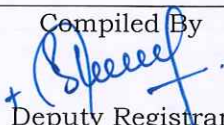
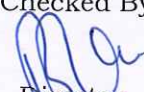




# SHRI RAMSWAROOP MEMORIAL UNIVERSITY



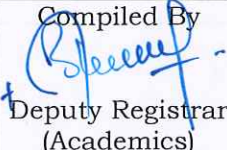
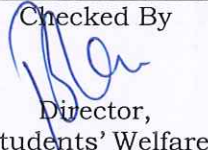
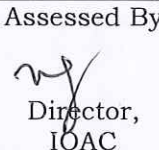

Village - Hadauri, Post - Tindola, Lucknow-Deva Road,  
Barabanki - 225003

## STUDENT SUPPORT MANUAL

Ref. No: SRMU/RO/Policy/ SSM/2019-20/08 Issue No. - 02 Date of Issue: 20 <sup>th</sup> Feb, 2020	Compiled By  Deputy Registrar (Academics)	Checked By  Director, Students' Welfare	Assessed By  Director, IQAC	Approved By  Vice- Chancellor
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## 1. Introduction

The notion of Holistic Student Development encompasses not only learning academic knowledge and skills, such as problem-solving and analysis, but also other aspects of students like holistic experience focused on understanding (and demonstrating) values, nurturing skills, and moving towards knowledge. For the holistic development of student, Mentorship, Guidance and Counselling are inevitable. This '**Student Support Manual**' describes these **THREE** important components for the overall development of individual student through Mentorship, Guidance and Counselling.

## 2. Definitions & Acronyms

**2.1 Faculty Mentor (FM)**, is one of the Faculty Member who belongs to that particular Faculty where the concerned students are enrolled, is assigned for a group of 3 to 5 (maximum 9 to 15) students as per the requirement from 1<sup>st</sup> year in 1/2/3/4/5 year courses and remain with the same set of students throughout that academic program to mentor them in almost all facets of life whether it is academic, career related or personal.

**2.2 Course Coordinator (CC)**, is one amongst the Faculty Members who teaches that particular class in that semester, is assigned the complete class (say a group of 50 or 60 students) for odd semester while a same or different faculty member for even semester and the same process will continue for entire academic program to assist them in academic as well as administrative day to day requirement.

**2.3 Student Guide (SG)**, is a pre-final year student belonging to the same academic program, is assigned for a group of 3 to 5 (maximum 6 to 10) students as per the requirement belonging to UG/IG/Diploma courses maximum for 2 Years i.e. in 1<sup>st</sup> and 2<sup>nd</sup> Year to counsel them about the University life be it academic delivery, evaluation mechanism or co/extra-curricular activities.

## 3. Aims & Objectives

To adjust in the drastically changed academic environment along with a load of responsibility of not only securing their future but also to pursue his or her choice of career, students require Mentorship, Guidance & Counselling Program which goes a long way. The purpose of Student Support is to extend a support to the students not only for the better employability or pursuance of higher studies with high confidence but also converting them in a well groomed personality for facing the challenges of real world.

## 4. Student Mentorship Program

The effective execution of Student Mentorship Program is based upon the three pillars i.e. Faculty Mentor (FM), Course Coordinator (CC), Student Guide (SG). *Faculty Members involved in these roles shall be benefitted with a maximum of 15 API score as defined under Category II a. (i) of UGC Regulation of 2016 for calculating API.*

### 4.1 Faculty Mentor (FM)

Faculty Mentor, who has been assigned a set of students for the entire duration of their academic program, shall act as a friend, philosopher and guide to them. While

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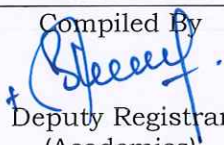
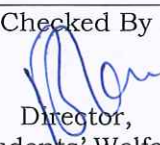
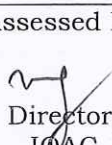



mentoring, Mentors shall always focus to improve their overall performance by looking after their learning, counselling them to maximize their potential and suggesting them to develop life skills.

**4.1.1 Responsibilities:** The responsibilities of the Faculty Mentor with respect to his/her set of students are as follows:

- i. Mentors shall be a patient listener and built very personal rapport with the concerned student.
- ii. Mentor shall be supportive of new ideas at the same time they shall willingly share their life experiences which may impact students thought process in positive manner.
- iii. Mentors shall critically analyze and deal with students' progress and wherever needed compliment their efforts hence otherwise advice them for corrections.
- iv. Mentors shall boost their confidence so that they may take up any type of challenges be it an academic or on personal front and encourage them to stretch themselves up to their limits.
- v. Mentors shall discuss opportunities that can be opened before them at the most appropriate time so that the student may get sufficient time for its preparation.
- vi. Mentor shall advice them about the prospective career and manage the proper guidance if required,
- vii. Mentor shall encourage them to become self reliant in terms of taking decision and at the same time shall be observant about their direction.
- viii. Mentor shall make them to understand setting up long and short term goals for oneself but continuous and rigorous pursuit is what matters the most in achieving the desired goal. Mentors shall also emphasize them that the means chosen to achieve the desired goal is also of greater significance.
- ix. Mentors shall make them to understand the importance of '*Mansa Vacha Karmna*' in student life as it is the best guiding policy which acts within oneself by creating a harmony in 'what you think' with 'what you say' and finally with 'what you do'.
- x. Allotted Faculty Mentor shall hold compulsory meeting with his/her group of students at least **TWICE in a semester** one at the beginning of the semester i.e. within first two weeks and one towards end of the semester i.e. towards last two week before end semester examination while personal meeting may be held as per the requirement at any point of time.
- xi. Purpose of Mentorship shall be explained to the respective students and to ensure that students meet their respective Faculty Mentors TWICE in a semester and a record of their meeting shall be maintained at Faculty Mentor level. Faculty Mentor shall fill this format to keep the track of their meeting with the students.

S.N	Schedule of Meeting		Student Details			Issues	Resolved/ Unresolved	Comments
	Date of Meeting	Time of Meeting	Student Name	Course Branch/Year	Roll No.	Discussed		
	Box for dd/mm/yy					Drop Down may be given	Various rows may be created	

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**4.2 Course Coordinator (CC)**

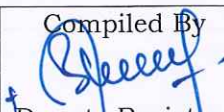
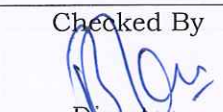
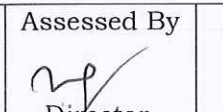

The Course Coordinator is entrusted upon with a responsibility to communicate with the newly admitted students about the University policies regarding academic delivery and evaluation. CC shall also discuss about the plenty of opportunities for extra-curricular activities. CC shall acts as a guardian of that class of students and in due course motivates them to adopt proper and effective measures for their overall development.

**4.2.1 Responsibilities:** The responsibilities of the Course Coordinator with respect to his/her set of students are as follows:

- i. Developing a good rapport with the students by maintaining a regular and personal contact with them at least **ONCE every month** and also on requirement basis. This will help in understanding the attitude of the student as an individual or as in a group which will be helpful in any unforeseen circumstances arising due to grievances of any type. Course Coordinator shall fill this format to keep track of their meeting with the students.

S.N	Schedule of Meeting		Student Details			Issues	Comments
	Date of Meeting	Time of Meeting	Student Name	Course Branch/Year	Roll No.	Discussed	
	Box for dd/mm/yy					Drop Down may be given	Various rows may be created

- ii. To explain the procedures/rules/regulations especially those which got amended recently and clarify the doubts of the students regarding fees, exam, registration/enrollment etc and help the students in completing the requisite formalities.
- iii. To resolve issues of a specific student or a group of students, with academic delivery (L/T/P) and evaluation such as time table, exams schedule, attendance record etc in consultation with the concerned subject teachers of the respective sections and if still remain unresolved then it shall be put up to appropriate University authorities.
- iv. All types of applications stating reason not only for absence on medical ground or participation/representation on University's behalf in sports, extra-curricular activities or due to any unforeseen reasons (genuine) but also fee or examination related shall be submitted by the students to their respective Course Coordinators only. CC shall process them according to the need such as to ensure the entries into the ERP only or going further to the respective Dean's Office. The record of such cases shall be maintained by the Course Coordinators himself/herself.
- v. Maintenance of the disciplinary record of student if any and do the needful counselling of the concerned student and also not only keeping track of individual problems but also acting as interface between students and other concerned faculty members or University Authorities.
- vi. It is also desirable that Course Coordinators shall be present at the place of any disturbance created by students.
- vii. Course Coordinator shall ensure the completion of Registration process by each of his/her students and they will assist the students in filling various University forms from time to time.

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- viii. CC shall also explain ragging related rules and discuss University guidelines in this regards at the same time suggest them to keep our University Ragging Free.
- ix. CC shall review the attendance and Academic Performance in Continuous Internal Evaluation of each student through ERP and do the needful analysis and address the class suggesting the requirement of improving the attendance and performance.
- x. CC shall also take the feedback for the requirement of any extra classes and explore its feasibility in consultation with the students and the concerned faculty.
- xi. CC shall also give the feedback of those Student Guides who are working for his/her set of students in a prescribed format (online or manual) as mentioned in the Student Guide's format.

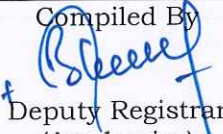

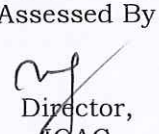

**4.3 Student Guide (SG)**

Students find fellow senior students' suggestions closer to reality and acceptable. Considering this fact, mentoring by Student Guides is a very important and integral part of SMP. For the effective & smooth transition of new students, not only to adapt academic activities effectively but also into SRMU's Campus Life, a pre-final and final year student with minimum 7.5 CGPA without any disciplinary case is to be assigned as Student Guide. Student Guide with the assigned new student will continue till the end of second year.

**4.3.1 Responsibilities:** The responsibilities of the Student Guide with respect to his/her set of students are as follows:

- i. Student Guide shall be completely aware of the regulations for Anti-Ragging and guidelines issued by the University in this regard so that he/she may safeguard oneself as well as the student under his/her guidance.
- ii. Student Guide shall develop confidence in the concerned student about his/her overall understating of rules and regulations related to academics such as role of Lecture, Tutorial and Labs as well as processes of Continuous Internal Evaluation and End Semester Examination.
- iii. Student Guide shall make them aware about extra-curricular activities happening throughout the year and advice them to join clubs of their interest to break the academic monotony and be recreational at the same time.
- iv. Student Guide shall meet their students' at least **ONCE in a semester** and also on requirement basis and that one official interaction's record shall be maintained by the SG himself in a prescribed format (manual or ERP based) attached herewith. Student Guide will fill up to Comments column while Feedback will be filled by the Course Coordinator.

S.N	Schedule of Meeting		Student Details			Issues			Feedback of Course Coordinator
	Date of Meeting	Time of Meeting	Student Name	Course Branch/Year	Roll No.	Discussed	Resolved/Unresolved	Comments	
	Box for dd/mm/y					Drop Down may be given	Various rows may be created		

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**4.3.2 Feedback Mechanism:** Course Coordinator of the concerned student shall be made responsible to keep a track of Student Guides' Role. **Till the implementation of online format, manual record of interaction will be maintained.**

**4.3.3 Certificate of Appreciation:** Based upon the feedback and recommendation of Course Coordinator, each Student Guide shall be provided a 'Certificate of Appreciation' for his/her contribution for Student Mentorship Program.

**5. Student Guidance Program**

To develop an effective Student Guidance Program, first we have to identify different types of students in our University and to do this we have to classify types of academic programs run in the University. In the first fundamental level of categorization, the academic programs are of Undergraduate (UG), Postgraduate (PG) and Doctoral (Ph.D.) level wherein pursuance from UG to PG and from PG to Ph.D. are seen as academic progression which is very much required by the students not only to develop understanding of the concerned subjects at higher level but also to open up a different career path. Apart from this our University basically run two types of academic programs one would be termed as Professional with a distinct objective of creating Professionals who opt for Placement/Job or developing Entrepreneurial ventures and other being Academic with an objective of clearing state/national level competitions or opting for Higher Education to be a future Academician.

**Student Guidance Cell**

It shall assist the students to be more prepared for taking up the future challenges on four categories namely seeking Jobs, clearing Competitive Exams, pursuing Higher Education and Entrepreneurship. The first three is to settle oneself while entrepreneurial venture may create jobs and help settling others too.

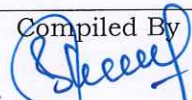
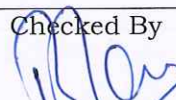
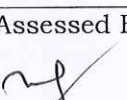


**Constitution**

This cell shall be looked after by 3 different experts, **first** is the subject experts mostly Faculty members, **second** is Director, Placement & Corporate Relations and his/her team while the **third** one is Chairperson, Collaborations & Industry Interactions and his/her team. At least from each faculty, one faculty member or may be more preferably having competency in any of the categories mentioned above shall be the member of this cell. *Faculty Member who get involved in these roles shall be benefitted with a maximum of 15 API score as defined under Category II a. (i) of UGC Regulation of 2016 for calculating API.*

**Responsibilities**

The collective responsibilities of the Student Guidance Cell along with individual responsibilities shall be as mentioned:

- i. To prepare a list of opportunities under the category Jobs, Competitive Exams, Higher Education and Entrepreneurship for each set of students belonging to different Programs in different Faculties at the University level by Director, Placement & Corporate Relations.
- ii. To identify student's interest/aptitude and classify students in either one or more than one categories towards Jobs, Competitive Exams, Higher Education and Entrepreneurship at Faculty/Institute level **after First Year** for 3, 4, 5 year Programs while after **First Semester** for 1 or 2 year Program by the Faculty Members.

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- iii. To identify **at Pre-Final year stage** for 3, 4, 5 year Programs while after **First Semester** for 1 or 2 year Program, **top five students** in each category as mentioned above in Point a) at Faculty/Institute level and put extra attention to those students so that they get extraordinary results in each category. The Director, Placement & Corporate Relations and Chairperson, Collaboration & Industry Interactions would work in tandem with the Faculty Members.
- iv. To identify the students who are keen learners and having any extra ordinary skills to explore possibilities of excelling in any area other than pure academics and maintain the data by Director, Placement & Corporate Relations.
- v. This cell shall also give and take feedback from Faculty Mentors about any student having specialty in any other field than academics. The Director, Placement & Corporate Relations and Faculty Members would work in tandem with Faculty Mentor.

*Student Guidance Cell shall provide the guidance through following Mechanism:*

**5.1 Competitive Guidance**

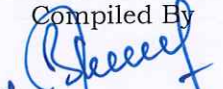

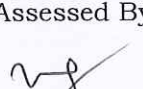

In house mechanism shall be adopted by voluntarily asking Faculty members to guide in their respective areas of competence and perform following duties:

- 5.1.1 Identification of some common subjects such as Basic English, Elementary Mathematics or Reasoning & Aptitude and in continuance some common syllabus among these subjects.
- 5.1.2 Identification of some important topics of the syllabus of the concerned subjects from competitive exams point of view and preparation of at least 150-200 Frequently Asked Questions of the concerned subject.
- 5.1.3 Analysis of type of questions and format of different types of exams.
- 5.1.4 Conduct classes as per the schedule.
- 5.1.5 Conduct of special lectures and conduction of workshops by external experts may be done for Civil Services, ES, GATE, JS, JAM, NET/JRF, GMAT, CA/CS etc.

**5.2 Placement Guidance**

It shall be done by considering job/placement either in Govt. Sector which is either through National/State Level Written Competition for Screening and then Interview or through Interview alone or in Pvt. Sector through Written Test and Interview. In house mechanism shall be adopted by voluntarily asking at least one faculty member each from each faculty to guide their respective students along with team of Director, Placement & Corporate Relations preferably 2-hour fixed slot on certain days (say Two) of the week for face to face guidance wherein following responsibilities shall be carried out in this activity:

- 5.2.1 To deal with Written Test as mentioned above through Competitive Guidance while for Interview, discussion with concerned Faculty Members and preparation of at least 100-150 Frequently Asked Questions of the concerned subject area & general aptitude based questions. Programs for Soft Skill and Analytical Ability have to be to complement these requirements.
- 5.2.2 To provide updated information and advice the students on the career prospects for opting a particular sector of the industry or company.

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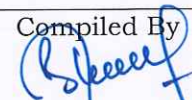
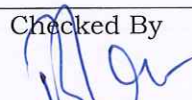





- 5.2.3 To guide the students for job opportunities who have registered with the placement cell for the same.
- 5.2.4 Online guidance through web-chat, Skype or Google talk, etc. at pre-designated hours and days of the week shall also be arranged for specific students from specific Industry person.
- 5.2.5 Briefing Sessions either face to face or online covering such sectors of industry like automobile, telecom, retail, FMCG, FMCD, Construction & Infrastructure, IT, Media, Banking, Finance etc and individual companies which are expected to visit us for placements or conduct off-campus placements.
- 5.2.6 Placement sessions shall target industries sector-wise wherein students shall be advised on job prospects in each sector along with associated future growth and also required information would be provided regarding stability of the sector, current and future trends, salary trends, etc.
- 5.2.7 Placement guidance on individual companies shall be provided in special sessions before the company is expected to conduct on-campus or off-campus placements. This guidance session shall include career prospects, company profile and future growth, job profile, roles & responsibilities, preparation for the selection process, salary expectations and promotion prospects.
- 5.2.8 Guest lectures by corporate leaders and experts from different industry sectors shall be organized for the career guidance of the students either face to face or through Web resources.
- 5.2.9 External speakers may be called for conduction of workshops or seminars on specialized topics which enhances the overall employability of the students especially in the private sector.

**5.3 Entrepreneurship Guidance**

Entrepreneurship is being acknowledged world over as a life skill and not merely as an academic program. It is all about being innovative and proactive, identifying opportunity and exploiting it commercially & its objective is to convert a "job seekers" into a "job creators" which goes a long way in the overall development of our country. In house mechanism shall be adopted for designing the introductory level course and Elective course with competent faculty members along with arrangement of special lectures from industry people. Chairperson, Collaboration & Industry Interactions shall be responsible to develop entrepreneurial ecosystem in the University through experiential centric curriculum and pedagogy.

- 5.3.1 In order to address the need for promoting entrepreneurship amongst our students, 2 credit (20 hours) introductory course shall be provided to all the students involved in any type of UG or PG level Professional Courses, irrespective of the discipline of study. The objective of this course shall be to develop interest among students and knowledge of basic requirement for a business to establish. This course shall be introduced in the third semester for UG programs while in the second semester for PG programs. The purpose for introducing such a course so early is that those students who have developed interest may find adequate time to opt for an advanced elective course under CBCS.
- 5.3.2 Elective Course shall be designed with an objective of helping students who may develop a business module for themselves through experiential learning which

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motivate them to either launch their own venture after completing their studies in the near future or join our Incubation Cell.

- 5.3.3 Incubation Cell shall be adequately supported with modern infrastructure and experts who may vet their ideas before a personalized guidance from Industry specific persons for launching their start-ups or new ventures.

**Note:** *Dedicated time slot for all such guidance related activities thereby classes shall be scheduled in the Time Table for Pre-Final & Final Year.*

**6. Student Counselling Program**

In the modern time with such an enormous load of stress, personality related issues are on the rise. This program shall focus towards students and issues related to them such as pessimism, swinging mood, excessive docile or aggressive behaviour which adversely affect their overall progress in the University and also their personal life. Student Counselling Program shall be conducted with the help of trained Counsellor as only trained Counsellor can provide a professional and confidential counselling service to students.

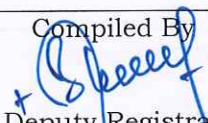
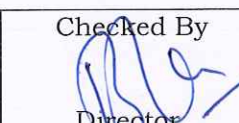
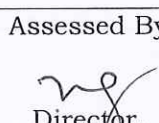


**6.1 Student Counselling Cell**

This cell shall be composed with practicing Counsellor and all the faculty members who are involved in either mentoring or Guidance Cell. Faculty Mentor and Counsellor have to identify students with some deep rooted problems related to their personality and behavioural anomalies and Counsellor have to address them. All the faculty members who are involved in either mentoring or guidance cell are in passive role wherein they will give the input about the student to the Counsellor as per the requirement. The Counsellor role is very important and crucial for making it effective for problem solving. Trained Counsellor can promote emotional health & well-being, enable student to develop resilience and help them to cope up with any difficulties they face in real life.

**6.2 Responsibilities**

- a) To disseminate information on the counselling service & the role of the Counsellor to students.
- b) To provide a confidential counselling service for individual or group of students referred for counselling within the University.
- c) Records of such cases on each counselling session shall be kept in a secured place considering its confidentiality.
- d) To contribute in annual report by providing relevant data on the counselling service.
- e) To provide sessions of relaxing techniques and stress reducing advice for any student having exam anxiety.
- f) To design & run Anger Management Workshops according to the needs of the students.
- g) To deliver lectures on motivation & positivism and help students to not only set up a long term and short term goals in life but also focuses on means of achieving it.
- h) To make referrals to concern outside agencies as & when required.

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