PG Programme Delivery-SOP
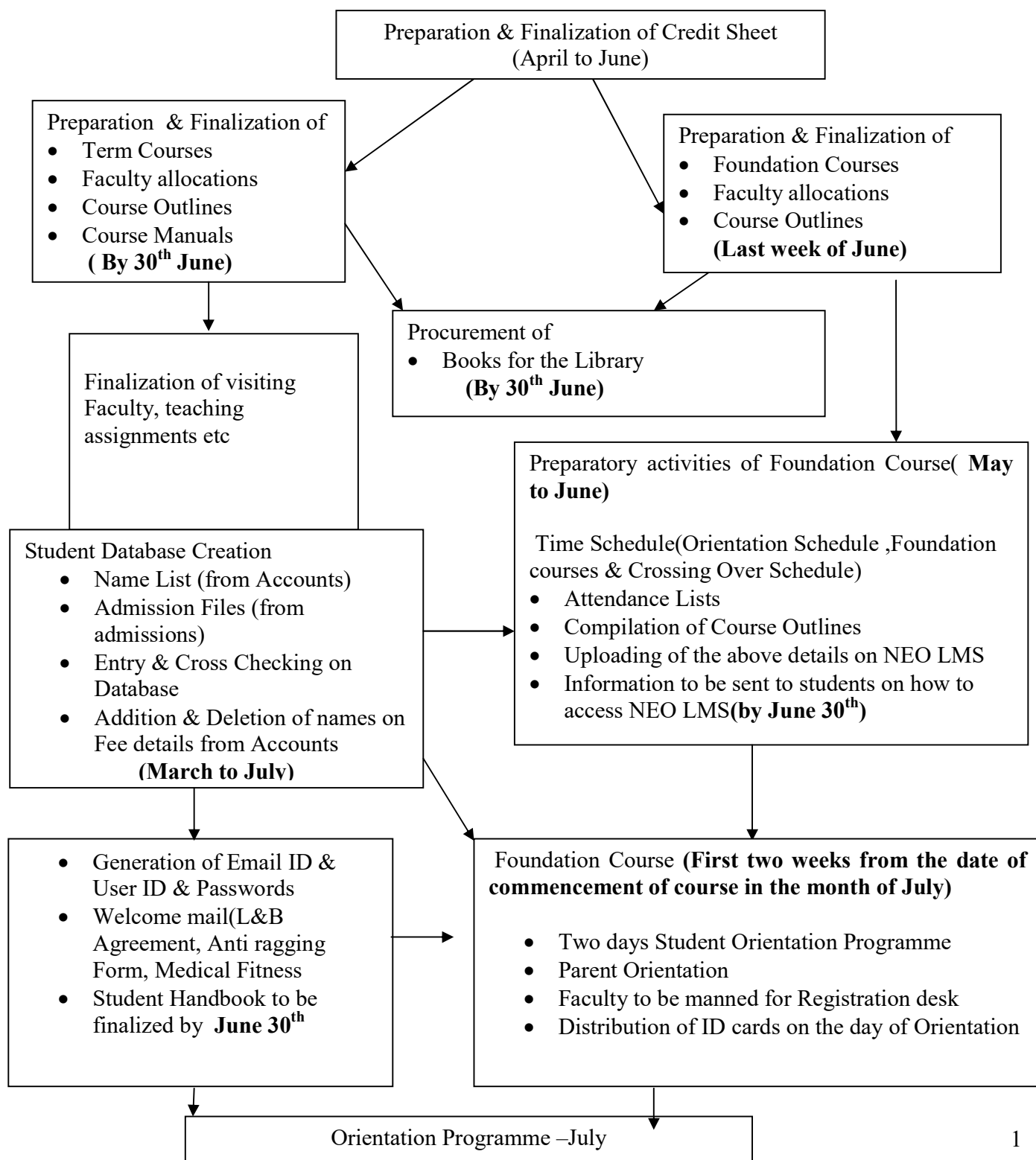
Made by: Dr. Mohit Kumar
Verified & Approved by: Dr. Sheetal Sharma

Process Flow Chart

Preparation & Finalization of Credit Sheet
(April to June)

Preparation & Finalization of
- Term Courses
- Faculty allocations
- Course Outlines
- Course Manuals
  (By 30th June)

Preparation & Finalization of
- Foundation Courses
- Faculty allocations
- Course Outlines
(Last week of June)

Procurement of
- Books for the Library
  (By 30th June)

Finalization of visiting Faculty, teaching assignments etc

Preparatory activities of Foundation Course(**May to June)**

Time Schedule(Orientation Schedule ,Foundation courses & Crossing Over Schedule)
- Attendance Lists
- Compilation of Course Outlines
- Uploading of the above details on NEO LMS
- Information to be sent to students on how to access NEO LMS**(by June 30th)**

Student Database Creation
- Name List (from Accounts)
- Admission Files (from admissions)
- Entry & Cross Checking on Database
- Addition & Deletion of names on Fee details from Accounts
  (March to July)

- Generation of Email ID & User ID & Passwords
- Welcome mail(L&B Agreement, Anti ragging Form, Medical Fitness
- Student Handbook to be finalized by **June 30th**

Foundation Course **(First two weeks from the date of commencement of course in the month of July)**

- Two days Student Orientation Programme
- Parent Orientation
- Faculty to be manned for Registration desk
- Distribution of ID cards on the day of Orientation

Orientation Programme –July

1

The following processes are common for all six terms of PG

Preparatory activities for Each Term
- Time Schedule
- Section Lists
- Attendance Lists
- Compilation of Course Outlines
- Course Manuals/Module Plan Meeting
- Uploading of the above details on NEO
- Information to be sent to students on their official email ids how to access NEO LMS
- Orientation to the Term by all faculty teaching courses
  (A week prior to the start of each term)

↓

Guest lectures
Names of session to be finalized 7 days prior to the beginning of Term

↓

Class Room Management
Monitoring of Class: Dean to monitor

↓

Qualitative Feedback & Reports to be prepared – Week 3

↓

Sharing the monthly attendance status

↓

Mid Term Exams and Marks	←	Dean's Office

↓
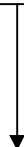
Feedback from students in the Last week of each term enabled by Google docs

Compilation and communication to be given to the faculty

(Within two weeks after the end of each term)

Compilation of Term Student Attendance - Electronically
Checking of Student Fee Status
(on the last teaching day of each term)

- Preparation of Students Debarred List

- Examination End Term
- Display of Results
- Module Review
- Marksheets to be shared with Students & Parents
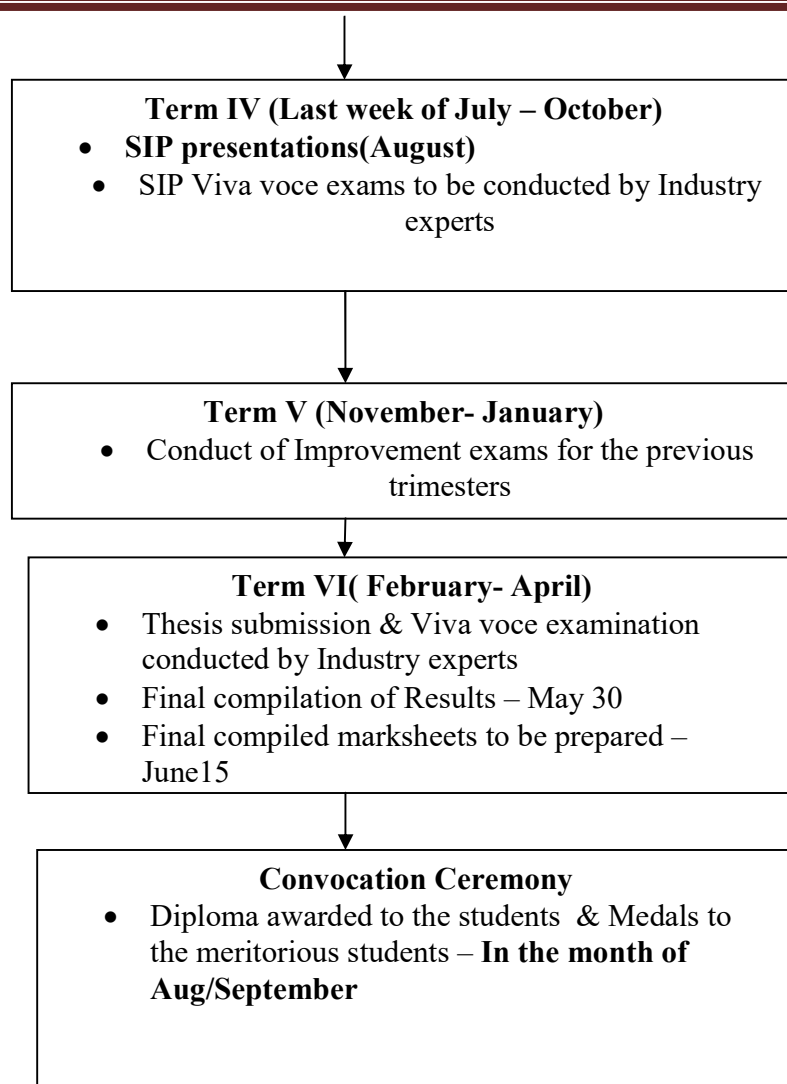
Dean's Office
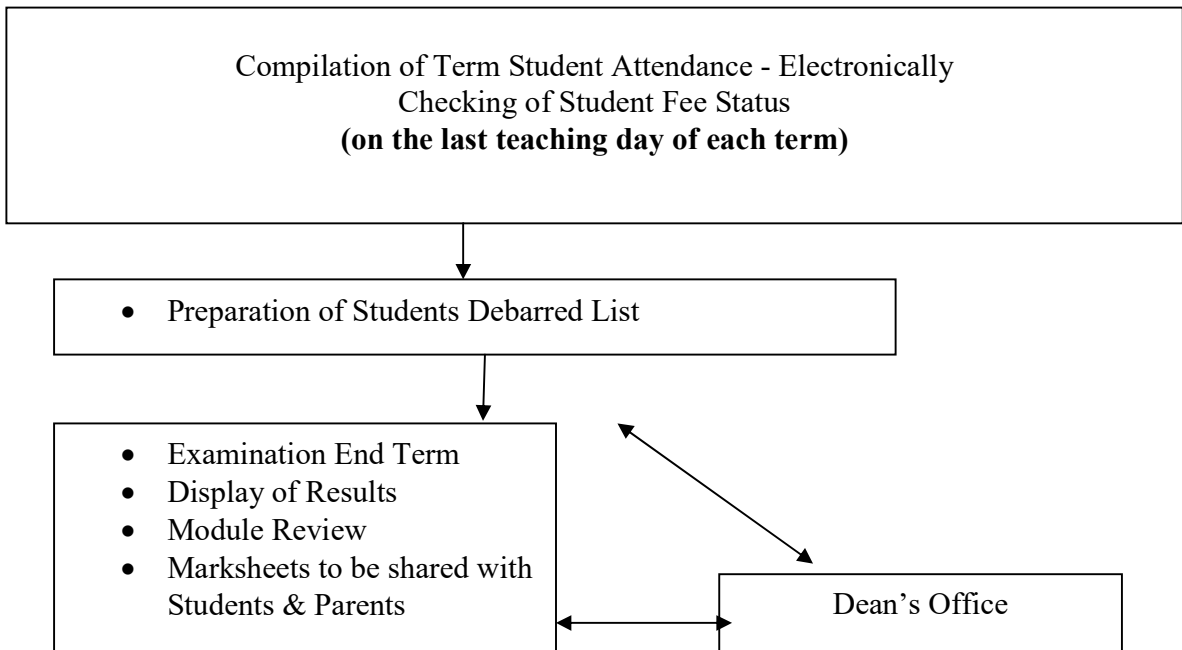
Term specific Activities

Term I (August-October)
- Compilation of Foundation Course feedback on students from faculty
- Director and CDC Head meets all students for an interaction to understand and finalization of mentors (to be completed by **last week of July**)

Term II(November-January)
Compilation of Sector wise choices for Career Trek &Domain and Sector choices for SIP

(First two weeks of November)

Term III A& B (February- Mid May)
- Electives List for Term III B, IV, V & VI shared with the students
- Orientation of SIP **(February)**
- Elective choice taken through Google docs from the students **(March)**
- SIP preparatory workshop**(March)**

Term IV (Last week of July – October)
- **SIP presentations(August)**
- SIP Viva voce exams to be conducted by Industry experts

Term V (November- January)
- Conduct of Improvement exams for the previous trimesters

Term VI(February- April)
- Thesis submission & Viva voce examination conducted by Industry experts
- Final compilation of Results – May 30
- Final compiled marksheets to be prepared – June15

Convocation Ceremony
- Diploma awarded to the students & Medals to the meritorious students – **In the month of Aug/September**

Standard Operating Procedures

1. **Process of Finalization of Foundation Courses:**
   Time Period: To be completed by Last week of June
   Activity involves: Director, Dean, Area Chairs, Faculty members

   1. The list of courses to be taught in Foundation is decided by the Dean & Area Chairs
   2. Area chair allocates faculty for the courses.
   3. The Foundation courses for this year are Accounting, Economics, Business Maths ,Excel & English support classes
   4. The faculty members prepare the course outlines for the Foundation courses and then these course outlines are whetted and approved during the module plan discussion.

2. **Process of Finalization of Trimester Courses for the academic year:**
   Time Period: From April to June
   Activity involves: Director, Dean, Area Heads, and Faculty Members

   1. The Academic committee (which comprises of the Director, Dean and Area Heads) after consultation and elaborate discussions with Area Heads at other campuses designs the Programme Structure for the commencing Academic year and presents before the Academic Advisory Board when it is convened in June.
   2. The Academic Advisory Board approves the Programme Structure after discussions. The Programme structure includes the list of courses per Trimester and the credits for each course.
   3. The Area Heads hold a meeting to decide on the course allocation by designating a course to a faculty member called Module Tutor. A Module Leader for each course is also decided.
   4. These course teams draw the course outlines .Both the module tutor and Module leader are duly approved by the Director in consultation with the Dean and Area Heads.
   5. Course Outlines and reviewed modules for all courses be made available by May during Academic Advisory Board meeting.
   6. Course Manuals are to be ready for uploading by 2 weeks prior to the start date of Trimester.

3. **Process for finalization of Visiting faculty ,Industry experts**
   Activity involves: Dean, Director

   The Dean procures the list of core and elective Electives for the upcoming terms and with the Academic committee decides on the number of courses or the section of courses that can be taught by the visiting faculty and the Industry experts.
   1. The courses are thus allocated and a MOU is signed with the respective visiting and the course outline is shared

   2. Any study material given by the faculty is shared with the students on their email ids.uploaded on LMS.

3. An in-house faculty is attached to the visiting faculty to help in the acclimatization and to provide all necessary help during his/her stay.

4. At the end of the teaching assignment the assessments are conducted and results displayed.

5. A feedback is taken from the student and the report thus generated is shared with the visiting faculty.

6.A meeting with Director on the first day and last day to get the feedback.

4. **Process for Procurement of Books for the Library**
   Time Period: May to June
   Activity involves: Faculty members designing the course outlines, Dean, Director, and Librarian
   1. The reading lists form part of the course outlines are prepared by the faculty members and are approved along with the course outlines.
   2. These reading lists are collated and sent to the library by the Dean to the Library.
   3. The availability and the number of copies of the Books given in the reading lists in the library are checked by the library staff and the final list with the number of copies to be bought is drawn by the Dean & the library Committee.
   4. The final list of books to be procured is sent to Librarian.

5. **Student Database Creation:**
   Time Period: From May to June
   Activity involves: Director, Accounts & Admissions, Programme Office

   1. The admissions department sends list of selected students to Accounts and Director.
   2. The Accounts department sends the name list of students who have paid their fee to the Director .
   3. The Programme Office receives the Student files from the Admissions department.
   4. The Student files (of students who have paid the fee) contain the filled in application form, Personal Interview sheet, photocopies of the qualifying documents.
   5. The student data is entered onto the Database by the Programme Office for the current batch(2017-19)/admissions in future and the Programme Office ensures correct and complete data entry.
   6. The Programme office receives immediate and regular updates on any addition/deletion to the student name list based on fee payments or student withdrawals and accordingly makes prompt changes in the database.
   7. All data entry into the student database must be complete by June 30.
   8. A Mentor (Faculty) is allocated to all students once they register for the PGDM programme.

6. **Generation of Email Ids & User Ids & passwords for Students & faculty for NEO LMS**
   Time Period: Completed by 1st week of June
   Activity involves: Programme Office, System Administrator

   1. The Programme office sends the name list to the System Administrator for creation of Email IDs.
   2. The Email IDs by default has the following nomenclature firstname.surname.pgdm19@iilm.lko.ac.in and the one time log in password for all users

will be "iilm123". On first use of the user id and password, the system would prompt the user to change the password for security reasons.

3. While entering the student data in the NEO LMS software shall also create user ids and passwords for all students and facultyby the Programme Office.
4. This User ID, password information and the email address shall be sent to the new student's personal email by the Programme Office.

7.   Generation Student I cards and library cards and verification of documents:
Time Period: To be completed before the Orientation Day
Activity involves: Programme Secretary, Library

1. The Programme Office prepares the details of the students for I Card and sends it to the vendor.
2. The I cards shall bear the student photo, name of the student, registration number, student's residential address, valid till date.
3. The Registration number will be an unique number generated by the programme office
4. The students are asked to bring the original documents of 10th, 12th, graduation mark sheets, - CAT/MAT/Other eligiblity examination scorecard for verification on specified days during foundation course (photocopies of which make the student file), Anti-ragging Form, Learning & Behaviour Agreement, Medical Fitness.
5. I cards are issued to the students after verification of the documents that they submit to the admissions at the time of fee payment.
6. The programme office sends the list of students to the Librarian for generation of library cards.
7. Students should produce their I cards to the librarian to get the library cards issued.
8. The students can collect the library cards during the first week of foundation course .

8.   Preparatory activities for the conduct of Foundation Course:
Time Period: To be completed by 30 June two weeks prior to the commencement of the classes :
Activity involves: Dean, Programme Office, and Faculty

1. The Dean passes the list of Foundation courses and faculty teaching these courses to the Programme office.
2. The programme office makes the time schedule and the approved time schedule is emailed to the faculty and uploaded.
3. The students are split into sections and section lists are generated and this information is also sent to the students through the Mail.
4. The sections lists are used to make the attendance list.
5. The attendance list and the time schedules are given to the respective faculty members, at least 2 days prior to the start of the Foundation course session.
6. All the above data are also uploaded on NEO to facilitate electronic is shared with the faculty for marking of attendance.
7. The faculty uploads duly approved course outlines on NEO for use and view by the students.
8. The course outlines shall be uploaded by 1st week of July.The course outlines are shared with the students on their official emails ids.

9. Preparatory activities for the conduct of Orientation day and Crossing over
Time Period: June -July
Activity involves: Director, Dean, CDC Head, Faculty and Programme Secretary

1. Orientation day takes place on the first day of the academic year.
2. The student handbook which contains all information regarding the programme is handed over to the students . It is also uploaded on NEO.the website
3. A mail with the details of Orientation schedule and other registration formalities send to the students by the Director.
4. A minute to minute programme for the Orientation day and duty chart is prepared by the Dean duly approved by Director. A sample of minute to minute programme is in Annexure Two.
5. On the day of Orientation, a student registration desk is set up and manned by the designated faculty with senior student volunteers.
6. The registration desk helps in issuing of student badges and information on student section, and works as a help desk to guide the fresher students regarding their queries.

10. Preparatory activities for the conduct of trimester Courses
Time Period: To be completed a week prior to the start of each Trimester
Activity involves: Dean, Programme Office, Faculty

1. The Dean passes the list of Trimester Courses and faculty teaching these courses to the Programme office.
2. The programme office makes the time schedule and the approved time schedule is emailed to the faculty and uploaded on NEO for students.
3. The students are split into sections of 60 each in the first year based on academic criteria and section lists are generated and this information is also sent to the students through mails and uploaded on NEO.
4. The sections lists are used to make the attendance lists.
5. The attendance list and the time schedules are given to the respective faculty members, at least 2 days prior to the start of the Trimester.
6. All the above data are also uploaded on the LMS to facilitate electronic marking of attendance by the faculty.
7. The faculty uploads the course manual on the LMS for the students.
8. The course outlines shall be uploaded a week prior to the start of each Trimester.

11. Process for Compilation of Sector wise choices for Career Trek in Trimester II A:
Time Period: First two weeks of January
Activity involves: CDC, Mentors

1. The Sector choice forms for Career Trek are filled in the first week of November by the students online, based on their interest in the sectors that they would like to do their SIP.
2. The filled in forms are then compiled by the CDC.
3. This process of compilation must be over by the second week of November.

12. Process for Compilation of electives in Trimester:
Time Period: March- June
Activity involves: Area Heads, Programme Office, Dean

1. Area Chairs presents the proposed electives to the Academic Advisory Board for suggestions and approval.
2. The Area Heads conduct an Electives Orientation in the first week of March to help students decide on their specialization.
3. The elective choice form for the choice of electives of Term 3b will be opened during the first week of March after the Elective Orientation.
4. For the electives of second year , the Elective link with a brief description of elective is provided to the students. opened in the month of June.
5. The students are given 10 days time to fill in their Electives form online.choices in the list provided after discussion with their Mentors and Area Chairs.
6. The Programme Office generates the student lists per specialization and per subject
7. The elective choice form is attached in Annexure :

13. Process for Compilation of Attendance and Marks (Monthly/End Trimester):
Time Period: To be completed before the 1 st working day of each month and on the last teaching day of each Trimester.
Activity involves: Programme Office, Faculty teaching courses

1. The faculty members teaching the various courses are advised to mark the attendance on NEO on the same day of the class.
2. There shall be a provision that the faculty can mark attendance within 2 days of the session held.
3. The faculty shares the student attendance thrice during each Trimester
4. The compiled attendance report is generated on the last teaching day which is used to finalise the debarred list of students. The attendance criteria required to appear for exams for are as given in the Student handbook.

14. Process for Compilation of Feedback given by students:
Time Period: To be completed within two weeks after the last teaching day
Activity involves: Students, Dean

1. The student feedback form is made available online to the students during the end of the Semester.
2. The forms thus filled online by students are compiled electronically and the report is generated by the Dean's Office.
3. Individual letters on feedback are made and given to the faculty members Faculty feedback is shared individually with the faculty concerned.
4. This feedback is taken as an input in the appraisal process of Faculty members.

15. Process for Compilation of Fee status details:
Time Period: By the last teaching day of each Trimester
Activity involves: Accounts & Programme office

1. The Accounts department sends the fee defaulters list to the programme office regularly.
2. The accounts shall once again send an updated Fee defaulters list to the Programme Office a week before the exams

3. The faculty shares the final attendance of the students with the Dean.
4. Based on the inputs from the Accounts and Attendance the final debarred student list is prepared

16. Process for holding Guest Lectures:
Time Period: To be completed before the day of guest lecture
Activity involves: Faculty arranging for the lecture, Programme Office, Accounts Department

1. The faculty arranging for the Guest lecture gets the approval by the Dean and the Director.
2. This approval is sent to the accounts department by the approving authority.
3. The accounts department processes the payment and handover the cheque to the concerned faculty.
4. The faculty delivers the Cheque to the resource person who delivers the guest lecture.

ANNEXURE I

IILM Academy of Higher Learning, Lucknow

Orientation Programme for PGDM Batch 2018-20

DAY 1 - July 16, 2018 - Monday [9:30 AM - 5:00 PM]		
Session I	**Venue**	**Resource Persons**
Register yourself	Lecture Hall 1	Ms. Manali, Ms Aliza & Ms.Supriya
Session II -Inaugural Session		
Lighting of the Lamp	Auditorium	
Welcome Address		Director
Address by the Guests		**Mr V. P Sahi**-Mgmt Consultant, **Mr DDR Srivastava**-Ex DGM SBI, **Ms Vanita Yadav**-Corporate Trainer, **Ms Kenashree**-HR Head NTPC Lucknow
Memento Presentation		
TEA BREAK	**11.35 AM-12 NOON (Auditorium)**	
Faculty & Staff Introduction	Auditorium	
Students Introduction -Batch 2018-20		
LUNCH BREAK	**1.00 PM - 2.00 PM**	
Session III		
Student Value Addition -From Entry to Exit	Lecture Hall 2	Dr Vibhuti, Mr Azharuddin, Mr Tauseef, Dr Prakash

Interaction with Parents- (PGDM Batch 2018-20) 3:00 pm - 4:00 pm	Lecture Hall 3	Director & Dean
Ice Breaking Session for students (3:00 pm - 4:00 pm)	Auditorium	Mr Sachin Srivastava & Dr Jyotishree
Completion of Registration formalities by the students.	Admission Office	Ms. Manali, Ms Aliza

DAY 2 - July 17, 2018 - Tuesday [10.00 AM - 5:00 PM]

Session I

Student Engagement (Sharing details of the club activities)		Club Incharges
Introduction to PGDM Programme (11.15 am-12.00 noon)	Lecture Hall 2	Dr. Sheetal Sharma,Dean
Lecture on 'Corporate Expectations from management graduates(12.00 noon -1.15 pm)		**Mr Alok Tripathi**- Cluster Head ,Red FM
LUNCH BREAK	**1.15 PM - 2.00 PM**	

Session II

" Know your campus Game" (2.00-3.00 pm)	Lecture Hall 2	Ms. Manali & Mr. Saurabh
Guest Lecture- 'From Recruiter's eye' (3.00-4.00 pm)	Lecture Hall 2	**Mr. Mudit Dalela,** Circuit HR Head(AVP)
Tug of War (4.00-5.00 pm)	Ground	Mr Tahir & Mr Saurabh

IILM ACADEMY OF HIGHER LEARNING, LUCKNOW

TIME TABLE PGDM Batch (2018-20)w.e.f July18-28,2018
Foundation Course

Venue : LH3

TIME / DAY	9:30 – 10:45am	10:45 – 12.00	12.00 – 12.30pm	12.30 – 1.15 pm	1.15-2.30pm	2.30-3.45pm	3.45 – 5.00pm
18.7.18 Wed	Eco (FC) **(Dr Jyotishree)**	Introduction to PGDM Programme- **Dr. Sheetal Sharma(LH2)**	Learning the Art of Group Discussion **(Dr Jyotishree)**		Acc(FC) **(Dr Naela)**	Management Game AD_MAD **(MrSachin& Dr Prakash)-** **Auditorium**	Briefing & planning for (Cooking without fire activity)**-** **(Ms. Manali & Ms. Aliza)-LH2**
19.7.18 Thu	BM (FC) **(Mr Tauseef)**	****PD Session LH2**	POA of **CASC**		Intro to Power point presentation **(Dr Jyotishree)**	Crossing Over	Sports Activity **(Mr. Tahir & Mr. Saurabh)**
20.7.18 Fri	Eco (FC) **(Dr Jyotishree)**	****Unlearn to Learn (Dr. Kumud) LH2**	Introduction to Coach your Juniors **(Ms.Manali,MsSupriya& Ms. Aliza)LH2**	L U N C H	Acc (FC) **(Dr Naela)**	Crossing Over	****Session on Art of Living (MrTanujNarain) -LH2**
21.7.18 Sat	INDUSTRY VISIT				-	Intro to Power point presentation **(Dr Jyotishree)**	BM (FC) **(Mr Tauseef)**
23.7.18 Mon	BM (FC) **(Mr Tauseef)**	Acc (FC) **(Dr Naela)**	Group Discussion- **CASC**		English support class **(Ms Richa)**	Session on Essentials of Management **(Dr. Vibhuti)**	Management Game- (Cooking without fire) **(MsManali, &Ms Aliza)(LH2)**
24.7.18 Tues	Crossing Over	****Careers in Banking& Financial Services (MsPrabhjot) –LH2**	Group Discussion- **CASC**		English support class **(Ms Richa)**	Acc(FC) **(Dr Naela)**	Sports Activity **(Mr. Tahir & Mr. Saurabh)**
25.7.18 Wed	Eco (FC) **(Dr Jyotishree)**	****Session on Impression Management (MrAkarshan)- LH2**	*Coach your Juniors*		Movie Display **(Ms. Manali) –LH2**		
26.7.18 Thu	Eco (FC) **(Dr Jyotishree)**	Session on Case Study **(Dr. Sheetal)- LH2**	Group Discussion- **CASC**		Crossing Over	Session on Mentoring **(Dr. Sheetal Sharma)-LH2**	Management Game **(Dr. Vibhuti&Mr.Tauseef)- Auditorium**
27.7.18 Fri	English support class **(Ms Richa)**	Acc (FC) **(Dr Naela)**	Group Discussion- **CASC**		Talent Hunt Prep **(Ms. Manali,Ms. Aliza& Dr Jyotishree)**		
28.7.18 Sat	Intro to Power point presentation **(Dr Jyotishree)**	****Increasing Employability Quotient (Ms. Parul Darbari)LH2**			Talent Hunt followed by student experience sharing **(Auditorium)**		

13

Sec A

SNo.	Course	Resource persons	Credit
1.	Economics Foundation course -Eco (FC)	Dr. Jyotishree	1
2.	Accounts Foundation course –Acc (FC)	Dr. NaelaRushdi	1
3.	PD Sessions**	(Visiting Faculty)	
4.	Business Maths Foundation course – BM (FC)	Mr. Tauseef	1
5.	English support class	Ms. Richa Sinha (Visiting faculty)	
6.	Crossing Over	Mr. Sachin Srivastava & Dr Prakash	3

ANNEXURE II

NAME	PREFERENCE 1 SECTOR	2nd Preference Sector
Aditya Agarwal	MARKETING, HR	MEDIA, OTHERS
Akriti dalmia	FINANCE, HR	BANKING, FINANCIAL SERVICES
Ali Shah Khan Durrani	MARKETING, FINANCE, OPERATIONS	BANKING, FINANCIAL SERVICES, MEDIA, FMCG, E COMMERCE, KPO/ANALYST, OTHERS
AMIT KUMAR MISHRA	MARKETING, FINANCE	FINANCIAL SERVICES, E COMMERCE
Ananya Satsangi	MARKETING, HR	FMCG, OTHERS
Anjali	MARKETING, HR	BANKING, OTHERS
Ankit Kumar	MARKETING, HR, OPERATIONS	E COMMERCE, OTHERS
Ankita Jaiswal	FINANCE, OPERATIONS	BANKING, FINANCIAL SERVICES, E COMMERCE
Ankita Rastogi	FINANCE, HR	BANKING, FINANCIAL SERVICES
Anmol Srivastava	FINANCE, HR	E COMMERCE, OTHERS
Anuradha Singh	MARKETING, HR	FMCG, E COMMERCE
Anurag Kumar singh	FINANCE, OPERATIONS	FINANCIAL SERVICES, FMCG
ANURAG PANDEY	FINANCE, OPERATIONS	BANKING, FMCG
Aradhana Yadav	MARKETING, HR	OTHERS
ARPIT PANDEY	MARKETING, OPERATIONS	MEDIA, FMCG
ASHIF NAWAJ KHAN	MARKETING, FINANCE	BANKING, FMCG
Ayush Singh	FINANCE, OPERATIONS	BANKING, FINANCIAL SERVICES
Bhawana singh	FINANCE, OPERATIONS	BANKING, FINANCIAL SERVICES
Charu Agrawal	MARKETING, HR	BANKING, OTHERS
Diksha Tiwari	MARKETING, HR	MEDIA, E COMMERCE
Divya Saxena	MARKETING, HR	FMCG, OTHERS