



IHM HYDERABAD

HOMETEL SOPs

SR. No.	DESCRIPTION	PAGE NO.
01.	Pre-requisites for Resident Managers	03
02.	<p>Possible situations, their implications and, ways to tackle them</p> <p><i>01. Students wants to leave the hostel</i></p> <p><i>02. Students smoking cigarettes/ marijuana – no one around</i></p> <p><i>03. Students attend online classes from Homotel</i></p> <p><i>04. Students starting dance parties/birthday parties in the room</i></p> <p><i>05. Students feeling not well-midnight</i></p> <p><i>06. Students causing disturbance/ruckus & fighting</i></p> <p><i>07. Students caught drinking</i></p> <p><i>08. Students ordering food post 9pm</i></p> <p><i>09. Students reporting back to Homotel after 9pm</i></p> <p><i>10. Students misbehaving with girl student</i></p> <p><i>11. Day boarders coming to the hostel at night</i></p> <p><i>12. Students moving in other’s rooms</i></p> <p><i>13. Students misbehaving with the resident manager</i></p> <p><i>14. Students feeling homesick</i></p> <p><i>15. Students using appliances that are not allowed in the hostel</i></p> <p><i>16. Over-friendly couple students</i></p>	04-19
03.	<p>Redressal to common SOPs of Homotel</p> <p><i>01. Out-pass</i></p> <p><i>02. Food: - breakfast, lunch, dinner</i></p> <p><i>03. Celebrations in Homotel: hostel day, Holi, Ugadi, etc.</i></p> <p><i>04. Emergency: (riot, lockdown, curfew, fire, serious sickness, hospitalization)</i></p>	20-21

CASE STUDIES – HOMETEL

PRE REQUISTE MATERIALS FOR RESIDENT MANAGER

KNOW YOUR STUDENTS

- First and foremost, the resident manager needs to know the students. You will be dealing with Generation Z. (kindly go through the behavioral and attitude of the generation Z) students who are born in between 1994 – 2025.
- This millennial (generation Z) student generation has a very different attitude as compared to the earlier generations, as this generation is very tech savvy, (average received a mobile phone at the age of 10) ready to spend money for better comforts, not much keen on savings and want to live a very comfortable life because of above, expectations from the students are more and are having very less tolerance and adjustment level. So as a resident manager, you need to understand the students which help a lot in the smooth running of the hostel.
- On an average only 2% of students had studied in boarding and lodging school and for the other 98% of students, it is their first time staying in the Hostel. - Change in student's behavior due to sudden freedom away from home (Parents), new place, Social media, friends all induce them to do things that are beyond their capabilities to control themselves.

KNOW YOUR HOUSE RULES

- Before taking the charge, one of the most important prerequisite knowledge is to be fully aware of the house rules
- House rules guide the exact operations, limitations, whom to call when in an emergency, etc.
- Before taking any action or decision, take in writing what the student wants to say, never make a decision or action which is only verbal.
- Good listening skills, presence of mind are a key for a successful resident manager.
- Have to update the logbook and get it signed daily by the Principal.
- During an emergency, do inform the Principal and if the Principal is out of reach, then inform HOD

POSSIBLE SITUATIONS, THEIR IMPLICATIONS AND, WAYS TO TACKLE THEME 01. STUDENT WANTS TO LEAVE THE HOSTEL

A student came to the resident manager for an out-pass, citing that he is leaving the hostel and going back home. He was very vocal about how he is finding it difficult to adjust to a new place and cannot survive here as he hasn't slept for 2 days. There is clear deviance between what he perceived hostel life to be and what the real conditions are. The resident manager offers him water and asks what is the problem to which he says he is not finding the course suitable nor is he finding the hostel life comfortable, thus he wants to pack up and go home.

CHALLENGES:

- How to convince the student to stay back in the hostel.
- Hostel is a major revenue source for the college thus every bed occupancy is a good thing
- Student leaving the course may lead to negative PR as well as potential revenue loss - The reasons may be Facility, Food, Roommates Trouble, restricted freedom, etc.

STEPS TO TAKE :

- Relax the student if he/she is tensed by offering water & a chair to sit - Ask the student to give the reason for leaving the hostel
- Listen carefully & allow the student to complete his speech.
- Look for possible solutions for handling the situation
- If the student is not convinced, talk to the parents and explain the situation and convince them so the student can stay back.
- If things are not settled, ask the parents to send an email to the Principal for leaving the hostel.
- Ask the student to stay back till we receive the letter from the parent. - Enter in the logbook & personally take the student to the principal & brief the situation. - If the tickets are done, call the HOD and brief the situation at the earliest. - Once the Principal approves, then only students can book their ticket.

02. STUDENTS SMOKING CIGARETTES/ MARIJUANA – NO ONE AROUND

Last week, as the residential manager was inspecting the hostel premises, he smelled smoke from one of the rooms. As he went on to further check, he found buds of joints that were rolled and students hastily snubbing them with their feet as the resident manager approached them to check. When the buds were examined, it confirmed the affirmations of the residential manager that it wasn't cigarettes but was indeed joints of marijuana. The resident manager, on inspecting the rooms of the students that were present at the spot, found 2 small pouches of weed-like substances and a bunch of OCB paper in their room, which was confiscated by him.

CHALLENGES:

- How to control smoking
- Finding out the student/students involved in smoking
- The way how the cigarette entering Hostel
- How to motivate Security so no cigarette/drug will be entering through the gates

STEPS TO TAKE:

- Consumption of Marijuana is not only prohibited by the institute's guidelines but are also illegal as termed by the laws of the Telangana Government and is an offense under the IPC as well as Narcotic Drugs and Psychotropic Substances Act, 1985, thus inviting negative PR for the institute as well as legal trouble for the students & the institute.
- Look for students' movement or gossiping in the rooms, who may be the reason for the smoke smell. If not late then, check all the rooms on the floor for the students
- Can conduct a meeting on the corridor and a strict warning can be given to students and encourage all students to inform you if anyone is involving - Separately check with the floor in-charge for such activities and probable students who are capable of doing things and frequently students coming to the floor from other floors.
- Mention the happening in the log book.

03. STUDENTS STAYING BACK AT HOMETEL WITHOUT PERMISSION

On one of the early rounds of the student dorms, the resident manager found out that many students were not attending classes and sitting in their hostel rooms. When the resident manager enquired, they started giving lame excuses. The resident manager also further asked whether the concerned faculty had been informed of their non-attendance or not, to which they denied. The faculty has also noticed online attendance to be on a higher side than that of the offline class and cross-checking with the resident manager, it was found that a lot of hostellers were not attending physical classes and were attending the classes from the hostel. When the students were separated and asked what the reason was, they did not have a proper reason.

CHALLENGES:

- Make sure the student attends the class and does not pass time in the hostel.

STEPS TO TAKE

- Find out the reason why the student didn't physically attend college
- If the reason is genuine and he/she got into some accident & did not take prior permission, it can be considered however a warning has to be issued.
- The permission will be given by the resident manager and the permission letter should reach counsellor through his classmate.
- Same has to be entered into the logbook.
- If the student is a regular offender, then he/she has to be taken to HOD/PRINCIPAL.

04. STUDENTS STARTING DANCE PARTIES/BIRTHDAY PARTIES IN THE ROOM

As it was a day prior to the students vacating the hostel for their IT, they decided to throw a party, although, no intimation of this was given to the resident manager. When the resident manager was on his routine inspection round, he heard loud music and a huge crowd gathering and some students were even dancing in the corridors. When the resident manager approached the crowd, he found loud music being played and crowding happening inside the rooms. The resident manager immediately asked all the students to return to their rooms warning them of further stringent action if they fail to comply.

CHALLENGES:

- Students like to celebrate birthdays at 12 am in their rooms, which may disturb other students in the hostel as well as the neighbors who are staying near the campus.
- Due to this, they mess up the rooms, corridor and, bathroom.
- As a Resident manager you have to convince students to celebrate birthdays as per the house rules.

STEPS TO FOLLOW:

- Students can enjoy such gatherings near to start-up with prior permission till 10 pm. - Inform students regarding house rules (not to celebrate any function inside Homotel) while/first hostel meeting with students.
- Any students who have a birthday have to celebrate at the dining hall after dinner time (within half-hour after dinner time).
- Resident manager should be present to make sure it is celebrated in a disciplined manner and the dining hall should be kept clean and hygienic after the celebration is over. - Alert security so as the security will be more vigilant during night hours. - Resident managers have to go on more surprise checks / rounds inside the Homotel to undo such happenings.
- Have to update the logbook about the celebrations.

05. STUDENTS FEELING NOT WELL-MIDNIGHT

Around 11 pm in the night, some students informed the Resident Manager about a student that is complaining about redness in his eye and that it is itching a lot. The resident manager meets up with the student and verifies the report and finds the student in pain. The student is not in his control and very scared due to the situation and wanted to get back to normal as it was his first time away from his parents and home.

CHALLENGES:

- A normal occurrence for the student to get sick while living in daily life. - The resident manager has to be proactive in this case to avoid any small illness which may raise a health issue within the hostel.

STEPS TO FOLLOW:

- If it is a common problem (like cold, fever, diarrhea etc.) he can ask his roommate to accommodate him at the nearest hospital.
- If it is a long term disease then the resident manager has to check his records for such mentioned, otherwise it should be questioned why he has not mentioned (long term problem) in the records.
- If the doctor advises bed rest for more than 2 days. The student should be advised to stay at their L.G. and the resident manager personally calls the L.G. to come and pick the student. - Similarly, if the student gets a contagious disease then he should be isolated in the PILL for ILL room and inform his L.G. to pick the student and treat him till he recovers. - Same has to be entered in the Log book.

06. STUDENTS CAUSING DISTURBANCE/RUCKUS & FIGHTING

Some of the students notified the resident manager one night, that 2 people were fighting / abusing each other. The resident manager goes towards the scene and finds both the students are hitting each other while abusing each other. The resident manager separated them and asked what was the reason for the fight, which came out to be one of the students bad mouthing about the other's family.

CHALLENGES:

- Peace & Harmony has to be there between all the students.
- Cultural differences, Language differences etc. should always be kept in mind while dealing with fights and indifferences.

STEPS TO FOLLOW:

- Separate both the parties involved in the fight
- Ask the account of both the parties involved in the fight separately and then cross-verify by asking the witnesses.
- Counsel the guilty strictly and tell them the consequences of fighting inside the campus. - Record it in the logbook and ask the student to write a letter stating the same incident and present the guilty student in front of the HOD the next day.

07. STUDENTS CAUGHT DRINKING

During one of the rounds, the resident manager heard rumors about some students consuming alcohol and talking very animatedly in one of the rooms. When the resident manager ordered the student to open the room, he took a prolonged time to do so, further affirming the suspicions of the resident manager. When the student opened the door, the resident manager found 2 more students in the room and the room smelled of alcohol. The resident manager, on inspection of the room, found 4-5 beer bottles stuffed in the wardrobe. The resident manager confiscated the bottles and noted the student's names in order to initiate disciplinary action.

CHALLENGES:

- Activities such as alcohol consumption are strictly prohibited on the institute's premises and pose some serious challenges that can further erupt in situations of conflict among students, hostel manager/staff.
- Alcohol consumption by underage students can not only lead to untimely medical scenarios but is also in violation of the laws laid down by the government that could be responsible for building a negative image of the institute.

STEPS TO FOLLOW:

- In this case, if the student gets caught, enquiry will be made with his companions (if any) - Logbook will be updated and handed over to the principal.
- The resident manager will confiscate the bottles and take in writing from all the guilty students about the happenings.
- Logbook to be updated & the HOD/Principal to be notified.
- The Local Guardian and the Parent are to be updated on the same by mail/calling

08. STUDENTS ORDERING FOOD POST 9 PM

Despite having given a repeated reminder to the students about the hostel rules, the resident manager has heard several instances from the security personnel of the institute that students are ordering food post the time deadline of 9 pm. When the resident manager questioned some of the students whose food got delivered late post the deadline, they simply stated that the food was ordered before the deadline of 9 pm and the delivery person was late in delivering the food.

CHALLENGES:

- Hostel has strict policies and guidelines that are present to safeguard the interests of the students; however, some students just simply fail to comply.
- Untimely deliveries of food create a ruckus for the security personnel as well since they also have to make rounds of the institute during that time and secondly, sometimes it can cause monetary losses to students and this can also become a cause that can cause a rift among the students and the security personnel of the institute.

STEPS TO FOLLOW:

- Remind daily during the attendance about food ordering SOP i.e. order food before 9 pm, eat it in the Dining Hall and before this is done, the mess team has to be notified before 5 PM so that food is cooked accordingly and leftovers are avoided.
- If the situation persists, a verbal reprimand can be given to the student and made sure it does not repeat. Logbook to be updated.
- Repeat offenders to be taken to the HOD.

09. STUDENTS REPORTING BACK TO HOMETEL AFTER 9 PM

Since the commencement of the session and before the students accommodating the hostel, the timing for returning to the hostel was made crystal clear and any non-adherence to the same would result in a student being denied entry to the hostel. However, citing the recent regulations and changes happening in the transportation sector due to the ongoing pandemic, students have started to take undue advantage of the same and flout this particular rule of adhering to the time deadline has been noted by the resident manager on multiple occasions.

CHALLENGES:

- Due to the ongoing pandemic, a sense of responsibility has also led the institute to develop an onus to keep their students safe and secure and this has added to increasing additional responsibility on part of the institute.
- The resident manager also needs to be aware of the background of the student in question so that a better decision can be taken.

STEPS TO FOLLOW:

- This rule is very often broken by students, so it should be made very clear that a fine of 200 will be taken in case the student is late. If the fine is taken, the resident manager needs to obtain a receipt from the accounts and give it to the student.
- Some relaxation can be given if the student calls up the resident manager beforehand and requests extra time as he is getting delayed.
- Repeat offenders to be taken to the HOD. Logbook entry to be made as well. - If the student has paid the fine 2 times, Parents also have to be informed about the same by mail/calling.

10. STUDENTS MISBEHAVING WITH GIRL STUDENT

Once due to a scuffle between 2 students, their fellow students reported a case where a student was misbehaving with a female student. When the resident manager confronted both, they said that due to the heat of the moment, an argument broke out between the two that lead to the student behaving in a derogatory manner with the female student. The student apologized to her and was given formal notice by the residential manager that any such behavior of this sort will result in his expulsion from the hostel premises and this would be reported to the higher authorities.

CHALLENGES:

- It's a joint responsibility of the students and the faculty to foster a cordial environment at the institute and events such as misbehavior with any gender is deemed highly inappropriate and tarnishes the image of the institute.
- Furthermore, it creates an environment of fear and a sense of insecurity among the students that are not ideal for the learning environment.

STEPS TO FOLLOW:

- Listen to the accused as well as the girl student very carefully to understand the situation. This has to be done separately.
- Record any witnesses to further verify the situation
- The accused, if found guilty, has to be taken to HOD the very next day - The resident manager will talk to the girl student personally and assure her about her safety. - Events are to be logged into the logbook as well.

11. DAY BOARDERS COMING TO THE HOSTEL AT NIGHT

This is one of the recently developed problems that have come to light of the resident manager. During one of the rounds of his shift, the resident manager noticed some unfamiliar faces that were present in the hostel. When he inquired about the same from some students, he came to know that these were day-boarders who had come to visit their fellow friends. When he confronted them, they said they would be leaving shortly but since it was already past the deadline, they were escorted out of the hostel.

CHALLENGES:

- Managing the day boarders is a very huge task as security also cannot identify when 200 students are living inside.
- The overall decorum can spoil within moments whenever outside parties are in the hostel after hours as they have a free hand to do anything they can and they think hostel rules are not applicable on them

STEPS TO FOLLOW:

- It has to be notified to all the Homotel residents that day-boarders are not allowed on campus under any circumstances, except for the prior permission of the counselor as well as the resident manager.
- Homotel students should be motivated to notify the resident manager if day boarders are sighted in the campus
- The counselor of the caught students needs to be notified the next day, and the logbook has to be filled
- If repeat sightings are caught, the same has to be conveyed to the HOD

12. STUDENTS MOVING IN OTHER'S ROOMS

During one of the rounds, the resident manager came across a lot of movement noises on the floor above. On further enquiry, the manager came to know that students were moving constantly into other rooms in order to stay with their friends. The residential manager informed the students that this cannot be done as the rooms are allotted to the students in a certain manner and after that, they have to be in their respective rooms.

CHALLENGES:

- Frequent movement may result in a congregation of students which may lead to parties and late night sessions. It also causes disturbance amongst the other students. - Due to COVID frequent visits in other rooms has to be stopped to contain the virus and reduce the risk of virus spread

STEPS TO FOLLOW:

- Students to be notified of the same during daily attendance.
- The floor in-charges should be on a strict vigil to check the movement happening on their floors, and the resident manager to be kept in the loop as well.
- If someone is not complying, name and details to be recorded in the logbook and repeat offenders to be taken to meet HOD.

13. STUDENTS MISBEHAVING WITH THE RESIDENT MANAGER

As misbehavior with the resident manager is always discouraged and strictly reprimanded at the institute, certain events often tend to become an example. Recently, such a case came to light during the attendance, where the student and the resident manager had a heated exchange of words.

This was further taken up by the disciplinary committee of the institute and the student was told to vacate the hostel.

CHALLENGES:

- There is no denying the fact that there can always be disagreements on matters between the students and the faculty/resident managers and grievance mechanisms are one of such tools that's designed by the institute to address such events.
- However, the fear of being reprimanded without a cause always lingers in the student's mind and these results in such events taking place.

STEPS TO FOLLOW:

- The student in focus should be spoken in strict words about the consequences of misbehaving with the resident managers.
- Students, in general, should be spoken with dignity so that they don't feel indifferent. - In case such a thing happens, the details have to be taken down in the logbook and the student should be taken to meet the HOD.
- If the situation becomes worse, the parent of the student needs to be informed as well.

14. STUDENT FEELING HOMESICK

This issue is predominantly noticed in the 1st Year students as they are stepping out of the comfort of their homes to reside in a different environment and despite proper orientation, this is a natural issue that will always persist. More recently, due to the ongoing COVID scenario, students have started demanding to visit home at untimely hours or even schedule visits for their parents, post office hours. The resident manager has ensured to adhere to the proper guidelines provided by the government as well as the guidelines provided by the institute to ensure the safety of all the students, faculty and the support staff.

CHALLENGES:

- Students who have just turned into adults have developing brains with a sensitive side. - It is of utmost importance to support the student during his troubled time as this may result in depression which can be lethal.
- It might be the 1st time that the student is out on his own far away from his

parents. STEPS TO FOLLOW:

- The basics of counseling an adolescent brain would be a very useful trait in this scenario. Ex: Explain how it was for the resident manager to be 1st time away from parents. - Give them a 1-time privilege of either ordering food from outside late or let them watch T.V. a little late.
- Take daily feedback from the student to know about his mental health.
- If the situation does not improve, suggest him to see a professional counselor to get the required help. Logbook to be updated in this case.

15. STUDENTS USING APPLIANCES THAT ARE NOT ALLOWED IN THE HOSTEL

Despite being given repeated reminders to the students about the facilities that are equipped in the hostel and the banned items, some students simply fail to comply. They are providing unnecessary excuses of convenience despite several warnings given by the resident manager. After constant reminders, when the students fail to comply the resident manager has confiscated appliances such as electric kettles, egg boilers, etc. and, has taken the said items into his possession. Irons were found to be used regularly by the students and when caught they were citing reasons which were not satisfactory.

CHALLENGES:

- Not only this will promote a lax attitude and rule breaking, the electrical wiring will have extra load, which may cause problems in the future.
- Many fire related accidents may become prone to happen because of

this. STEPS TO FOLLOW:

- Homotel residents should be told what is allowed in the hostel and what is not. - Surprise visits and rounds of the students rooms would be a good way to catch hold of the banned electrical appliances
- Floor In-charges should also be vigilant about these things and follow up on the same

16. OVER-FRIENDLY COUPLE STUDENTS

The resident manager was informed about certain students of the opposite (or same) gender being over-friendly to each other. The next day the resident manager takes a few rounds in secret and is on the lookout for the same. Some of the students were indeed very comfortable with each other. When everyone was gone, these students were called by the manager, and counseling was given on the same day. It was also made clear that if found doing so again, it will further invite stringent disciplinary action which may lead to the expulsion of the student from the hostel.

CHALLENGES:

- It is very natural for students at that age to have infatuations and crushes on their batch mates, seniors and then getting into relationships.

STEPS TO FOLLOW:

- They need to be properly counseled on the same and it should be made clear that public displays of affection result in nothing good.
- Keep the students in focus under observation and if it is repeated, it should be brought to the notice of HOD by recording it into the log book.
- Depending on the situation, the L.G. and parents need to be informed as well.

REDRESSAL TO COMMON SOPs OF HOMETEL

OUTPASS: To be given to the students who:

- Want to go to L.G (local guardian) place to stay during weekends.
- Want to go to hometown/out of the station
- Want to go to the hospital
- Want to leave the hostel

Points to remember:

- All the columns of the outpass should be properly filled.
- If a student wants to go to L.G /Home town, ask the student to get their parent, L.G. to send a message to the resident manager.
- Before sending the student to the hospital, kindly make sure parents are aware of the same and if the student is very sick then the student should be accompanied by a security/resident manager/student.
- If the student is already on medication and sick, kindly advise his L.G to keep the student at their place till he is fit to attend class.

FOOD: - BREAKFAST, LUNCH, DINNER

- Food will be served at the Student Dining Hall during the prescribed timings. - Timings will be informed well in advance (at the time of joining the hostel)

Points to remember:

- Make sure all the students follow the timings
- No food will be allowed to be consumed inside the hostel room.
- If any student is sick, then with prior permission from the resident manager, the food can be taken to the hostel room.
- Make sure all the students follow the guidelines and maintain proper distance inside the student dining hall.
- No student will be allowed to waste the food, and follow-ups should be taken on the same. -The resident manager should check the food for taste, quality well before service to students.

CELEBRATIONS IN HOMETEL: Hostel day, Holi, Ugadi, etc.

- A letter addressed to the Principal (collectively signed by students) requesting permission to celebrate festivals inside the campus has to be collected.
- Upon approval from the Principal, the same can be conveyed to the

students. **Points to Remember:**

- Before sending the letter for approval, have a brief talk with the students regarding the rules and limitations for the celebration.
- The celebrations should have a learning aspect attached to them as well, like coordination, indenting, cooking of food etc
- Make sure the letter for approval should reach the Principal well in advance - During the day of celebration no outsider (L.G, non-hostel students) should be allowed inside the campus for participating in the celebrations unless allowed by a faculty member.
- Resident manager should be alert and be around the campus till the celebration is over and students are back to their rooms, as the resident manager is liable for any mishaps

EMERGENCY: (RIOT, LOCKDOWN, CURFEW)

- Brief security not to allow any student to go out of campus and not to allow any outsider to come inside the campus.
- Brief students about the situation and ask them to stay calm and secure and not to plan for going out for the coming days till the situation becomes normal.

Points to remember:

- Alert security & Lock the main gate from inside.
- Strict instructions to security to call the resident manager to allow for anyone to go out or come inside the campus.
- Make sure students are safe.
- Keep updating the Principal about the steps taken and the situation inside the campus.