. Updates and event announcements are shared via the college website, newsletters, and social media platforms. External stakeholders, such as alumni, local media, and community organizations, are engaged through public broadcasts, press releases, and collaborations. Protocols ensure transparency, timely updates, and a professional tone in all communications. Feedback mechanisms, like surveys and comment sections, are used to foster two-way communication and continuous improvement.

VIII. Appendices

List of Policies, Guidelines, Rules, and Regulations:

- Government of India: Community Radio Guidelines 2006

- University Grants Commission (UGC) Guidelines for Campus Radio Stations

- Institutional Code of Conduct for Students and Staff

- SFS College Media and Communication Policy

- Content Review and Approval Guidelines

- Intellectual Property and Copyright Compliance Policy

List of Templates:

- Program Proposal Template
- Script Approval Form
- Broadcast Schedule Template
- Feedback Form for Listeners
- Volunteer Enrollment Form
- Event Coverage Request Form
- Content Submission Checklist