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# FAQs on student monitoring

We're so glad to have you join the team! This guide is meant to provide team-specific information to help you get off to a great and productive start. Individual student websites are at <http://scholars.padakshep.org>.

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## WHEN AND HOW TO UPDATE

### *How often should a monitor call a student and update the student's webpage?*

The monitors should call a student at least twice a month. The formal updates, however, can be given once (by one monitor) in a month, depending on the need. There should be at least two updates from all the monitors who are in charge of the student.

### *When should one write to the Scholar Management Committee?*

The monitors should inform the scholar management committee if

1. The student website has new information.
2. there is a critical situation with the student and the monitors need to take an important decision,
3. there is any funding-related issue or any confusion on what to fund,
4. a monitor is going to be busy or out of station for a certain period of time,
5. a monitor has any comment or suggestion regarding monitoring,
6. Any suspicious activity from the student's side (e.g. not answering Padakshep mentor's phone even after several attempts, students giving false information regarding funds etc.)

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### *How to inform the Scholar Management Committee about an update from the student/teacher?*

In all email communication regarding the student, the monitors should include the co-volunteer/s and include a link to the updated web page in the email. The email address of the scholar management committee is [scholmancom@padakshep.org](mailto:scholmancom@padakshep.org). There is a dedicated scholmancom email thread for each student. PLEASE USE THAT THREAD FOR COMMUNICATIONS RELATED TO SCHOLAR MANAGEMENT FOR THAT PARTICULAR STUDENT.

### *What is to be done after updating the funding page?*

Inform the treasury department about the amount of money that needs to be sent to the student. Email ID of Padakshep treasury is [treasury@padakshep.org](mailto:treasury@padakshep.org). There is a dedicated treasury email thread for each student. PLEASE USE THAT THREAD FOR COMMUNICATIONS RELATED TO FUND DISBURSEMENT FOR THAT PARTICULAR STUDENT.

### *How to update a student's funding page?*

Please watch this video for details: <https://youtu.be/aBINcJhTKIE>

### *How often should a monitor call the tutors?*

Tutors should be contacted to keep track of the performance of the student. We cannot call the tutors very frequently. So once in three months would be sufficient. The updates from the tutors should be kept on the sub-page “Updates from Teachers”.

**Update:** On modern web pages, there are no subpages for “Updates from Teachers”. A mentor must add the update from the teachers in the same place where he/she updates about the student.

### *When should a monitor update the funding sheet?*

Padakshep sends the scholarship to the students in the first weeks of January, May, and September. So update the funding page by 20th of December, April, and August. If you don't do it by 20th then you will be sent a reminder and you are supposed to do it definitely by 25th.

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### *How to share the work with a fellow volunteer?*

As a volunteer, you must communicate regularly with the other monitor of the scholar if there is any. You must learn to share the details of your communication with the scholar with him/her by copying him/her in every email to ScholManCom. You should also communicate if you need to take time off. If you are comfortable chatting with your co-mentor through various social media apps, feel free to do that.

**The dedicated ScholManCom email thread of a student should include all relevant parties; therefore you can use “reply all” feature of gmail to inform your fellow volunteer regarding your mentee’s situation.**

## **HOW TO MONITOR**

### *What should we ask the tutors about?*

Before you make any such call, ask the students to inform their teachers about a potential phone call from Padakshep. Introduce yourself as a Padakshep volunteer. Tell a few things about Padakshep and ask –

1. about the performance of the student
2. any necessary steps that should be taken for the student
3. his/her tuition fee (if possible)

### *What is a good update?*

A good update is the one that is very elaborate and transparently written. There should be a coherence between the successive updates so that someone going through the updates can get a clear vision of the ongoing monitoring process. Examples of some good updates are given below :

1. [Update of Moumita Khatun](#)
2. [Update of Swadhin Mahato](#)
3. [Update of Sathi Pandit](#)

### *How to communicate with the students in the telephonic conversations?*

Padakshep is connected to the students by the telephonic conversations. So it is very crucial to create a bond of trust via these conversations. Most of the students are from

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the village area and, therefore, are mostly very shy and introverted. The monitors should behave very friendly and politely with the student so that the student can share their problems frankly with them. But at the same time, the monitors should always stay alert and should not trust whatever the student says. All the receipts should be collected and uploaded to the websites. The tuition fees should be verified, whenever possible. If there is any suspicion regarding the funding of the student, please inform the scholmancom in the dedicated email thread of the student.

## **MORE QUESTIONS**

### ***Why do we need to update student pages?***

Student pages are updated for our accountability towards our donors and the general public. Padakshep is a public charity and it should constantly report on its activities. This also makes the donors feel connected to the scholars whom they are supporting financially via Padakshep.

### ***Why do we have the contact details spreadsheet (new sites) or the discussions page (old sites) on the student's website?***

The discussion page is accessible to only the Padakshep volunteers and not displayed publicly. The contact information such as mobile numbers or email-IDs should be kept on this page. Documents having private information (such as Aadhar number and bank account detail) should be uploaded as attachments on this page.

### ***Can one write the updates in a regional language such as Bengali?***

The updates are publicly available and our donors read these updates from the students. Our donors are from various backgrounds and may not necessarily understand Bengali. Therefore, it is desirable to write updates in English only.

### ***Can a student accept any other one-time or recurring support?***

Since we provide all possible expenses related to the education of the students, the student cannot accept any other recurring support from any organization/personal/Govt. However Padakshep allows one time funding if the amount is sufficiently small. If there is any confusion/question regarding this, please alert the scholmancom in the dedicated email thread of the student.

### ***Can a student accept any support from relatives?***

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Support from relatives are often allowed because there is no clash on organizational principles. But the student and his/her family have to be truthful to Padakshep and no information should be hidden from Padakshep. Our student Sayan Saha was allowed to accept support from his aunt for his Akash coaching. Cases like this should be reported to the Scholars Management Committee and the final decision on this will be taken after rigorous discussion.

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### ***Should we continue to support a student after HS through the undergraduate studies?***

The students are generally selected for a specified course of studies such as HS or undergraduate degree. If a student, who has been supported by us for HS, needs further support from us, he/she has to qualify for a further selection process for the undergraduate degree. Our student Manowar Hussain was initially selected for HS but his scholarship is being continued for his undergraduate study after looking at his performance in HS and financial need.

### ***Should we pay for the admission fees/ travel expenses even after the support period ends?***

Yes, we provide the expenses for admission forms and admission fees (if extremely needed) even after the support period ends. This is because we often try to help them in going through the transition period.

### ***Should we reimburse the fees for coaching centers?***

In general, we do not pay for the fees of the coaching classes. Our past experiences with interaction with coaching classes showed us that the students don't necessarily learn much from these classes, even though they charge astronomically high amounts as fees. Rather, we will spend money on buying books related to coaching/private tuitions etc.

### ***Should we support multiple tuitions for the same subject?***

No. We don't pay for multiple tuition. Sometimes the tutors offer free tuition to the student and in that case we have nothing to object.

### ***Should we continue to support a student after HS only for another attempt to crack JEE?***

No. We do not support a student only to crack JEE.

### ***How do we know various information about career options?***

We have our database website - West Bengal Education Guide ([WBEDU](http://wb.edu.in)) where all the information related to various scholarships and career options can be found.

**If your question was not answered here, please send an email to [scholmancom@padakshep.org](mailto:scholmancom@padakshep.org).**

