5.6.6 - Women's Mentoring schemes

Student Engagement and Experience

Standard Operating Procedure:
Mentor Mentee Interactions / Meetings

Version 1

(Introduced in 2021)

G D Goenka University, G D Goenka Education City, Gate Number 3,
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G D Goenka University
Committee for Student Engagement and Experience
Circular: Mentor Mentee Interactions Standard Operating Procedure

Reference Number: …… **Date:**

1. Constitution of Committee for Student Engagement and Experience:

The Constitution of 'Committee for Student Engagement and Experience' (*hereinafter, SEE*) was passed with effect from Office Order dated 26th March 2021 vide number 152. Enclosed at Annexure I.

The Committee for Student Engagement and Experience is assigned with maintaining Mentor Mentee Interactions at Centralized level with effect from the year 2021. Pursuant to this, centralized Standard Operating Procedures will replace the existing rules and regulation which were being used in the previous sessions at School Level.

"Mentoring takes place in the context and setting of universal human values. It gets the student to explore oneself and allows one to experience the joy of learning, stand up to peer pressure, take decisions with courage, be aware of relationships, be sensitive to others, understand the role of money in life, and feeling of prosperity, etc. Human values as enshrined in our constitution like justice, liberty, equality, fraternity, human dignity and the unity and integrity of the Nation can also be part of this discussion. Focus should be on inculcating values of equality and responsibility towards one's fellow citizens of any caste, class or creed. During discussion issues and requirements of SC/ST/OBC students should be assessed and addressed. Mentor-mentee relationship can help students form a bond with faculty members which can be of great help during various tough times in study courses" (Deeksharambh - Student Induction Program, 2019, UGC Program).

2. Objectives of Standard Operating Procedures: Mentor Mentee Interactions *(hereinafter, SOP)* are to:

a. facilitate students' academic and adjustment changes in college / university.
b. enable students to cope with new challenges and to excel in academics and profession as per their potential.

3. Definitions and Interpretation (in *alphabetical order*):

a. *Chairperson:* The designation of Chairperson is *de-facto* in nature. The Vice-chancellor of the University will become Chairperson of SEE by virtue of his/her post.

b. *Chief Mentors:* The Chief Mentors are nodal point between the University and the respective School for any information flow w.r.t to Committee for Student Engagement and Experience. The said position is to be filled by nomination of the Dean / Head of concerned School.

c. *Convener*: The designation of Convener is *de-facto* in nature. The Dean Student Welfare & International Relations of the University will become Convener of SEE by virtue of his/her post.

d. *Dean:* The Dean is *de-facto* Head of the School.

e. *Head:* The Head is *de-facto* Representative of School, in case, the post of Dean of the School is vacant.

f. *Members/SEE*: The Members of the SEE are nominated Chief Mentors by each School. Further, any other person may be included in the SEE which higher management deems fit with the consent of Vice-Chancellor of the University.

g. *Mentees:* The Mentees are students of each and every programme run by the University.

h. *Mentors:* The Mentors are Faculty-in-charges which are engaged in direct or indirect connect with the students at respective schools. The said faculties are nominated by the Dean / Head for mapping overall growth and development of assigned mentees at each stage in the Curriculum Cycle.

i. *Overall Performance Index (OPI)*: The index will explain gradual growth of curricular and extra-curricular activities/ performance of a student during his/her engagement in the University to be calculated from his/her first day of joining till the relieving day.

j. *Proctorial Activity:* Any activity or incidence which may call for intervention of Proctor of the University will be deemed as *proctorial* activity.

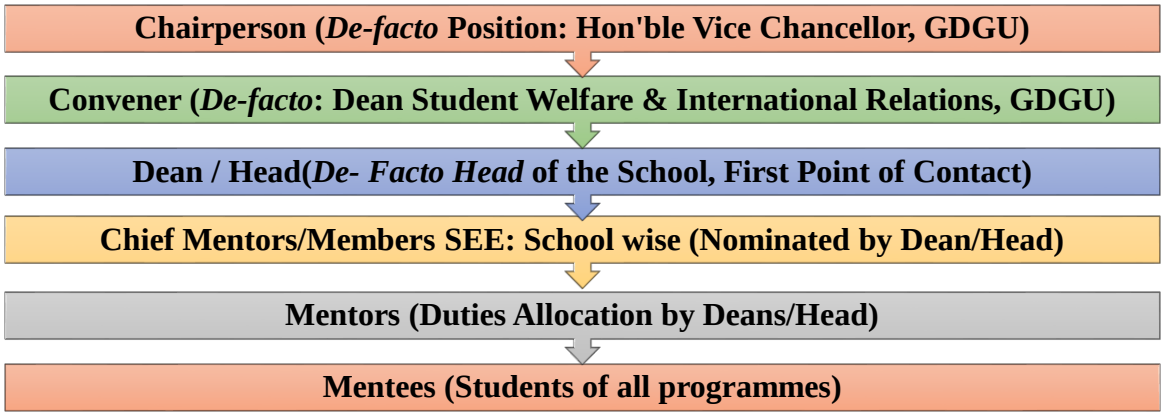
k. *Special/Emergency Conditions*: The special/emergency circumstances may include any medical emergency, anti-ragging, or any other unforeseeable circumstances which is to be communicated to the Dean / Head immediately without any reasonable delay for necessary action to be taken by the concerned person who either witness or present during the time of occurrence of such incidence.

l. *SWOT Analysis*: Analysis of Strength, Weakness, Opportunities, Threats of / faced by mentee/s.

m. *University:* The word 'University' used in the said document denotes the G D Goenka University, Gurugram.

4. The hierarchy of stakeholders under SEE is as follows:

The SEE is inclusive of various stakeholders for the performance of its objectives and responsibilities assigned at different stages for enriching experience of students while being engaged in curricular and extra-curricular activities during the completion of his/her tenure of programme. The hierarchy is shown in the below flow-chart 3.1:



Flow-Chart 3.1: Hierarchy of Various Stakeholders of SEE

5. Responsibilities of SEE:

Below-mentioned are the responsibilities of SEE-:

a. Making of Policies and Programmes for better Mentor-Mentee Interactions.
b. Review policies, procedures and operations on a regular basis to ensure smooth functioning of SOP.
c. Modification of policies, procedures and operations, in case, either if it is in contravention to any other existing policy of the University or if it is not appropriate to follow on practical or due to any other technical error.
d. Ensure the quality and effectiveness of the program by periodically evaluating the program processes and outcomes.

6. Meetings of SEE:

a. The SEE shall meet to discuss school-wise comprehensive progress bi-annually.

b. A quarterly meeting is to be conducted to ensure the smooth functioning and to mitigate any challenges faced. However, an urgent meeting may be called to discuss any important agenda.

7. Selection and Appointment of Chief Mentor:

Selection and Appointment of the Chief Mentor will be done by Dean / Head (as per his / her discretion) from full time faculty members. Appointment / Allotment order of Chief Mentor shall be issued by the competent authority.

8. Responsibilities of Chief Mentors:

a) The overall record of documents submitted by the Mentors may be compiled as a whole or individually (*Annexure IV*).
b) Analysis of all issues raised during the mentor-mentee interaction and report /feedback to be placed before the Dean / Head for review.
c) After approval from Dean / Head, a comprehensive report may be presented before the SEE during bi-annual meetings.
d) To be present whole-heartedly for colleagues who may face challenges during their role to be played as 'Mentors'.

9. Appointment / Allotment of Mentor for Mentee

Appointment / Allotment order of mentor to mentees shall be issued by the competent authority.

10. Conduct of Mentor Mentee Interactions:

The GDGU Mentor-Mentee Interactions are to be maintained School-wise. Each mentor is allocated with mentees for conducting sessions to know the strengths gained and challenges faced by the latter.

A. Allocation of Mentees:

The discretion of allocation of mentees vests with the School depending upon the number of mentees and mentors. However, the below-mentioned indicators may be preferred for the said allocation.

- Each Mentor shall have a maximum of 15 mentees. Single batch to one Mentor.

'OR'

- In case, if number of students is high in any school, then the ratio of mentor-mentee may be divided into equitable distribution basis. Equal number of mentees may be divided into mentors uniformly.

'OR'

- Division of Mentees may be done on the odd-even roll numbers, or alphabetically, or random roll numbers batch-wise in ascending or descending order.

'OR'

- All mentees of one programme may be allotted to single mentor.

B. Opening of Mentorship: The first meeting / interaction of the students with mentor after the admission in the University (in the first semester).

C. Closing of Mentorship: The last meeting / interaction of the students with mentor before leaving the University (last semester).

D. Duties of Mentors:

This assigned duty facilitate to balance teacher-student learning process. The mentors are assigned with below-mentioned duties to:

i. provide any official information to mentees within reasonable period of time without delay which is desired by the School to pass on to the Students;
ii. map the overall performance (curricular) of the mentee;
iii. outline SWOT analysis of overall personality of mentee; and
iv. discuss the challenges faced by mentees, if any and to help in decision making

E. Duration of Mentor-Mentee alliance:

The decision shall be taken at School-level considering various parameters in mind like teacher-student ratio, exposure to the practicalities of the programme, intellectual level of students, etc. The alliances are suggestive in nature for the Schools to decide.

i. Multi-dimensional Alliance: Each mentee is to be allocated with new mentor with each successive session. This may provide a new level of understanding among mentor-mentee level for understanding the professional growth.

'OR'

ii. Each mentee is to be allocated only two mentors during the overall duration of the programme s/he is enrolled with. This may keep a note of his / her performance with two view-points in OPI.

'OR'

iii. Single Mentor is to be allocated for overall completion of programme in which mentee is enrolled.

'OR'

iv. Contingency Mentor: If the allocated mentor left the institution / or on long approved leave then contingency mentor should be allocated with immediate effect for smooth functioning of mentor-mentee sessions/groups till the regular mentor is allotted to the concerned mentees.

'AND'

v. *Common Mentors TEAM: There shall be common mentors (One Male /ONE Female: in which one is Chief Mentor) NOMINATED BY GENDER as a team for all the mentees for any gender – specific issues that may arise during the special/ emergency circumstances.

F. Areas of Review during Mentor-Mentee Interaction:

Mentees shall be advised and followed up on the below-specified areas. The mentor-mentee interactions may include discourse on issues pertaining to –

INDICATIVE INVOLVEMENT OF MENTOR, in case of, issue/suggestion raised by mentee or any other technical error, upon the direction of Dean / Head.

a. If mentee find any challenges to address any administrative issue like fees, scholarship, documentation, ERP, examination, then, the role of mentor will strictly to guide the mentee to concerned authority;

b. If mentee done/faced any anti-ragging activity/ies as a wrong-doer or witness or victim ,then, the role of mentor will strictly to guide the mentee to concerned authority;

c. If mentee faced any challenge or raised an issue/suggestion w.r.t. compound / premises of the University like parking, water supply, security, wash-rooms, etc. ,then, the role of mentor will strictly to guide the mentee to concerned authority;

d. If mentee raised any issue/suggestion towards Curriculum (syllabus, attendance, exams, particular subject, so on) and extra-curricular activities (sports, student activities, debates, dance, competitions, etc.), then, the role of mentor will strictly to guide the mentee to concerned authority;

DIRECT INVOLVEMENT OF MENTOR

e. Academic Matters;
f. Attendance;
g. Health and Physical Well-Being;
h. Behavioural and discipline matters;
i. Achievements, Talents and co-curricular activities.
j. **Overall – Performance Index** like grades, internships, field-work, research projects, personality enhancement, etc.; and
k. **SWOT analysis of mentee's performance** based on his/her health with all aspects – physical, mental health, psychological, learning aptitude, emotional quotient, personality trait as expressive or introvert.

The mentor-mentee interaction may include parent-teaching meeting to inform the overall performance index of mentee to his/her parents upon the direction of Dean / Head only. This is optional at School-level.

G. Outline of Mentor/Mentee Interactions:

i. Number of Interactions:

Each Mentor will hold minimum three meetings in a single semester. However, the number of meetings may be increased, if required and urgent matter pertaining to mentee that may come up during the semester.

The reason for the less than three meetings is to be shown by the Mentor *in writing.*

ii. Mode of Interactions:

The mode of interactions may be online / offline.

The meeting may be delivered in person, telephonically, email, or any combination of them. The following is a list of sources that can be used within the communication strategy. This list is just indicative and can grow throughout the duration of mentor – mentee interaction. It may vary School-wise.

- Face to Face / One on one meeting (on paper minutes to be recorded) ONLY INDIVIDUAL/GROUP MENTOR/MENTEE INTERACTIONS.
- Email (automatic record) ONLY INDIVIDUAL MENTOR/MENTEE INTERACTIONS.
- Telephone (on paper minutes to be recorded) ONLY INDIVIDUAL MENTOR/MENTEE INTERACTIONS.
- Meetings on Conference calls on recognized Audio - Visual platforms like zoom, google meet, etc. (meetings must be recorded

rather Audio - Visual recording). ONLY FOR GROUP MENTOR/MENTEE INTERACTIONS.

iii. Minutes of Mentor-Mentee Interaction:

The minutes of mentor-mentee interaction should be maintained by the respective mentors.

- The record of the same should be submitted to the Chief Mentors for the action to be taken at School or University level as the case may be.
- If any mentee is absent from the meetings, then a subsequent meeting should be convened and minutes for the same should be submitted to Chief Mentor with supporting documents.

iv. Format of Minutes of Mentor-Mentee Interaction:

The Format of the Mentor-Mentee interaction is approved by the IQAC cell of the University. It is in existing usage by all the schools and format of the same are placed at Annexure II, III, and IV.

v. Record maintenance of Mentor-Mentee Interaction by Mentors:

The documents of mentor-mentee interactions may be collected as follows at Mentor's Level to be submitted to Chief Mentor:

a. Minutes of Mentor-Mentee Interaction (as per annexures II & III)
b. Minutes of Mentor - Parent Meeting, if any
c. Overall Performance Index (OPI) of Student: It is inclusive of mentees grade, subject-wise-performance, involvement in extra-curricular activities or any proctorial activity or both. OPI parameters shall be provided by the Respective Schools in detail. The OPI should be **supported with the necessary documentation (certificates/ letters).**

vi. Special/Emergency Circumstances :

If a mentor / mentee / Chief Mentor faces any special / emergency situation or it comes in their notice, then the same should be communicated to the Dean / Head for the necessary action to be taken with immediate effect. The mode of such incidence may be online / offline.

vii. Individual complaints during Mentor-Mentee Interactions:

To address any individual complaint raised by any mentor or mentee may be forwarded ***in writing*** to the Dean / Head for necessary action to be taken with a thorough channel as follows:

- Complaint by Mentee **against Mentor** → Letter to Dean / Head directly (It's a discretion of Dean/Head to involve Chief Mentor or not, as the case may be.)
- Complaint by Mentee against **Any Faculty** → Letter to Mentor forwarded to Dean / Head directly (It's a discretion of Dean/Head to involve Chief Mentor or not, as the case may be.)
- Complaint by Mentor **against Mentee** → Letter to Dean/ Head via Chief Mentor for necessary action to be taken.
- **Anonymous Complaint** → Grievance Box at School Level and to be considered as a Letter to Dean / Head directly.

11. Confidentiality Clause

- All forms of correspondence occurred under Mentor-Mentee Interaction or SEE shall be protected under confidentiality clause.

- The correspondence of mentor-mentee and SEE and its relating information shall be construed as the sensitive information of the University.

- No one shall be allowed to disclose any information except communication to the concerned authority. Contravention to this will lead to action taken as per Rule Book of the University.

12. *Force Majeure* Clause:

In any unprecedented circumstances under *Force Majeure* Clause, whole powers of all stakeholders of SEE will be dissolved with immediate effect when it comes into the notice at an open platform.

The further actions and decisions to be taken in the said situation vest in the *Vice- Chancellor* of the University, only for further actions to be taken and decisions to be made.

GD GOENKA UNIVERSITY | SOHNA ROAD GURUGRAM

Provisions for Counseling Services for Women at GD Goenka University

1. Introduction

GD Goenka University (GDGU) prioritizes holistic student and staff well-being, integrating counseling as a core support mechanism in alignment with UGC Guidelines on Mental Health (2023) and SDG 3 (Good Health and Well-Being). The Admin Manual (2023-24) (available at https://www.gdgoenkauniversity.com/pdf/Admin-Manual-Final.pdf) outlines counseling provisions primarily under health, safety, and anti-harassment frameworks, ensuring accessible, confidential services for academic, emotional, and behavioral needs. These provisions extend to all stakeholders—students, faculty, and staff—promoting a resilient campus community.

2. Key Provisions from Admin Manual

Counseling is embedded across relevant policies, emphasizing preventive, remedial, and rehabilitative support. No standalone "Counseling Policy" exists, but it is operationalized through integrated mechanisms:

- **Health Safety and Security Policy (Chapter 5.10, Pages 174-179)**: Establishes a Medical Inspection (MI) Room staffed by a qualified Medical Officer (9:00 AM–4:00 PM), equipped with emergency First Aid, oxygen cylinders, and medicines. Serious cases are referred to nearby hospitals (e.g., Columbia Asia). Two security staff (including one female) are trained for initial handling, including psychological first aid. The policy mandates engagement on "day-to-day health and safety conditions," implicitly including mental health consultations via the MI Room.
- **Regulations & Procedures to Prevent, Prohibit and Punish Sexual Harassment (Chapter 5.9, Pages 166-173)**: Counseling is a prescribed remedial measure for violations. For staff: Options include "Gender Sensitization" and "Counselling" as non-punitive interventions (Page 171). For students: "Counselling" alongside warnings or apologies (Page 172). Non-adversarial modes explicitly list "counselling" for resolution (e.g., verbal apology, promise of good behavior). The Internal Complaints Committee (ICC) oversees implementation, ensuring confidentiality under RTI exemptions (Section 8(e)).
- **Support to Differently Abled Staff, Visitors and Students (Chapter 5.7, Pages 137-144)**: While focused on physical accessibility, it extends to psychological support via ramps, dedicated parking, and inclusive emergency evacuations, with counseling referrals for stress related to disabilities.

3. Operational Details and Access

- **Counseling Cell**: GDGU maintains a dedicated Counseling Cell (as per institutional practices), offering one-to-one and group sessions on mental, biological, and social health issues. Focus areas: Stress management, gender sensitivity, and work-life balance; sessions promote positive attitudes toward life.
- **Accessibility**: Free, confidential services via MI Room or ICC referrals; 24/7 emergency support through security helpline. Training: Annual modules for staff on psychological first aid.
- **Metrics (AY 2023-24)**: Served 450+ users (65% students); zero unreported harassment cases due to proactive counseling.

GDGU's Admin Manual affirms robust counseling provisions, fostering an inclusive environment where mental health is integral to safety and equity.