

# IILM - Standard Operating Procedures

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## Institute for Integrated Learning in Management IILM Graduate School of Management

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### PG Programme Delivery

*Ref no: pgoffice/5:2019/gsm*

**Prepared by:** Ms. Merlin Mythili (2009)

**Modified by:** Dr Sandhya Rai (2019)

**Approved by:** Dr. Taruna Gautam (2019)

#### Changes:

1. We now use FeeBank ERP, it was NEO LMS in the document. ERP and FeeBank had been used interchangeably.
2. The new format of Term is 1,2, 3, 4,5 and 6. In the document it is mentioned as 1,2,3A, 3B, 4, 5 and 6.
3. We generate attendance list, Final Mark sheet from Registrar Office, . In the document it is mentioned as Dean's office.

#### Deleted:

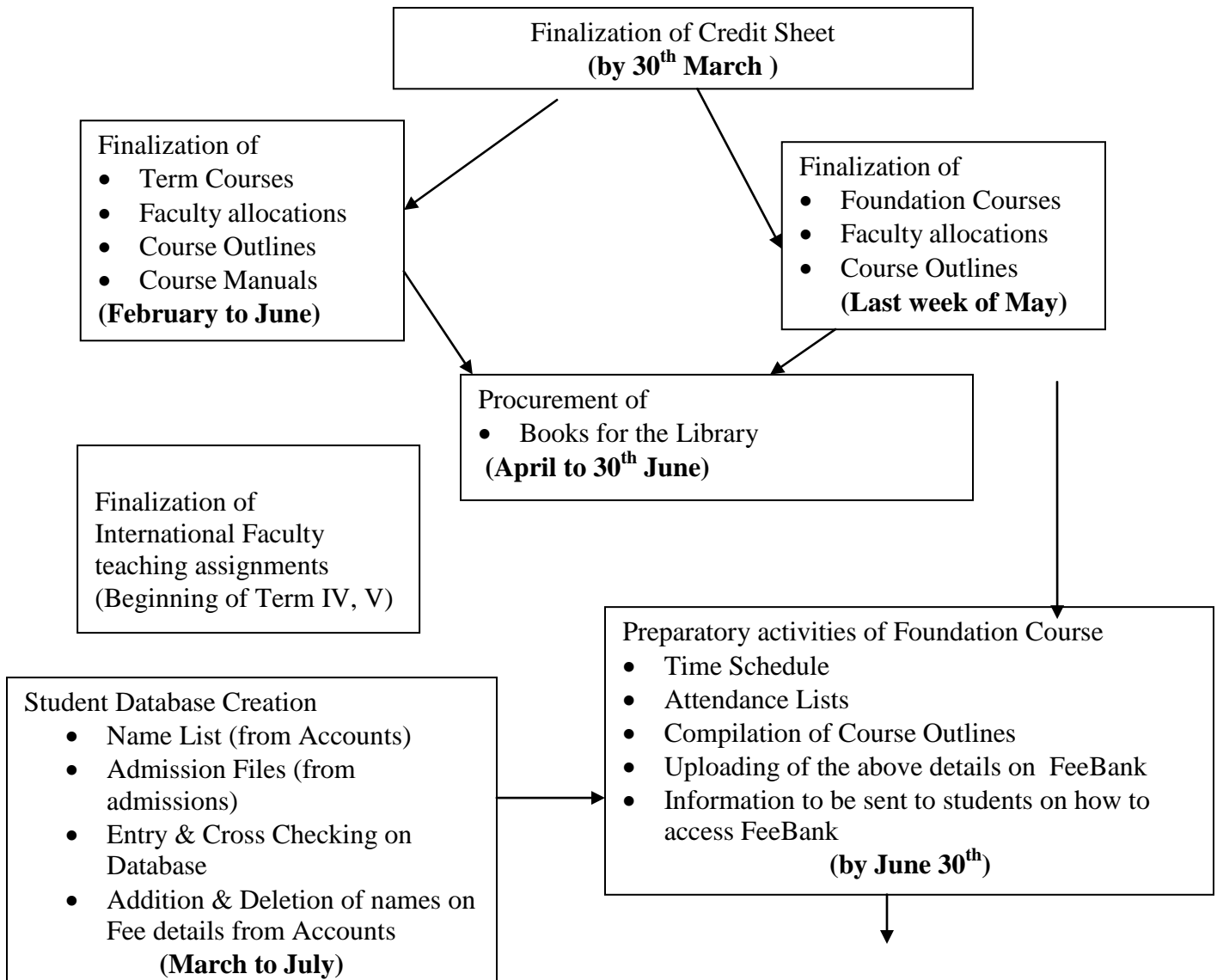
1. Books are not distributed to the students now. So deleted it.
2. Distribution of BusinessSuits
3. Process of Distribution of I-pads - I-pads are no more distributed

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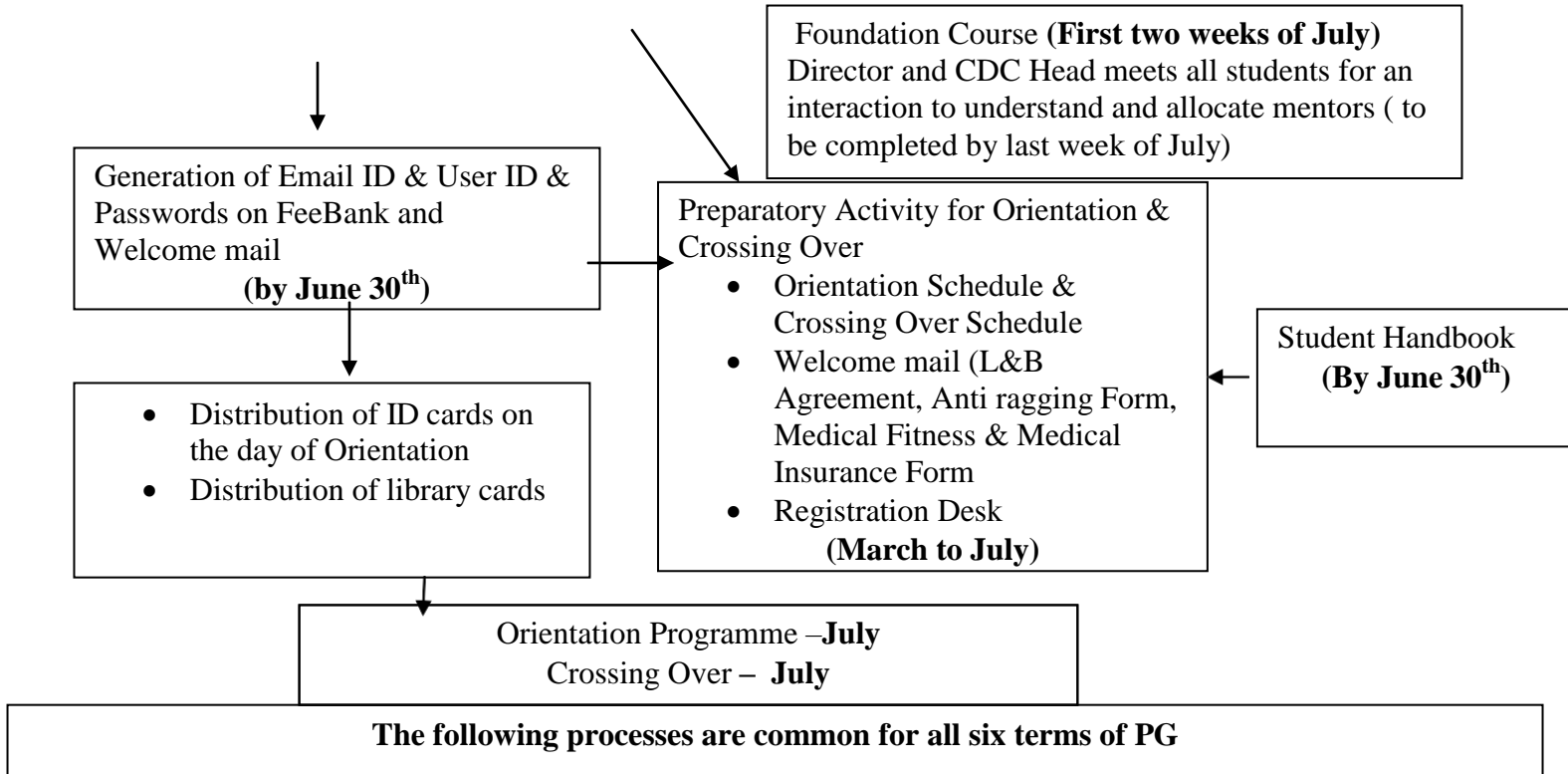
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## Process FlowChart



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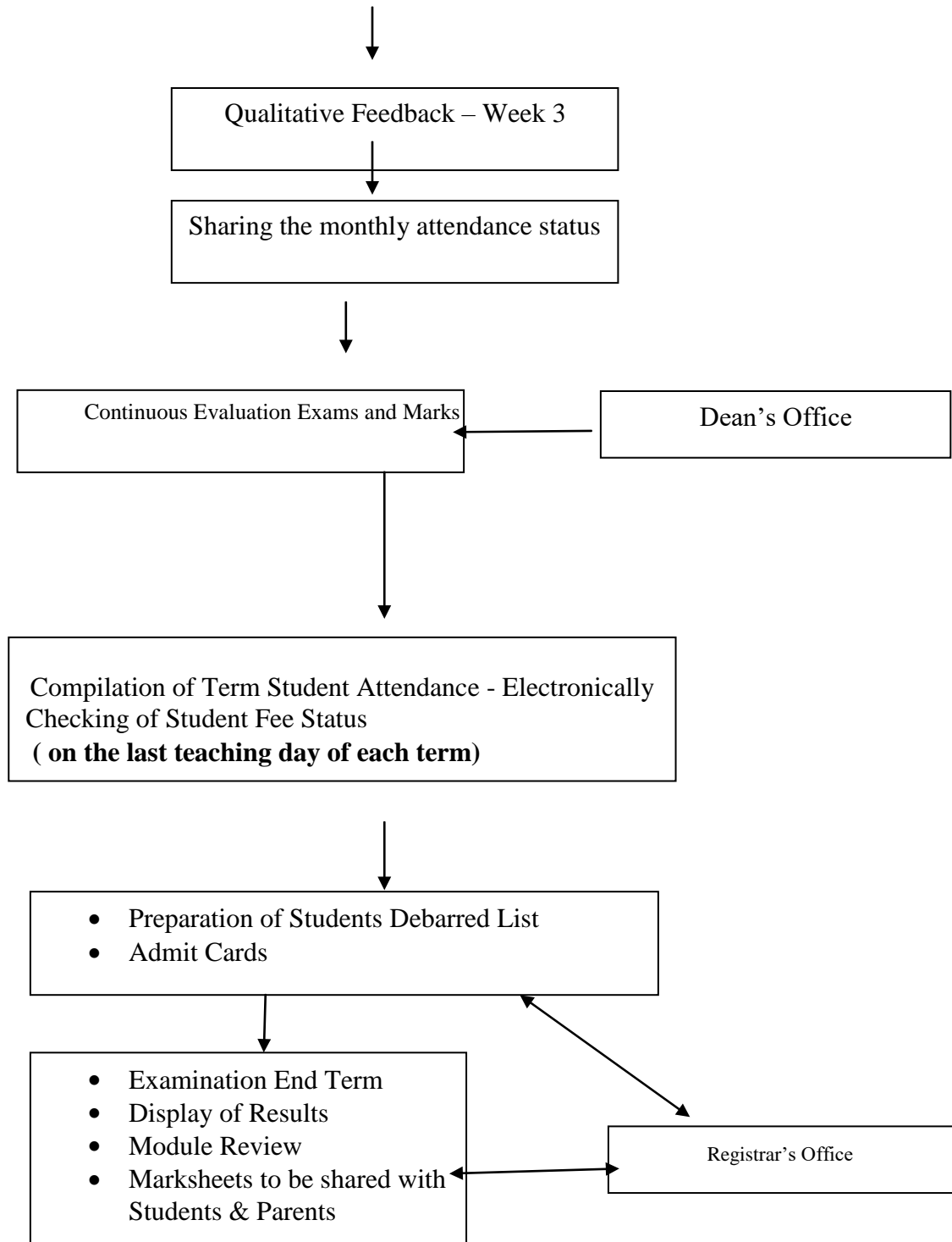
- Preparatory activities for Each Term**
- Time Schedule
  - Section Lists
  - Compilation of Course Outlines
  - Course Manuals/Module Plan Meeting
  - Uploading of the above details on FeeBank
  - Information to be sent to students on how to access FeeBank
  - Orientation to the Term by all faculty 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:** Deans to monitor and send report

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## Term specific Activities

### Term I ( July-October)

- First placement week
- Resume building
- Dream Companies for SIP  
(by end of August)

### Term II ( October- January)

Compilation of Sector wise choices for Career Trek  
Placement week -2  
(First two weeks of November)

### Term III (January – April)

- Electives List for Term III , IV, V & VI
- Orientation of SIP
- Orientation to Global study and registration link to be opened

Global Study  
July-August

### Term IV (August – October)

- SIP Viva & Declaration of Result Term III
- Placement workshops
- Alumni interaction

### Term V (October- January)

- Pre-placement talk
- Placement workshops
- Alumni interaction

### Term VI( February- April)

- Dissertation presentation and viva
- Final compilation of Results – April 30
- Final compiled marksheets to be prepared – May 30

# Standard Operating Procedures

### 1. Process of Finalisation of Foundation Courses:

**Time Period: To be completed by 4<sup>th</sup> week of May**

**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, Maths & Excel.
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.
5. The course outlines for the foundation course must be available for uploading on ERP by 1<sup>st</sup> week of June.

### 2. Process of Finalization of Trimester Courses for the academic year:

**Time Period: From Feb to June**

**Activity involves: Director, Dean, Area Chairs, and Faculty Members**

1. The Curriculum committee (which comprises of the Director, Dean and Area Chairs) after elaborate discussions designs the Programme Structure for the commencing Academic year and presents before the Governing board/Academic Advisory Board when it is convened in March.
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 Chair holds a meeting to decide on the course allocation by designating a course team which comprises of faculty members from all campuses who would teach the various courses. Module Leader for each course is decided.
4. These course teams draw the course outlines.
5. These course outlines are then whetted and approved by the Area Heads, Dean and Director.
6. The faculty members teaching the various courses are duly approved by the Director in consultation with the Dean and Area Chair. (Faculty approval Form)
7. The Course allocations to faculty must be completed by end of April.
8. Course Outlines for all courses of Trimesters 1, 2 and 3 must be made available by 2<sup>nd</sup> week of March during Academic Advisory Board meeting.
9. Course Manuals are to be ready for uploading by 2 weeks prior to the start date of Trimester.

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### 3. Process for finalization of International faculty teaching assignments and preparation for their visit

**Time Period: From December to June (for the next academic year)**

**Activity involves: Dean, Director, International Office**

1. The Dean procures the list of Electives for the Term IV & V and the committee decides on the number of courses that can be taught by the international faculty and the number of sections for these courses.
2. The requirement for the international faculty is thus decided.
3. Based on the type and number of faculty requirement, the International Office sends out the requirement to our partner schools.
4. The applications and CVs thus received are complied.
5. The CVs are sent to the Area Chair and a competency mapping is done with the courses available to be taught and the applicants' area of expertise and preferred choice of course and time period. A Skype meeting will be held with the faculty.
6. The courses are thus allocated and a letter of confirmation regarding the course and time period is sent to the respective faculty.
7. On receiving the acceptance from the applicant a formal letter of invite with the course outline is sent.
8. The SOP for preparation for the international faculty's visit is as given below:
  - a. The Dean prepares the travel plan, accommodation plan in consultation with the Head - Administration the visiting faculty and the itinerary is approved by the management.
  - b. An inhouse faculty is attached with the International faculty. Tickets will be booked by IILM. In case of the booking done by the International faculty, a reimbursement upto 900 Euros will be done by IILM. An invoice is raised by the visiting faculty and sent to the accounts office through the in-house faculty attached to the visiting faculty and bank wire payment is made to the concerned international faculty at the end of his/her session and when assessment for the course is over, ideally at least a week before the departure of the visiting faculty.
  - c. From the course delivery point of view, the final course manual is received from the visiting faculty and uploaded on LMS.
  - d. Students get registered for the course through the programme office.
  - e. A login, user id and password for the visiting faculty are sent by the Shadow Faculty.
  - f. Any study material given by the faculty is uploaded on ERP.
  - g. 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.
  - h. At the end of the teaching assignment the assessments are conducted and results displayed.
  - i. A feedback is taken from the student and the report thus generated is shared with the

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visiting faculty and a farewell is organized.

- j. A meeting with Director on the first day and last day to get the feedback.
- k. The International faculty will be meeting the Chairperson on the last day at the Institute.

## 4. Process for Procurement of Books for the Library

**Time Period: From April to May**

**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.
4. The final list of books to be procured are sent to Librarian .

## 5. Student Database Creation:

**Time Period: From May to June**

**Activity involves: Director, Accounts & Admissions, Programme secretary**

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 (Programme Section).
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. 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 4<sup>th</sup> week of June.
8. A trusted Advisor ( Faculty Mentor) is allocated to all students once they register for the PGDM programme.



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### **6. Generation of Email Ids & User Ids & passwords for Students & faculty for EPR/ FeeBank**

**Time Period: Completed by 1<sup>st</sup> 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.pgpyaerofpassing@iilmgsm.ac.in](mailto:firstname.surname.pgpyaerofpassing@iilmgsm.ac.in) and the password for all users will be “edu123”.
3. The programme secretary on while entering the student data in the ERP shall also create user ids and passwords for all students and faculty.
4. This User ID, password information and the email address shall be sent to the new student’s personal email by the Programme Secretary.
5. On first use of the user id and password, the system would prompt the user to change the password for security reasons.

### **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 secretary 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 and it is thus “pg 4 digit joining year followed by another 4 digits” ( for e.g. pg20191001)
4. The students are asked to bring the original documents of 10<sup>th</sup>, 12<sup>th</sup>, graduation mark sheets, Mediclaim Insurance policy ( if any) CAT/MAT 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 secretary sends the list of students to the Librarian for generation of library cards.

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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:**

**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 on the Google Calendar for students.
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 ERP to facilitate electronic marking of attendance by the faculty.
7. The faculty uploads duly approved course outlines on ERP for use and view by the students.
8. The course outlines shall be uploaded by 1<sup>st</sup> week of June

### 9. Preparatory activities for the conduct of Orientation day and Crossing over

**Time Period: First 2<sup>nd</sup> and 3<sup>rd</sup> week of June**

**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 ERP.
3. A mail with the details of Orientation schedule and other registration formalities send to the students by the Director. The CDC heads sends another mail with the details of crossing over
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 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.

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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 ERP 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 ERP.
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 ERP to facilitate electronic marking of attendance by the faculty.
7. The faculty uploads the course manual on the ERP for the students.
8. The course outlines shall be uploaded a week prior to the start of each Trimester.

### 11. Process for Compilation of Sectorwise choices for Career Trek in Trimester II:

**Time Period: October- November**

**Activity involves: CDC, Mentors**

1. The Sector choice forms for Career Trek are filled in the first week of October 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 October.
4. The Sector choice form is **Annexure Three**

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## **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 Chair conducts 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 3 will be opened during the first week of January after the Elective Orientation.
4. For the electives of second year , the Elective link with a brief description of elective is opened in the month of June. **Annexure**
5. The students are given 10 days time to fill in their Electives form online.
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 ERP on the same day of the class.
2. The faculty shares the student attendance thrice during each Trimester
3. 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.

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## **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 last week of the trimester.
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 and a copy of this letter is kept in the faculty's personal file also.
4. This feedback is taken as an input in the appraisal process of Faculty members.
5. The feedback form is **Annexure four**.

## **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 weekly.
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 fills up the form duly approved by the Dean.
2. This form is sent to the accounts department.
3. The accounts department processes the form and gives the Cheque to the faculty.

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4. The faculty delivers the Cheque to the resource person who delivers the guest lecture.
5. The Guest lecture Form used for processing of the honorarium is appended as Annexure five

### **17. Process for finalizing Global Study (March-April)**

**Time Period : March – August**

**Activity Involves: Director, Dean, Dean Global Study**

1. Director's office opens the Global Study option to the students in the month of March & April.
2. The students register for the programme according to their choice.
3. 3-4 courses of 2 credits each will be offered during global study.
4. The students list will be compiled by the programme office & sent to the partner schools with necessary details.
5. Dean coordinates pre-departure briefing.
6. The students should clear the first year fees.

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### ANNEXURE I

NAME	PREFERENCE 1 SECTOR	2nd Preference Sector
Karandeep Singh	• Advertising & Digital Marketing, Media	• E-commerce/M-commerce
Rishab yadav	• Advertising & Digital Marketing, Media	• FMCG
Drisha Sachdev	• Advertising & Digital Marketing, Media	• Travel & Tourism
Meghna Sabharwal	• Advertising & Digital Marketing, Media	• FMCG
Shubham khemka	• Advertising & Digital Marketing, Media	• Manufacturing
Shubham Goel	• Advertising & Digital Marketing, Media	• Manufacturing
NIPUN SHUKLA	• Advertising & Digital Marketing, Media	• IT/ITES
Sanam Vij	• Advertising & Digital Marketing, Media	• FMCG
sajan anand	• Advertising & Digital Marketing, Media	• Automobile & Ancillary
Aditya Ray	• Advertising & Digital Marketing, Media	• Automobile & Ancillary
Arushi sethi	• Advertising & Digital Marketing, Media	• FMCG
Ayushi Dewan	• Advertising & Digital Marketing, Media	• Hospitality
Ekas Chhabra	• Advertising & Digital Marketing, Media	• E-commerce/M-commerce
Simran Pahwa	• Advertising & Digital Marketing, Media	• Banking and Insurance
Aastha sethi	• Advertising & Digital Marketing, Media	• Hospitality
Ankita Sawali	• Advertising & Digital Marketing, Media	• FMCG
Kajal kaushik	• Advertising & Digital Marketing, Media	• FMCG
Aditya Sharma	• Advertising & Digital Marketing, Media	• Health Care
Aditya Sharma	• Advertising & Digital Marketing, Media	• Health Care
Mayank Siwach	• Advertising & Digital Marketing, Media	• E-commerce/M-commerce
Soumil Vyas	• Advertising & Digital Marketing, Media	• E-commerce/M-commerce

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## **ANNEXURE II**

Elective List Link:

[https://docs.google.com/a/iilm.edu/forms/d/1HJtkQ4HJhKJeQWEWtuQY0kBucMufT0yPJZ6d\\_Qqzvg/viewform?c=0&w=1](https://docs.google.com/a/iilm.edu/forms/d/1HJtkQ4HJhKJeQWEWtuQY0kBucMufT0yPJZ6d_Qqzvg/viewform?c=0&w=1)

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## ANNEXURE III

23<sup>rd</sup> May 2016

FACULTY TEACHING FEEDBACK PGDM, Batch 2015-7 (Term 3)

Course :		Faculty :
1	Learning objectives of this course have been made clear	3.20
2	Instructor is well prepared for the class	3.50
3	Instructor organizes the class well	3.60
4	Makes concepts clear	3.50
5	Uses methodologies which relates the concepts to the real-life situations	3.40
6	Stimulates interest in class	3.50
7	Has good knowledge of the subject matter	3.40
8	Delivers the course in clear and effective manner	3.40
9	Facilitates and encourages high level of interaction in the class	3.50
10	Is approachable both in and out of the class	3.40
11	Evaluation is fair and impartial	3.30
12	I would recommend the instructor to other students	3.40
	<b>Average</b>	<b>3.43</b>
	<b>Standard Deviation</b>	<b>0.11</b>

No. of students registered for the course :

No. of Students who have given the feedback :

### Rating scale

Highly Dissatisfactory : 1

Dissatisfactory : 2

Satisfactory : 3

Highly satisfactory : 4

(Dr. Taruna Gautam) Director

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## ANNEXURE V

### Guest Faculty Requisition

Program \_\_\_\_\_  
Course \_\_\_\_\_ Faculty \_\_\_\_\_  
Year \_\_\_\_\_  
Day \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_ Room No. \_\_\_\_\_

#### Detail of the Speaker

Topic \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Organization \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

Contact Phone Number: \_\_\_\_\_ Email \_\_\_\_\_

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Honorarium:

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Rupees (Rs. \_\_\_\_\_)

Approvals:

Faculty \_\_\_\_\_ Dean \_\_\_\_\_

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