



GREAT LAKES INSTITUTE OF MANAGEMENT
CHENNAI CAMPUS

***POLICY GUIDELINES, REGULATIONS & GUIDEBOOK
ON STANDARD OPERATING PROCEDURES***

FOR

***FACULTY SUPPORT SERVICES
EXAMINATION DEPARTMENT
&
ACADEMIC RECORD OFFICE***

UNDER THE AEGIS OF

***CENTRALISED ACADEMIC ADMINISTRATION
(CAA)***

June 2021



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This manual is to be treated as the reference guidebook for all Academic Administration activities pertaining to Faculty Support Services, Examination and Academic Record Offices. The provisions contained thereof are abiding on all personnel concerned in this institute. These provisions come into force with immediate effect.

These orders are to be read and accounted in conjunction with other orders issued by the Management and in no way supersede any Govt orders or Policies directives issued by higher echelons of the Institute.

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VISION

To be a World Class Management Institution to develop Socially Sensitive Business Ready Leaders and Entrepreneurs with Futuristic Orientation and Commitment towards Innovation and Excellence through Cost Effective Programs

Mission

To develop Future Ready Business Leaders and Entrepreneurs with an Analytical Mindset prepared for current and future Market Needs through Contemporary High Quality Teaching, Research and Social Engagement

Dean's Message

Centralised Academic Administration (CAA) department was envisaged to function as fulcrum of the entire academic activities of this institute. To enable smooth functioning of this newly crafted department, clearly spelt out policy guidelines are not only essential but also mandatory to remain efficient and relevant.

Over the years, Great Lakes has seen an exponential growth both in terms of the infrastructure as well as the quality input / output of students passing through our portals. These students having passed out of this institute have been a wonderful ambassadors carrying with them the traditions, hopes and aspirations of Great Lakes family. Within a short span of a decade or slightly more, we have grown manifold making indelible marks in every management education domain. This has put tremendous pressure on the institute to remain relevant, contemporary and competitive.

To enable the academic activities function in Great Lakes as a well-oiled machine, the CAA was created and I am extremely happy to see that this department, has taken giant strides in no time and has set the standards and benchmarks in policy, academic administration and support service domains. This policy document compiled and presented earlier in 2017 has been revised and added with latest information to provide seamless reference, and smoothen the academic administration processes at this institute. I have no doubt in my mind that this document would provide answers for every query that the faculty, students and the administrators may have related to Faculty support, examinations, academic records, student services and other related domains.

I would like to congratulate the Director, CAA and his team for a job well done and meticulous compilation of agenda in detail and urge the CAA to keep refining the guidelines wherever necessary, with quality feedback from the users as and when required. I am confident, that this document has once again raised the bar of our quest for excellence and is sure to serve as a source of reference for many years to come.

Congratulations once again to the CAA team & the Director.



Dr Suresh Ramanathan
Principal & Dean

Place: Chennai
Date : 2 June 2021

Director, CAA - Foreword

Centralised Academic Administration (CAA) has been the nodal centre for all academic support and services within Great Lakes, Chennai and has established effective organizational processes and common framework for all stakeholders to function with seamless support and efficiency.

The detailed procedures with regard to Faculty Support, Examinations Office and Academic Record functions enumerated for CAA has enabled the institute to put the system in process and ensured that the practices followed are synchronous across programs yet meeting their individual aspirations & requirements as well.

The first edition of this policy document was released in March 2017 and many amendments have been issued to these provisions keeping in mind the changing / evolving academic environment more in recent times forced by the pandemic.

These orders / policy guidelines have therefore been revised to make it updated, contemporary and to ensure that they keep pace with the changes / necessities of the institution. I am happy and delighted to see that the CAA staff were able to compile these revised orders and make it more comprehensive and user friendly.

I have no doubt that this revised version will serve the users with updated information and will also pave the way to incorporate further changes, where necessary and propel / contribute towards the institute's journey of growth from Good to Great.



(Cmde D Vijayakumar)
Director, CAA

Place : Chennai
Date : 02 June 2021

CHAPTER - I

Organisation, Role & Responsibilities

1.1 Preamble / Introduction

1.1.1 Great Lakes Institute of Management has been created to offer world class management education to the aspiring young students, ambitious professionals and executives to excel themselves with an overall personality development & inclusive growth. Great Lakes functions with a commitment to realize the set motto of “**Global Mindset; Indian Roots**” to make ***Excellence - a way of life***.

1.1.2. Over the last decade plus years, this institute has grown manifold both in terms of its stature & recognition, its green ambience, quality outputs, benchmarking standards, core value systems and the best of the infrastructure. The passing out students and the corporate executives who undergo various programs have been the institute’s greatest ambassadors bringing glory and fame to themselves and their alma mater.

1.1.3. With the rapid growth in terms of the conduct of specialized programs and the consequent ever increasing student’s strength, the institute has seen a tremendous rise in the academic as well as extracurricular activities as part of its overall development. The number of off campus events, visiting faculty experts, guest speakers etc have added muscle to the already heavy academic calendar. With the increasing number of courses and the exponential increase in the number of students has necessitated systematic and smooth conduct of various academic evolutions at this institute that would address centralized administration of faculty support, course monitoring and conduct of examination / feedback analysis etc.

1.1.4. To meet the increasing demand of academic activities at the Great Lakes besides enabling a single point contact for smooth co-ordination / facilitation of academic administration, a need for establishing a Centralised Academic Administration (CAA) Department was felt and considered inescapable. Accordingly, CAA has been created to facilitate all academic support activities to various Management Programs conducted at this institute. The CAA will be headed by a Director who will be the overall coordinator for academic administration and will work under the Dean Academic Affairs at the Great Lakes Institute of Management. The Director will be a permanent member of the Executive as well as the Academic Council of this institute and would attend all such meetings / deliberations held at the institute.

1.1.5. This compendium has been compiled to collate all relevant policy guidelines and lay down standard operating procedures for smooth administration of various academic evolutions in the domains of Faculty Support Services and Examination Office. These orders have been issued to keep academic admin procedures remain relevant and comprehensive as far as possible. However, these provisions are subject to amendments issued from competent authorities and is incumbent upon all personnel concerned to read and follow them accordingly.

1.2 Charter of Duties

1.2.1. The academic administration office was conceived as a centralized unit that would handle all the academic functions across the programs. The work areas of this office are closely interdependent with other functional departments of the institute. These include Program Offices, Admin & Logistics, Resource Centre, IT department etc. Due to some overlap of responsibilities, towards smooth conduct of the academic activities, the CAA staff may need to work in synchronization with these other departments as and when required.

1.2.2. Thus, the CAA is envisaged to function as the Nodal Centre that would facilitate all academic support activities at this institute across all management programs including adhoc short term capsules etc thereby, enable a smooth and efficient academic administration. The charter of duties of CAA department include;

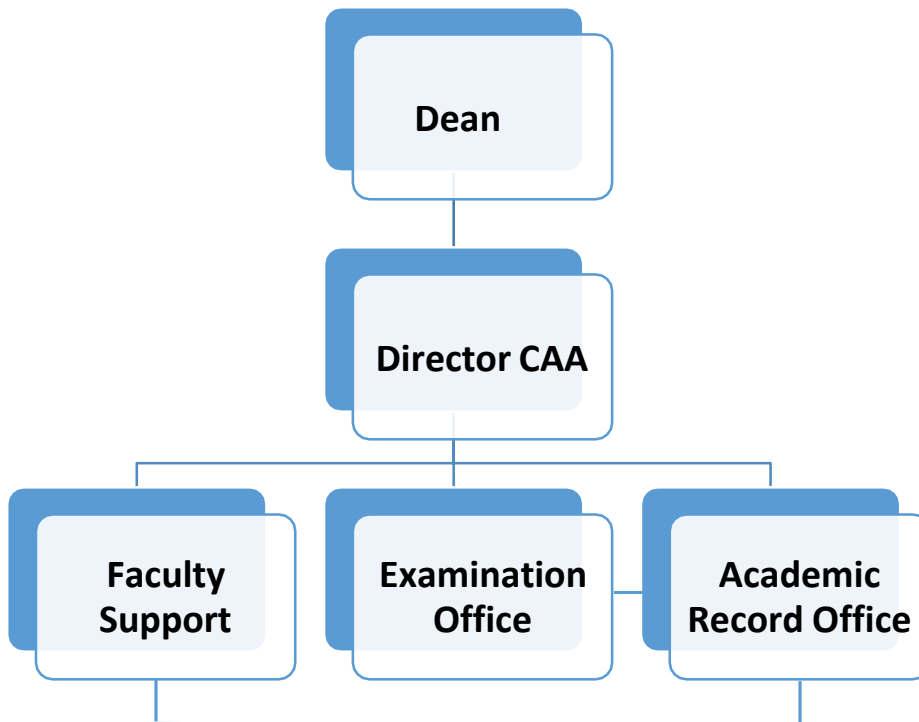
- (a) facilitate faculty support in collaboration with respective program offices.
- (b) provide academic support services in consultation with each faculty, both in-house and the visiting.
- (c) coordinate resource material procurement and facilitation of the same to the students.
- (d) maintain an efficient & effective online Learning Management Portal.
- (e) management of examination office and function as the controller of examinations for all programs including online evaluations.
- (f) administer feedback format for each faculty, mid-term and exit feedback reports and its analysis for remedial actions.
- (g) compile classroom and examination attendance of students to generate reports.
- (h) function as the central academic data repository of the institute.
- (i) facilitate result analysis of various courses to draw inferences and suggest course corrections, if any, to Program Offices.
- (j) provide support during admission formalities, accreditation process and such other activities of the institute when needed.
- (k) coordinate overall conduct of convocation function.
- (l) function as a nodal agency for all official correspondences related to alumni services management affairs of the institute.
- (m) coordinate activities as part of the Disciplinary Action Committee to handle academic offenses of students.
- (n) support any other event as needed by the management.

1.3 Organisational Structure

1.3.1. The Centralised Academic Administration would function as a nodal agency for academic support services and will be headed by a Director as its functional head. The Director, CAA would report to Dean, Academic Affairs in the hierarchy chain and would be responsible for smooth and efficient functioning of this department. Two independent sections viz Faculty Support Services and Examination Office would function under the CAA to ensure all academic support activities are coordinated and executed efficiently.

1.3.2. The Faculty Support and Examination Offices will be governed by respective charters who will handle the day to day functions of these sections. The staff under CAA will be assigned various duties and responsibilities by the CAA from time to time and the details of the same are enumerated in the succeeding paragraphs. The organizational structure of CAA is as shown below:-

CAA – Organisation Chart



1.4 Duties & Responsibilities – staff

1.4.1 The Faculty Support and the Examination Office under CAA shall function efficiently to ensure smooth conduct of all academic activities of the Institute including those held at the City Office. Towards the same, the broad duties & responsibilities of CAA staff are enumerated below.

(a) Faculty Support Services

- (i) liaise with the individual faculty concerned for timely receipt of course outline, curriculum, pre-reads etc and ensure that the same is as per the standard template followed by the Institute.
- (ii) interact with the individual faculty to identify the logistics requirements during the visit.
- (iii) obtain the resource materials details required for smooth conduct of the course including tools if any.
- (iv) liaise with the Admin / Resource centre and facilitate the availability of such resources with the students well ahead of the commencement of the first session.
- (v) efficient maintenance of on-line e-learning portal with updated information relevant to Learning Management System.
- (vi) handle all correspondences / queries related to alumni services management affairs requirements from the institute.
- (vii) provide support to major events /evolutions of the institute viz admissions, accreditation, convocation, etc.
- (viii) assist any other duties as assigned by the Director, CAA or the management.
- (ix) maintain academic data record office with updated information on both past and the present courses.

(b) Examination Office

- (i) Smooth conduct of all examinations in the institute across all programs including on-line examinations / quizzes.
- (ii) Collate all question papers as records thereof and maintain an effective archival system for retrieval of information as and when demanded.
- (iii) Undertake compilation of classroom and examination attendance and forward reports to respective program office.
- (iv) Maintain close liaison with IT department for efficient deployment of IT assets during examinations.
- (v) Administer feedback schedules for all faculty on their last session upon receipt of such information from the respective program offices.
- (vi) Undertake analysis of feedback reports and forward the compiled data to Director, CAA for further action.
- (vii) facilitate result analysis of various courses to draw the consolidated inference for further action by Program Offices.

- (viii) Maintain academic data record office with relevant information on both past and the present courses.
- (ix) Safe custody of blank & written / evaluated answer scripts.
- (x) provide support to major events / evolutions of the institute viz admissions, accreditation, convocation etc.
- (xi) assist any other duties as assigned by the Director, CAA or the management.

1.5 Academic Data Management & Archival System

1.5.1 In order to ensure that the academic data / information related to all programs held by this institute are centrally controlled and efficiently archived for future references, CAA is also designated as the **Central Academic Data Repository (CADR)**. CADR would maintain all academic information / records pertaining to all programs, including those that are currently in progress. However, the details of the current batches will be handled directly by the respective Program offices for the ease of administration and, these details would be transferred to CAA on successful completion / passing out of the batch.

1.5.2 The details of the records that would be maintained at CADR include:-

- (a) Students records & admission details
- (b) Faculty records & profiles
- (c) Course outlines, curriculum, schedules and resource materials
- (d) Course results and mark sheets / grades
- (e) Feedback reports on faculties / exit feedback analysis
- (f) Result analysis reports and inferences
- (g) Details of projects, internships, assignments etc from students.
- (h) Record of original certificates / transcripts and their dispatch details.
- (i) Record of disciplinary actions, if any, and the follow up action initiated thereof.
- (j) Safe custody of evaluation materials and question bank.
- (k) Maintain Alumni affairs records, events and their mailing addresses.

1.6 Admission & Accreditation Support services

1.6.1 Admission support. The management undertakes enrolment of students under various programs as per the admission calendar. The admission process demands enormous effort from the management that include selection, shortlisting, verification /

confirmation of credentials etc to name a few. The CAA team will take active part in providing support services during the admission time for all programs including verification of originals and such other tasks assigned by the management / admission department.

1.6.2 Accreditation process. Various courses conducted by the Institute are recognized by national / international agencies like AICTE, AMBA, SAQS, etc and the institute undertakes renewal of such accreditations from time to time. The accreditation of courses are recognition of our efforts, quality education imparted, renowned faculty, etc besides giving positive vibes for the future prospects / entrants to the institute.

1.6.3 The accreditation process is a document intensive and record dependent activity where, the process, procedures, records, regulations, facilities, input / output quality, analysis reports etc are evaluated prior to according such recognitions. CAA being the nodal agency engaged in academic administration as well as the central repository of all records as CADR, this department would offer all necessary support to Accreditation reviews of the institute. The support rendered would include provisioning of necessary records from the archives as needed by the visiting teams. All relevant records needed would be collated and submitted for such reviews after obtaining prior consent of the management authorities.

1.7 Conduct of Events - Convocation function

1.7.1 The Institute conducts annual convocation as a combined function for all successfully passed out students under various programs. Convocation is a mega event and is one of the most important and prestigious occasion for the students as well as the institute. The management would issue a notification as office order for the smooth conduct of the function attest three months ahead of the scheduled date. The Director, CAA would be the overall coordinator of the function and is designated as the event Convener. He will be assisted by suitable number of staff from other departments who would work under various sub committees to oversee / coordinate the event.

1.7.2 The Convener may co-opt additional members as required to ensure flawless conduct of this function. The respective Program Offices would prepare the probable list of students eligible for the award of degree during the convocation and would collate all relevant grades & marks under each term tabulated for verification. The Program Offices would also collate all details pertaining to Award / medal winners, Deal's list, etc and share such details with CAA for making necessary arrangements during award function. The Program Office would be guided by the eligibility criteria for award of degree to any candidate as given below:-

- (a) Should have obtained a CGPA of atleast 2.5 out of 4.0
- (b) Should not have four D grades.
- (c) Should not have 2 D and 1 F or 2 F grades.

1.7.3 Students who fail to meet the overall CGPA of 2.5 have the option to take Course on Independent Study (CIS) to improve their grading to become eligible for award of degree. However, this has to be completed before 30 May of that year to become eligible for inclusion in the convocation. The student opting for CIS scheme has to approach the respective Program office for the procedures to be followed and obtain necessary approval of the same.

1.7.4 However, no candidate would be allowed to take more than two courses under this CIS scheme for improvement and this provision is not applicable to those courses when the student has already obtained 4 D or 2F grades. As far as possible, the CIS would be restricted to the Elective subjects only and exercising the CIS option under CGPA criteria is open to any candidate only on completion of all terms under the academic program.

1.7.5 The final list of eligible candidates would be compiled by the Program Office and put up to the respective Program Director for vetting. The final vetted list of candidates would be forwarded to Director, CAA for authorization of printing the original certificates by the IT department. The Executive Council and the Academic Council may meet at least 48 hours prior to the conduct of the event and ratify the list of eligible candidates to be conferred the degrees by taking the approval of the Dean, Academics. The ratification should be endorsed with a signature by the Dean, Academics on the relevant document for records.

1.7.6 The protocol to be followed for the award of degree is as follows:-

- (a) Medal winners / award winners & special achievers from all Programs.
- (b) Award of certificates to PGXPM, PGPM(Flex), PGCM & PGDM students in that order of sequence.

1.7.7 Timelines for completion of various activities connected with the conduct of Convocation (D-day) are as follows:-

- (a) Finalisation of Date - D-120
- (b) Preliminary screening of Chief Guest - D-110
- (c) Issue of office order for conduct - D-100
- (d) First meeting of Org Committee - D-90
- (e) Formation of sub-committees / functions - D-80
- (f) First Draft outline program / layout - D-75
- (g) Finalisation of Chief Guest / Standby - D-60
- (h) Preparation of Guest List - D-60
- (i) Finalisation of Mark sheets / certificates - D-50
- (j) Uplinking of forms / details on website - D-50
- (k) Collation of participant details - D-40
- (l) Assessment of Logistics requirements - D-30
- (m) Printing of Certificates / mark sheets - D-25
- (n) Final confirmation of attendees / guests - D-20
- (o) Re-confirmation of Chief Guest - D-20
- (p) Preparation of venue / resources & Finalization of Minute to minute prog. - D-10
- (q) Preparation of Degree folders / seating - D-5
- (r) Final Review meeting of Org Committee - D-4

(s)	Briefing to Management by Convener	-	D-2
(t)	Review of preparations by Dean/AD	-	D-1
(u)	Conduct of Event	-	D-day
(v)	Departure formalities of invitees	-	D+1
(w)	Winding up session / retreat	-	D+3
(x)	Submission of Bills / accounts	-	D+7
(y)	Concluding meeting of Org Committee	-	D+8
(z)	Forwarding of Report / Feedback & Suggestions by Convener	-	D+10

1.7.8 The Program sub-committees may meet on as required basis to oversee and coordinate various activities towards smooth conduct of the Convocation. The Convener may call for periodical review meeting of the Org Committee to review the progress made / course corrections required. These review meetings will be chaired by Dean excepting the Final Review (D-4) which may be chaired by the Dean himself. The respective sub-committee in-charges may keep the Convener informed on all evolutions on a regular basis and bring out the difficulties that may deserve immediate attention.

1.8 General Guidelines

1.8.1 CAA being the nerve centre for all academic administration support, the staff entrusted with relevant responsibilities in this department are expected to remain highly proficient of their functions and are to hold the highest traditions of Great Lakes whilst interacting with the user agencies, more particularly with the visiting faculty.

1.8.2 The CAA staff are to therefore adopt, proactive approach in identifying the requirements and take necessary action well in time. Further, since this department holds sensitive and confidential information related to academic records of students, faculty, examination, feedback etc, the staff are to remain vigilant and the non-disclosure clause would automatically apply to all those staff of CAA. The safety, security and secrecy of such information is the responsibility of each and every staff member of CAA and any breach of this clause would be viewed seriously and may also invite strict disciplinary action as deemed appropriate by the management.

1.8.3 Non-Disclosure Clause. Every staff member of CAA is to abide strictly to the office of secrecy code as a Non disclosure clause viz.,

“I solemnly affirm that, I will not at any time or any cost and any circumstances, disclose or divulge or make remarks in public, either in written or verbal or digital or in any other format regarding the institute’s academic affairs or records which I may have the purview as confided to me or become known to me due to my role & functions in this department or otherwise. I am fully aware and also agree that I am liable for disciplinary proceedings for any breach of this trust as deemed appropriate by the management”.

CHAPTER - II

Faculty Management & Support Services

2.1 Introduction

2.1.1 The main objective of Faculty Support Services is to facilitate all Program Offices in ensuring a wholesome learning as well as teaching experience to the students and the faculties alike. The support services from CAA team applies to all internal and visiting faculties who have been scheduled with teaching assignment at this institute. The purpose for this centralized academic support service is to enable that the processes in force are managed effectively and efficiently in a well-coordinated manner besides ensuring strict compliance with Great Lakes policy guidelines.

2.1.2 *The Director, Centralised Academic Administration* has the primary responsibility to ensure that the academic processes applicable are standardized across all Programs and these procedures are strictly adhered besides these provisions remain adequate, relevant and efficient to meet the intended purpose. All staff members in this office are responsible for implementing and ensuring that the procedure followed are meeting the aspirations of the beneficiaries without any compromise on the organizational values and interest. The Faculty Support Services can be reached for any general requirements / assistance at caa.helpdesk@greatlakes.edu.in

2.2 Charter of duties

2.2.1 The Faculty support from CAA commences once the final course schedule / academic calendar and the faculty list have been prepared and confirmed by the respective Program Offices to the Academic Admin. The core functions & activities of Faculty Support Services thus include:

- (a) identify the requirements of the course from the faculty
- (b) obtain the course outline, curriculum layout, resource requirement etc from the faculty.
- (c) ensure compliance of the course outline received is as per the standard institute templates.
- (d) plan for the procurement of the course materials required based on the information on the course outline.
- (e) organize all necessary infrastructure required for smooth conduct the course session.
- (f) share all recommended resources with the students well ahead of the commencement of the sessions.
- (g) effective maintenance of on-line Learning Management Portal with timely uploading of all study materials.

- (h) coordinate with admin department for faculty logistics – transport, accommodation, food and other needs if any.
- (i) follow up bills for early payment of remuneration to the faculty.
- (j) undertake support for all correspondences of alumni requirements including processing of duplicate certificates, transcripts, background verification etc.
- (k) maintain up-to-date record of faculty support and academic admin details for archival purposes.
- (l) custody of original records and documents pertaining to students
- (m) assist examination office in smooth conduct of various examinations as invigilators.
- (n) any other requirement as assigned by CAA, when necessary.

2.2.2 Departmental Linkage. Faculty Support Service staff need to coordinate with various other departments within the institute for smooth and efficient services support. The departmental linkages established for this purpose and the tasks envisaged are as summarized below.

(a) Program office

- (i) data on the academic calendar for a particular program
- (ii) details of Term plans along with course and faculty assigned for the particular term
- (iii) information on the students enrolled for individual course in that term, list of electives chosen etc.
- (iv) weekly and overall class time tables & examination schedules etc.
- (v) changes / amendments if any in the promulgated schedule.
- (vi) all payments are processed for approval of competent authority (AD) / CFO only after submission of No due certificate.

(b) Administration department

- (i) facilitation of travel requirements / conveyance.
- (ii) arrangement of logistics support with regard to accommodation, food etc.
- (iii) support for local hospitality requirements, if any.

(c) Resource center

- (i) procurement of text book, reference materials, online case studies, e-books, research publications, suggested articles etc from publishers for each individual course.
- (ii) printing of course binders, faculty folders and other resource materials.
- (iii) sourcing of any technology software solutions / application tools.
- (iv) any other academic resource material support when required.

- (d) Accounts section
 - (i) facilitate timely payment of remunerations to every faculty as per their entitlements.
 - (ii) receipts for alumni correspondences for various certificates.
- (e) IT department
 - (i) availability of TCS Ion facility for managing the Learning Management System and uploading of resource materials / online contents, feedback schedules, assignment submissions etc.
 - (ii) support towards printing of original certificates and mark sheets for all courses.
 - (iii) provide admin rights for collating academic data uploaded through online portal on TCS Ion.

2.3 Faculty Support – Functions

2.3.1 Amplifying orders on various functions of faculty support are given in the succeeding paragraphs.

Academic resource facilitation

2.3.2 The FSS Office would organize the academic resources required for all courses under each programs including those that are conducted at the City Office. The detailed guidelines on the Academic Support for resource facilitation are given at **Appendix A**. Towards smooth and effective functioning, the staff is to undertake following activities:-

- (a) initiate the correspondence with each faculty to seek inputs on the course requirements including forwarding necessary guidelines where relevant.
- (b) interact with the individual faculty concerned for each course to obtain the course outline, resource materials required, pre-reads and cases for procurement etc.
- (c) ensure that the outline received is exhaustive, relevant and is as per the standard guidelines & template designs followed at this institute.
- (d) liaise with the Resource Centre for timely procurement of resource materials for the students.
- (e) undertake printing of reading materials and preparation of course binders.

- (f) facilitate procurement of any other resources / tools / software applications / e-books etc with the concerned department.
- (g) ensure that the resource materials procured are only within the budgetary allocation guidelines per student.
- (h) liaise with RC & the faculty for alternate resources when required.

Logistics Support services

2.3.3 The Faculty Support section would coordinate all logistics needs of the visiting guest lecturer including arranging local hospitality requirements in consultation with the Admin department. The detailed procedure for handling logistics support in liaison with Admin department is placed at **Appendix B**. The FSO is expected to work in perfect synchronization with the Admin Section and the task support include;

- (a) provisioning of suitable accommodation during stay.
- (b) arrangement of transport for pick up and drop from airport / railway stations as the case may be.
- (c) provide conveyance during stay and address local hospitality, if any. Guests with their families and visits to places outside the academic purview may be entertained as per the standard admin policy of the institute.

Learning Management System (LMS)

2.3.4 The Faculty Support Services in collaboration with IT department should ensure that the Learning Management Portal is available at all scheduled periods for uploading of all resource materials and other details in support of classroom teaching. The LMS should be effectively used to disseminating online contents, instructions for student submissions, online examinations etc.

2.3.5 The maintenance of LMS portal with updated information should be done on a regular basis by the Faculty support staff. Uplinking of information on LMS should be made known to the students, faculty and other members concerned for their consumption.

Payment of Remunerations

2.3.6 The Faculty Support team would facilitate Program Offices towards payment of remuneration bills to all faculties wherever applicable. Payment bills are to be processed by Program Offices only after receipt of marks for all components & the evaluated answer sheets are returned back to Examination Office. Towards the same, the following need to be borne in mind:-

- (a) confirmation of the course completion details to be obtained from the respective Program Offices.

- (b) initiate the process of No-due certificate (**Annexure 1**) for each visiting faculty from all concerned stake holders.
- (c) ensure that all deductions / recoveries due are intimated to Program Office for adjustment against the total payments due and reflected accordingly.
- (d) support Program offices in timely clearance of No due certificate to enable Program Office take up settlement of payment.

2.4 Academic Data Management

2.4.1 Academic Data records are classified as official documents and are to be maintained by the Faculty Support Services for all students / alumni of the institute. Student academic records are to be established and maintained in total compliance with institute guidelines. With the exception of copies made for internal use, no copies of a student's record will be released without the student's written consent.

Academic Data Records

2.4.2 In order to ensure that the academic data / resource information are collated centrally and made easily available for archival purposes in future, all records of information available with regard to academic admin under the Faculty Support Services are to be transferred to the CADR facility. To enable easy archival of the information, the staff is to ensure the following:-

- (a) All records are digitized and catalogued as per program / batch / term / course wise.
- (b) updated information are made available with the CADR periodically.
- (c) data records are maintained in a suitable format to enable retrieval on user defined queries.
- (d) standard naming of file for each category of information should be followed to ensure uniformity and ease of import options.
- (e) The data record info should include course outlines, faculty details, session schedules, resource materials used, recommended tools etc.

2.4.3 Academic departments hold a great deal of information on their students, usually in varied forms. It is therefore vital, that all physical data / information relating to individual students under each program are kept in a centralized location managed by the nodal agency viz., CAA.

The academic registry is a comprehensive record of the students' academic progress and attainment. Thus, all students' documents related to the enrolled students for the academic year are to be transferred from each program office to the central repository at CAA / CADR at the end of the academic calendar or when necessitated.

2.4.4 The academic records in hardcopy formats are to be stored in secure and locked cabinets managed by the Faculty Support Services and the Director CAA may undertake surprise check to evaluate the procedures and identify shortfalls, if any, and suggest remedial action. As far as possible copies of classified information relating to an individual student should be lodged in a single location/folder/file. All student files should be catalogued and stored together, in one place for easy retrieval at a later date.

2.4.5 Academic records will be saved as read only format files with restricted access on shared drives or information management systems to reduce the risk of them being accidentally changed or overwritten. Access permissions to these drives for the staff will be authorized by the Director, CAA and issued through IT department.

2.4.6 Members of staff, other than the designated personnel, should not retain information (electronic or paper) about individual students or faculty or any other academic affairs. Record office must protect digital documents with strong passwords using alpha numeric characters. The staff are to strictly practice that NO personal or confidential data is taken out off campus in any mode eg. Smart phones, tablets, laptops or memory sticks unless otherwise authorized that too in an encrypted format.

2.4.7 Data should not be stored on an open computer hard drive. Use only the restricted access folders in shared drive to ensure info security. Access rights, passwords are not to be shared with anyone. The access to the academic data records will be only on need to know basis and restricted to the specific staff in CAA duly authorized by the Director. Any requirement to access or archive the academic records can be denied by the Director, CAA to anyone if the requirement is considered not genuine or for a frivolous demand. The management reserves the right to access of the academic records and may not assign any reason thereof for the denial.

Printing of Original certificates

2.4.8 The Faculty Support Services would be responsible for printing of original Course Certificates & mark sheets for all programs through the IT department. The final consolidated mark sheet for each student at the end of the academic calendar is to be obtained from the respective Program offices and taken up for compilation. The staff would ensure the following tasks before taking up the final printing of these certificates:-

- (a) verify every entry in the mark sheet with the data received from the Prog Office.
- (b) ensure that the personal particulars are correct and are strictly as per the

original documents submitted as records by the student.

- (c) verify to ascertain the CGPA and the grades to avoid any errors.
- (d) updated entries are entered carefully in the standard certificate template on the TCS Ion.
- (e) After the data entry on the TCS Ion is completed, verify / scrutinize the details one last time before going ahead for printing.
- (f) The final draft is to be put up to the Director, CAA for authorization of printing by IT Section.
- (g) The record of CAA staff who have undertaken data entry, verification etc are to be maintained meticulously for future reference.
- (h) collect the printed certificates from IT department and check for its correctness / errors if any.
- (i) Errors noticed, if any, after printing of certificates are to be brought to the immediate notice of the Director, CAA for further directives.
- (j) Defective original certificates are to be disposed off only with the approval of the Director, CAA.
- (k) The staff should also maintain the complete record of receipt of printed certificates, defective certificates, disposal details etc which will be reviewed periodically by the Director CAA.

2.4.9 The printing of original certificates would be facilitated by the IT department once CAA authorizes the final draft and forward an intimation to that effect to IT section. After the final printing is completed, the softcopy of the entire mark sheet, Course Certificate are to be copied and transferred to CAA record office for centralized data management under CADR. IT department is NOT to print any certificate without the authorization of CAA. The name of the candidate in the certificate will be as per Class X record only unless amended through a gazette notification subsequently.

Safe custody of original documents

2.4.10 The Faculty Support Services will be responsible for collection and safe custody of original documents / certificates related to their educational background, community, etc and also softcopy of the original certificates issued by the institute. Guidelines for the safe custody of these documents are enumerated below.

- (a) Original certificates are to be handled only by a single staff member duly authorized by the Director, CAA.

- (b) The record of these original documents collected during the admission process as well as for Convocation requirements are to be maintained meticulously by the FS office.
- (c) Students requiring their originals for any temporary purpose are to submit the request application (Form R-1) as per format at **Annexure 2** duly recommended by their Program office.
- (d) Temporary issue of originals should be undertaken only after receiving recommendation by Prog Office and approval by Dir, CAA.
- (e) Temporary issue are to be done only for a specific period of time, mentioning a firm date as deadline for returning them back to the institute.
- (f) Originals are to be handed over to the students under own signatures and record of the same to be maintained by the FS office.
- (g) Under no circumstances, the originals will be issued to any other person other than the individual concerned excepting in exceptional cases with a written request and approved by the Director, CAA.
- (h) The key of the cupboard housing these certificates are to be handled with due care, sensitivity and authorization.
- (i) The original certificates pertaining to their educational and community background etc may be permanently returned to the students during the last term of the academic calendar or at a convenient time window after promulgating the schedule for information to all concerned.
- (j) Students who fail to return their document within the stipulated period are liable to pay a fine / penalty of Rs 1000/-

2.4.11 The Faculty Support Services would also be the custodian of all original Course Certificates pending for collection by students besides the record office for preservation of photocopy of all certificates issued by the institute for all programs. These certificates are not to be taken out, removed or re-xeroxed without the approval of the Director, CAA. The Original Certificates including mark sheets that were not collected by the students will be sent to the candidates by courier on receipt of request as per Form C-1 (**Annexure 3**). Students collecting these certificates at a later date will have to pay a processing fee of Rs 1000/- per completed year or part thereof or Rs 5000/- whichever is maximum to enable the Institute process such requirements.

Issue of Course Completion Certificates

2.4.12 Students who successfully complete the entire program would be awarded Degree Certificates after the closure of the academic calendar during the ensuing

Convocation. In the interim, to facilitate students take up further assignments, employment etc, they will be issued with a Course Completion certificate immediately on passing out of the Institute. The Course Completion Certificate will be issued only once and duplicate copies of the same will not be issued under any circumstances.

2.4.13 Respective Program offices would be responsible for facilitating the issue of these certificates to the students before they depart the campus on completion of their academic year or immediately within a week of the program conclusion. Students with re-exam or failures will not be issued with any Course Completion certificates three months beyond the actual date of completion of the program or 31 May of that year, whichever is earlier. The Course Completion Certificates would be issued centrally in a common format under the signature of the Director, CAA.

2.5 Alumni Correspondence

2.5.1 **Issuance of duplicate certificates** The Faculty Support Services would undertake and handle all correspondences from Alumni of this institute seeking assistance for academic record details of individuals. All queries from any alumni are to be referred to the Director, CAA who will be the only contact person authorized to issue necessary reply on such academic admin related issues. The alumni support services facilitated by FS Office would include;

- (a) Requirement of duplicate certificates
- (b) Demand for transcript copies of mark sheets
- (c) Background verification of education credentials
- (d) Issue of Bonafide certificates
- (e) Alumni services correspondences & records

2.5.2 The Faculty Support Services would facilitate issuance of duplicate certificates and background verification etc for alumni based on their request to this institute. The support rendered would include issue of;

- (a) duplicate Course Certificate / mark sheet
- (b) attested copy of transcripts (consolidated mark sheets)
- (c) background verification for corporates, education credentials etc.

2.5.3 The detailed procedures adopted and the application formalities / requirements from alumni whilst seeking duplicate certificate / transcripts are given at **Appendix C**. It may be noted that the duplicate copies of Course Certificate / consolidated mark sheet can only be issued when the original had been lost and a copy of original FIR enclosed whilst applying for the same.

CHAPTER - III

Examination Office – Guidelines & Responsibilities

3.1 Introduction

3.1.1 Examinations provide vital summative assessment of the students' performance for the courses offered by Great Lakes Institute of Management. These assessments are the key component in any educational institution, more so in Great Lakes that strives to remain the best amongst the equals. The evaluation process is vital to the students as well to the institute that would provide an insight into knowledge, understanding and the skills achieved by the students besides understanding the effectiveness of the academic process itself.

3.1.2 At the culmination of all assessments that quantifies an individual's efforts, a certificate is awarded as proof that the recipient has satisfied all academic requirements largely by passing all required examinations of the course. Towards meeting this objective, Great Lakes conducts various forms of examinations across all programs to measure the effectiveness of the teaching – learning process and also to identify the strengths & weakness areas of the entire academic environment.

3.1.3 Towards ensuring a well-coordinated and centralized evaluation monitoring and examination administration system, the Examination Office under the CAA has been assigned with the relevant responsibilities at the Great Lakes. The Director, CAA would be the overall coordinator of all examination related issues at this Institute and is also designated as the *Controller of Examinations* (CoE) for this purpose. He will be assisted by the Examination Office staff and other CAA members as assigned by the CoE.

3.1.4 Smooth and efficient conduct of all scheduled examinations is the primary responsibility of the Examination Office and the staff engaged in this important activity are expected to be fully conversant with various provisions and the procedures in force. The Examination Office is a “**Restricted Zone**” and hence, is to be treated as “**Out of Bound for All**” excepting its own staff.

3.2 Charter of Duties

3.2.1 The core functions of Examination office as its charter include;

- (a) smooth conduct of all examinations in the institute across all programs including on-line examinations / quizzes.
- (b) handling of question papers, answer scripts and invigilation management.
- (c) maintain record of examinations and the safe custody of records / information.
- (d) compilation of classroom and examination attendance and forward reports.

- (e) Administer feedback modules for all faculty and collate responses to produce analysis report.
- (f) Initiate result analysis of various courses and put up the consolidated inference for further action.
- (g) liaise with IT department for administering of online evaluation modules.

3.3 Conduct of Examinations

3.3.1 The examinations for all courses are conducted as per the schedule prepared by the respective Program Office. Based on the promulgated schedule, Examination Office is to undertake various follow up activities to ensure smooth conduct of these examinations. The scheduling of the examinations for each course is the responsibility of the respective Program Offices for each program and the same would be intimated to the Examination Office well on time.

3.3.2 Upon receipt of the intimation, the Exam Office would promulgate the actual examination time table and disseminate this information to all concerned. The detailed orders on the conduct of examinations at this Institute are given in the succeeding paragraphs.

Handling of Question Papers

3.3.3 The faculty concerned for each course is responsible for preparation of the question paper for their respective subject and its timely submission to the Examination Office as per the standard template placed at **Annexure 4**. The content, correctness, coverage, format etc of the question paper is the sole responsibility of the paper setter and the Examination office has no jurisdiction / authority to correct the contents except resetting the paper to the standard template, if found otherwise. The Program Office and the Examination Office would liaise with the individual faculty concerned to ensure that the question papers are received at the Examination Office atleast 07 days before the actual date of that particular examination.

3.3.4 **Receipt of Question Papers**. The individual faculty or the paper setter concerned for a particular subject is to submit **Two sets** of the question paper adhering to the standard template format & the marking scheme / answer key, if any, directly to the Examination Office. Submission of the question paper directly to the examination office needs to be done in any one of the following methods:-

- (a) Softcopy of the question paper with security overlays (password protected) may be emailed directly to the Exam Office at the email id caa.exam@greatlakes.edu.in . For the external visiting faculty, the password would be given by the examination office prior to the completion of their last session of the course. Receipt of the softcopy need to be acknowledged immediately by the Exam office under intimation to the respective Program Offices.
- (b) In case of difficulty in softcopy format, only one hardcopy print out of the question paper is to be submitted to the CAA/Exam Office in a sealed envelope.

3.3.5 Faculty setting the question paper may note that:-

- (a) Individual Faculty are NOT to handover the question papers to any other office or staff members.
- (b) Question papers in softcopy format must be sent to exam office only with password security protection.
- (c) Exam office would check for its correct / completeness and take it for further action after maintaining a record on the same.
- (d) The hardcopy received is to be tagged as original received from the faculty for any further reference. If only the softcopy of the question paper has been received, the Examination Office would print only one copy of the same in-house and mark it as the master copy.
- (e) The master copy of the question paper is to be filed by EO for record / future reference and hence, is to be treated with due care.

3.3.6 Printing & accounting. Exam office is to undertake printing of question papers through Resource Centre atleast two days in advance of the actual date of examination. The printing of question paper proposed by the exam office staff on the record register is to be approved by the Director CAA for RC to undertake the printing job. The tasks include;

- (a) Printing tasks would be authorized by the Director, CAA on the proposal register clearly indicating the no of pages in the question paper and the total no of copies required.
- (b) Four additional copies of the question paper over and above the class strength only should be printed.
- (c) For printing at Resource Centre, only the master copy of the question paper should be taken and the softcopy is not to be shared on the mail with the printing section or any other person excepting when approved by the CoE.
- (d) The Examination staff are to maintain the record of question paper printing undertaken including wastages whilst printing.
- (e) All extra copies / error pages are to be destroyed immediately and the EO staff is to ensure that the total no of pages are counted and confirmed before leaving the printing section. No claim would be entertained by RC after leaving the print section for any omissions, deficiencies etc.
- (f) Accountability and exactness of the printed question papers rests mainly with the EO staff and they are to ensure that all papers have been collected and nothing is left behind due oversight or negligence etc.
- (g) Printing task of any question paper is to be undertaken in one go and the EO staff is to ensure the entire task is completed without any intervals.
- (h) No printing will be undertaken by RC without the physical presence of CAA staff member.

- (i) If the CAA staff is to move out of printing section for unavoidable reason even for a short duration, the printing job has to be stopped or an alternate EO staff is positioned as substitute.
- (j) Corrections / amendments by the faculty, if any, after the printing task is over are to be made directly on the master copy record and for the students' copies, during the examination at the venue itself.
- (k) Printed question papers are to be shifted directly to the Exam Office immediately on completion of the task and are to be kept stored securely to avoid any pilferage / leakage.

3.3.7 Distribution of question papers. The printed question papers are to be taken out for distribution only on the day of examination or the previous afternoon for early morning schedules the next day. The question papers are to be counted and sorted as per the requirement of each examination hall and are to be placed in their respective envelopes with details written thereof for handing over to the invigilators.

3.3.8 Adequate care need to be taken by EO staff to ensure that there are no discrepancies during distribution stage. Question papers are to be handed over to the respective invigilators under their signature with records maintained thereof. Invigilators are to satisfy themselves with the content before leaving the EO for invigilation and no claim or deficiencies would be entertained subsequently.

3.3.9 Disposal of question papers. The Examination Office is to ensure that the question papers distributed for each course are collected back by the invigilators on completion of that particular examination and accounted for its numbers. No student is allowed to carry the question papers with them. On completion of the exam, the Examination Office is to dispose off the surplus question papers including those returned back by invigilators etc within the next 48 hours after reconciling the numbers and maintaining record thereof. The disposal records are to be put up to the Director, CAA for his perusal.

Handling of answer sheets

3.3.10 Answer scripts, blank as well written, are confidential documents and hence, are to be handled with utmost care, sensitivity and attention to detail. The tasks associated with the handling of answer sheets are summarized below.

3.3.11 Blank answer sheets / additional sheets. The Examination Office is responsible for procuring and stocking adequate no of blank answer sheets & additional sheets as per the standard format of the institute. The stock requirement of this is to be worked out to meet atleast next six months demand and is to be taken up with the stores section for facilitating the same.

3.3.12 These answer sheets are to be accounted and stored securely by the Examination Office to ensure that there is no pilferage or missing stock. The blank answer sheets required to meet the impending examination schedule are to be drawn and sorted in the respective envelopes for distribution to the classes by the invigilators atleast one day in advance of the actual date of examination.

3.3.13 All unused answer sheets / blank answer sheets are to be returned back to the Examination Office and are to be accounted for its exactness and merged with the stock for future use. The answer sheets printed must conform to the standard template (Annexure 5) format and invigilators or students are not to be issued / allowed to use any other paper other than the one issued by the EO for their examinations.

3.3.14 Written answer sheets. The written answer sheets submitted by the students become a very sensitive and important document that needs to be handled with utmost care, diligence and professionalism. The written answer scripts are to be collected by the invigilators concerned and handed over back only to the Exam office after thorough verification, accountability and complete in all respects. Exam office is to maintain relevant records thereof and store them in a secure room for its safe custody.

3.3.15 The written answer sheets are to be counted and sealed in an envelope by the EO with the details written on the cover and it should be forwarded directly to the respective faculty for evaluation within the next two days. For all visiting / guest faculty including those from foreign faculty, the written answer scripts are to be couriered directly in a sealed envelope through the Admin mail section. The envelope must contain a copy of the question paper, acknowledgement slip and the nominal roll of the class with their attendance marked on it for preparing the mark sheet by the faculty.

3.3.16 It is incumbent on the part of every faculty to return the evaluated answer scripts back along with the ack slip, consolidated mark / grade sheet signed and attached directly to the Exam Office. Examination Office would notify each faculty in this regard whilst forwarding the answer scripts for evaluation and follow up the same with reminders to ensure timely and strict compliance by the faculty. The faculty may also intimate the grades / marks to the respective Program Office through email as advance information.

3.3.17 Exam documents – City Office. For the ease of communication, the examination office documents will be couriered through Admin department and dispatched through the City Office address. Also, for PGPM(Flex) program, the examinations are conducted at the City Office only. Hence, the examination documents received / stored at the City Office are the responsibility of the Exam Office. Adequate security measures towards safe handling of these documents are to be ensured and strictly adhered by all concerned.

3.3.18 The City Office staff are NOT to open any of the examination documents handled by them when received as an official mail by courier and these documents should be sent to the Exam Office, main campus as early as possible keeping a record of the same. Any mail received in an open / torn covers are to be informed to the Exam Office immediately. Towards conduct of examinations at the City Office premises, Exam office should take all necessary arrangements with regard to seating plan, shifting of question papers / blank answer scripts etc atleast 24 hrs before the scheduled date of examination. All rules for conduct of examination apply to the City Office schedules as well.

3.3.19 The evaluated answer sheets once received at the Examination Office are to be catalogued and stored in a secured space for its safe custody. The consolidated mark sheet is to be handed over to the Program Office with a copy retained at the Exam Office for records. The evaluated answer scripts are to be retained at the Exam Office for a period of three years as a routine or more when ordered for official purposes.

3.3.20 Student Review system. The Program Office after compilation of the results and finalization of scores would notify the same to the students for their Review & Redressal process before the final grades are released. The Examination Office would make available the evaluated answer sheets for the review process to the Program Office. Once the review process is complete and the final grades have been released, the evaluated answer sheets are NOT to be shared with any office / individual without the approval of the Director, CAA.

Examination Office Responsibilities

3.3.21 Towards smooth conduct of the examinations, the Examination office staff are responsible to undertake the following tasks:-

- (a) ensure timely receipt of question papers from the faculty including sending reminders if the receipt is delayed for any reason.
- (b) timely distribution of question paper & the blank answer sheets alongwith the additional sheets to the invigilators (atleast 15 mts before commencement of the exam).
- (c) collect the unused answer sheets, question papers, written documents immediately after the completion of the exam.
- (d) forward the written scripts (coded for anonymity) with relevant enclosures for evaluation by the faculty within the next two days of exam completion.
- (e) allocate the examination halls, students per room, invigilators etc and intimate those concerned atleast one week in advance.
- (f) prepare seating charts and upload on the same for information of students on LMS portal and class ground ids.
- (g) facilitate actual conduct of exam by providing timely assistance and support for any last minute changes / exigencies.
- (h) ensure safe and proper accounting / storage of question papers, answer scripts, related examination documents etc.
- (i) bring out any limitations / discrepancies to the notice of Director, CAA for further action.
- (j) efficiently address any unforeseen circumstances to ensure the examination schedule is completed as per the stipulated guidelines.
- (k) suggest course corrections for procedural errors, shortcomings and also maintain record of malpractices, incident reports, if any.
- (l) undertake conduct of re-exam for failures, absentees, recourse as per the schedule promulgated by Program Office.
- (m) ensure that the question paper / answer sheet front page are printed with the Warning Note as given below as a cautionary message for the students as a deterrence from indulgence in malpractices.

“Warning: Indulging in any form of malpractice during examinations is an offence and is strictly prohibited. Attention is drawn to the provisions contained in the Examination regulations of this Institute and candidates indulging in malpractices during an examination will, in addition to the penalties awarded as per the regulations including forfeiture of their candidature may also be deprived off all concessions, privileges and other support which otherwise may be given or already being enjoyed by him / her.”

Conduct of Re-examinations

3.3.22 The Examination Office would also undertake conduct of re-examination for students who have missed the exams due to official / personal commitments, failed in their earlier attempts, seeking improvement of grades etc or when needed by the Program Office / Management for official reasons. Such examinations will be conducted collectively by the Exam Office to optimize the efforts and avoid piecemeal solutions.

3.3.23 The responsibility of providing the question paper for the re-examination rests solely with the respective Program Office who would also schedule the combined exams for all concerned and finalise the schedule in consultation with the CAA office. Adhoc re-exams will not be conducted excepting in emergent situations duly approved by the Dean. Such examinations are to be conducted only during the working hours as far as possible. Invigilators would be managed by the Exam office as far as possible and any outside support when needed, would be sought by the Exam Office giving adequate notice to the concerned individual prior nomination for such duties.

3.3.24 Unplanned / sudden or adhoc re-examinations are NOT to be conducted until approved otherwise by Dean. The re-exam papers will be handed over back to the Program office who would in turn liaise with the concerned faculty for evaluation. The evaluated answer sheets should be returned back by the Program Office to the Exam Office for storage / record purpose. The marks / grades awarded in the re- exams should also be intimated to the CAA for record purposes. CAA should also maintain a record of such re-examinations conducted for each program with details.

Invigilation Duties

3.3.25 The invigilation of all examinations in Great Lakes will be carried out by a pool of staff members drawn from Junior Faculty, CAA staff and other co-opted members of other departments. The Examination Office would maintain a roster for employing personnel on invigilation duties and ensure that equal duties are assigned to all concerned. However, it may be noted that the Junior Faculty assigned with the teaching for that particular course will not be deployed on invigilation duties for the examination on the same subject.

3.3.26 The staff employed on invigilation duties are to approach the Examination office atleast 15 minutes before the actual commencement of the examination. The staff employed for invigilation duties outside the normal working hours or on holidays will be provided with suitable conveyance for pick up / drop besides, those doing duty on holidays would also be entitled for compensatory off, where applicable, as per the institute policy on the subject. The detailed orders on the Invigilator’s responsibilities are given at **Appendix D.**

Guidelines for students.

3.3.27 The following rules would apply to all students appearing for the examinations at this institute:-

- (a) check the exam calendar published by their Program Office and the exact conducting schedule promulgated by the Examination Office through the group mails ids.
- (b) examination schedule, timing promulgated by the Exam Office is final.
- (c) arrive at the exam venue well ahead of time, Late comers will not be allowed beyond 10 minutes of commencement of exam.
- (d) strictly adhere to the seating plan promulgated. No exchange of hall / seats would be entertained. Students changing seats / sitting in wrong seats will be removed from the seat.
- (e) bring their Id card / name tally to the exam hall without fail.
- (f) conduct themselves gracefully abiding with the rules and regulations of examinations.
- (g) not to indulge in any unfair practices / means that would be considered as malpractice / misconduct.
- (h) leave the exam hall quietly if completed the paper early without disturbing others.
- (i) ensure that the question paper and the written answer sheet alongwith additional sheets, if any, are tied together.
- (j) give attendance in the bio metric device and also enter their FT No, and other details without fail on the answer sheet front page.
- (k) do not bring any eatables, snacks, drinks inside the exam hall. As such Smoking is strictly prohibited inside the campus itself.
- (l) do not carry any mobile, laptop, programmable calculators, pen drives, electronic gadgets, ipad, etc inside the exam hall.
- (m) not to indulge in any discussions, talks, exchange of info, materials inside the exam hall.
- (n) not to misbehave or enter into altercation / argument with the invigilators or other students inside the hall.
- (o) permission for short absence within the first 45 minutes of the exam will not be granted.
- (p) not to take the written answer sheets outside the exam hall under no circumstances.
- (q) any doubts, clarifications required on the question paper should be brought to the notice of the invigilator, maintaining the decorum.

Disciplinary Action Committee (DAC)

3.3.28 Discipline is the bedrock of any institution especially in an academic environment and particularly of the management variety where the passed out individuals from these institutes are the leaders of tomorrow who are expected to shape the destiny. The misconduct during examinations by any student that warrant severe disciplinary action including withdrawal from the course need to be referred to the Disciplinary Action Committee (DAC) by the Director, CAA for further proceedings.

3.3.29 The Disciplinary Action Committee would be constituted by the CAO through an office order and the following would be the members of DAC:-

- (a) Senior Faculty (Prof) of any Program other than the Program Directors - Chairman
- (b) One Program Manager - Member
- (c) One staff member - Member
- (d) Director, CAA / CoE - Member Secretary

3.3.30 The Chairman may co-opt any additional member as deemed necessary and will recommend the name to CAO for issuance of necessary admin orders. The following would constitute the Appellate Committee for appeal by the students:-

- (a) Senior Most Prog Director - Chairman
- (b) All other Program Directors (outside the Offender's Prog) - Co-opted Members
- (c) CAA - Member Secretary

3.3.31 The Chairman and the members of DAC will be nominated by the CAO who would tenant the office for a maximum period of three years. The Director, CAA in his capacity as CoE will be the permanent Member Secretary of the DAC. The academic disciplinary cases at this Institute are grouped under four categories / levels as given at the table below:-

Table-1. The Table of Disciplinary Offences

Category of Offence	Nature of Offense	Recommended Action	Penalty Points Awarded
Level 1	Minor	Fine of Rs. 1000	10
Level 2	Major	Fine of Rs. 2500	25

Level 3	Serious	A Fine of Rs. 5000	50 in addition to other academic penalties including Grade Penalty
Level 4	Blasphemous	Termination from Program	100

3.3.32 DAC Guidelines. The guidelines that govern the DAC actions are as enumerated below:-

- (a) On accumulation of 50 penalty points, student is barred from placement.
- (b) On accumulation of 100 penalty points, (s)he will be expelled from the program.
- (c) Paying the fine does not mean canceling the penalty points. Fine is over and above the penalty points received.
- (d) A record of all disciplinary offenses would be maintained by DAC and the respective Program Office and the CAA.
- (e) The disciplinary committee would meet on as required basis to decide the category of the offense and for the award penalty points. This would be conveyed to the students directly from DAC.
- (f) Students may check their mail ids to know their penalty point status.
- (g) Discipline need not be confined to the campus alone. Students are ambassadors of the school and must behave outside the campus as well. The provisions of DAC also apply to offenses committed outside the campus and would invite investigations & award of penalties, when required.
- (f) Students will have to pay the fine on time. If not, the DAC reserves the right to increase it and give more penalty points.
- (g) Students have the right to appeal. A student found guilty by the DAC can appeal in writing to appeal@greatlakes.edu.in and paying an “appeal fee” of Rs 3000/- to the Appellate Committee of Great Lakes.
- (h) The appellate authority would meet on required basis and convey their decision to the concerned student(s) and the DAC. In case the appeal is upheld, the student(s) would be refunded the appellate fee and the fine paid and penalty points cancelled / reduced.
- (i) Even if a student opt for an appeal, they still need to pay the fine and then go the appeal.

- (j) The appellate authority would consider the appeal only if the student(s) has / have paid the fine and paid the “appeal fee”. If the student loses the appeal, the appeal fee would not be refunded.
- (k) The DAC reserves the right to punish repeat offenders to a greater extent. For instance, if a student misses 1 guest lecture and then misses another, the DAC may give more than 10 penalty points for the second offense and also increase the fine from Rs. 1000 to Rs. 1000+x. The DAC will decide this on a case to case basis.
- (l) The Appellate authority on its own wisdom may refer back any case to the Disciplinary Action Committee for re-investigation or order a one man commission to do an independent investigation, if deemed necessary.

3.3.33 Director, CAA / CoE is authorized to handle offences under the first two Level / categories and would take necessary action as deemed appropriate keeping the respective Program Offices informed. He would also maintain a record of such cases and the decisions given thereof for future reference. Student not satisfied with the decision of CAA may ask for review by DAC with an appeal in writing and a review fee of Rs 3000/-.

3.3.34 The academic offences that are referred to DAC (above Level 2) are to be inquired thoroughly to establish the facts and ascertain the claim / counter claims for its truth to ensure that the disciplinary action taken are fair and just. The DAC should dispose off the cases with the recommendations in writing within two weeks from the date of referral keeping the Dean / AD office informed. The decision of the DAC is final and binding on all and is non-negotiable upto Level 3 offenses.

Punishments for Malpractices during Examinations

3.3.35 The punishments for malpractices during examinations by students are awarded by Director, CAA / Disciplinary Action Committee depending upon the severity of the offence committed. The guidelines for award of punishments for malpractices during examinations by students are given at **Annexure 6**. The action addressees / DAC are to be guided by these guidelines whilst handling issues under the purview of DAC. The provisions contained in the guidelines for award of punishments will be reviewed periodically to suggest changes / amendments, if any. The decision of Dean / AD will be final in all other special cases when not referred in this manual.

3.4 Result Analysis

3.4.1 The results of all courses under various Programs would be centrally held with CAA for repository and records purpose. Accordingly, the Program Offices are to forward the results of all courses to the Director, CAA / Exam Office after declaration of the final grades to the students. The consolidated mark sheets, term wise as well as at the end of the academic year, are to be deposited with the Exam Office by the respective Program offices.

3.4.2 With a view to facilitate Program Offices, Examination Office shall undertake result analysis for various courses to derive Learning Outcome effectiveness, draw inferences, identify shortfalls, compare the performances between batches etc and may suggest recommended amendments / corrections for future courses. The result analysis in graphical as well as tabulated format shall be compiled and forwarded to respective Program offices through the Director, CAA. The Director, CAA with his observations / comments thereof, if any, shall also keep the Dean informed on the same for further directives.

3.5 Attendance data compilation

Attendance Norms

3.5.1 Regular attendance is mark of self discipline, punctuality, understanding one's own responsibility, dedication and sincerity of efforts besides fruitful and judicious utilization of the resources. 100% attendance in classes, examinations and other scheduled extra and co-curricular activities like events, guest-lecture etc. is compulsory. All students, therefore, must comply with regular attendance in class. The relative deduction of grade points would apply for shortage of attendance as per the institute policy guidelines.

3.5.2 Students will receive their attendance grades in the form of letter grades along with their performance grades. The final transcript will carry attendance letter grades and their interpretations as follows:-

90% and above	- A grade
80% and above up to 90%	- B grade
70% and above up to 80%	- C grade
60% and above up to 70%	- D grade
Below 60%	- I (Incomplete grade)

3.5.3 Students having attendance less than 60% (irrespective of medical certificates) shall not be permitted to appear for the examination in that term / academic year and will carry an F grade in the course. Student attendance will be a component while grading them for the course.

3.5.4 The Institute uses portable biometric systems for recording attendance of students. Recording of class attendance is the responsibility of the faculty or the TA / lecturer present during the session. Instructors should allow the bio metric system is circulated amongst the students for recording their presence in the class and may allocate some break time during the class to facilitate the same. The Examination Office staff would undertake the attendance related issues in close liaison with the Program Offices and the IT department to ensure effective attendance management.

Responsibilities of Exam Office

3.5.5 The examination office would be provisioned with adequate number of portable Biometric systems for taking attendance during the class as well examinations. The responsibilities include;

- (a) maintain adequate stock of serviceable biometric devices for use in class rooms.
- (b) project additional number of biometric systems to cater for standby, down time due defects, shifting to other requirements, attendance at city office etc.
- (c) The requirement of bio metric systems should be taken up with IT department for procurement duly recommended by Director, CAA.
- (d) allocate adequate number of instruments for taking daily attendance in each session / course.
- (e) handover the bio metric systems to the classrooms for handing over to the faculty / Coco through the IT in-charge.
- (f) liaise with IT department to enable them undertake repair actions for defective sets.
- (g) retrieve the recorded attendance information and put up the weekly report for info of Program Office.
- (h) amendment to the recorded attendance will be entertained only after the receipt of the written recommendation to that effect from the faculty or the Program Office.
- (i) If the instructor wishes to take physical attendance along with or instead of the Biometric attendance, they may do so under intimation to Exam Office.
- (j) Any last minute change in the class schedule with regard to change of faculty, location etc, the same need to be intimated to the Exam office.
- (k) unauthorized absence will be treated as a breach of discipline and may warrant disciplinary action as deemed necessary.
- (l) students will not be given any attendance for committee related activities that may force their absence from class room activity.
- (m) no make-up attendance will be given for absence other than due sickness or official reasons.
- (n) All personal belongings such as bags, caps, cellphones, must be placed outside the exam hall in such a manner that it is inaccessible to the student while the examination is in process. Invigilators may designate and direct the placement of such items.

Attendance and Performance Grade Penalty

3.5.6 Once the attendance data has been compiled and sent to Program Office by Exam Office, any query / amendments to it need to be taken up by the students directly with their respective Program Office only. Each student is expected to attend a minimum of 80% of classes in each course. Strict action will be taken against all students who do not meet the minimum 80% attendance requirements in each course. Performance grade penalty would be levied on all those defaulters in the following manner:

Attendance of Student	Performance Grade Penalty
More than or equal to 70% but less than 80%	One grade drop (e.g. from A to A-)
More than or equal to 60% but less than 70%	Two grade drop (e.g. from A to B+)
Less than 60 %	F grade

3.5.7 If a student gets D grade in a particular course and also gets a Grade drop due to attendance shortage, 'D' will become an 'F' grade. If a student fails to meet the specified attendance requirement, his / her grade in the respective course(s) would be lowered by the Program Director in accordance with the grade penalty rules mentioned above.

3.6 Feedback report

3.6.1 Feedback reporting is one of the most important activity in any organisation and more so in an academic environment. In Great Lakes, highest emphasis and importance is given for obtaining the feedback from the students creating every opportunity to assess our own efficiency and effectiveness. The feedback report process when administered in a well-structured manner is sure to provide invaluable information on the effectiveness of the academic efforts & the processes.

3.6.2 To assess the impact of the teaching learning process and also the quality of our resources and its effective & optimum utilization potentials, the Great Lakes conducts periodical feedback sessions on individual faculty at the end of each course handled by him / her and also the exit feedback sessions to assess overall impact. The feedback report process is assigned to the Director, CAA and the Examination Office under the CAA would conduct the same.

3.6.3 CAA undertakes the feedback process on the following occasions to assess the effectiveness of the academic process:-

- (a) Individual Faculty feedback for each course (**Annexure 7**)
- (b) Guest Lecture by faculty / visiting through leaders (**Annexure 8**)
- (c) Feedback on Junior Faculty (**Annexure 9**)
- (d) Mid Course Feedback for teaching effectiveness (**Annexure 10**)
- (e) Technical Concerns / System Feedback for online sessions (**Annexure 11**)
- (f) Monthly Feedback for Program effectiveness (**Annexure 12**)
- (g) Feedback on Junior Faculty by Faculty (**Annexure 13**)
- (h) Exit feedback at the end of academic year (**Annexure 14**)

3.6.4 The Feedback report is generally taken based on the intimation of the last session for an individual faculty and having released one component score for that course from the respective Program Offices. Based on this intimation, the Exam Office would generate a feedback session on completion of the last session of that course and an email link through LMS will be sent to the students instructing them to respond to the schedule by offering their comments.

3.6.5 The entire feedback process is to be taken through Drop Thought tool on the

LMS Portal only and the Academic Record Office staff would upload the standard feedback template on the network and open the window for the students to offer their feedback as per the schedule promulgated.

3.6.6 All feedback windows are strictly anonymous and is personally handled by Dir CAA only. Once the feedback is given by the students, the report is to be generated through LMS and compiled for its Qualitative as well as Quantitative comments. The feedback report analysis once generated should highlight the strengths, weak areas and suggestions if any so that follow up actions could be undertaken as course corrections by the Faculty / Prog Director. Director CAA would forward the analysed feedback reports as per the following protocol:-

- (a) Reports on individual faculty / guest faculty - Respective Prog Dir/
Dean
- (b) Feedback on Program Directors for their
own programs. - Dean
- (c) Feedback on Dean for his courses - Dean / Prog Director
- (d) Feedback on Junior Faculty - Dean / Prog Director

3.6.7 The Program Directors may forward the consolidated feedback report of their Faculty / Guest Faculty to Dean with their additional comments / suggestions if any. The office of the CAA would maintain a complete record of all feedback reports generated and store them in a convenient format to enable easy retrieval and reference in future. The consolidated feedback report for Junior Faculty will be sent directly to the respective JF from Dir, CAA on a term-wise routine.

3.6.8 Feedback response is compulsory and adequate reminders will be set to enable students respond to the feedback schedule within the time window. However, feedback report on those faculty for which the student response is less than 50% of the course strength would be withheld at CAA itself and not to be disseminated any further. However, CAA would consolidate such instances and keep Dean and the Program Director informed as appropriate.

3.6.9 The consolidated feedback report summary, term-wise for each program would be compiled by CAA and forwarded to Program Office / AD and Dean for their information. The feedback reports on the individual faculty would be made known to the faculty only after the result compilation and release of final grades for the subject. Accordingly, Program Directors would disseminate the feedback reports to the individual faculty concerned for their courses. The information on the release of grades for the course would be made known to CAA also by the respective Program Offices. The feedback reports are considered Personal & Confidential and hence should not be shared / disclosed to any other staff and hence, are to be treated with due care & sensitivity.

CHAPTER - IV

Academic Admin - General Guidelines

4.0 The Centralised Academic Administration department is a facilitator as well as an administrator for various activities in support of smooth conduct of the day to day academic routines in this Institute. As a service support agency, close liaison and meticulous coordination between the departments inter-connected with the process is essential. Further, CAA would also be holding sensitive and confidential information / data pertaining to Examination, Academic progress reports, student details, etc which need to be handled with utmost care and diligence. Some of the general guidelines of CAA administration are given in the succeeding paragraphs.

4.1 Key Organisation – security procedures

4.1.1 The Faculty support wing and the Examination Office are part of the Academic / Faculty block and these offices contain documents that are restricted in nature. To ensure that the safety and security of information in physical form is not compromised, these rooms are to be kept locked when no staff is present or after the working hours / during holidays. Towards the same, the CAA staff are not to leave any document unattended on their tables even for a short absence from their place of work.

4.1.2 The office rooms would be opened only in the presence of atleast one staff member of that particular section and is locked at the close of the office hours. The keys are not to be left unattended by the security staff and should be deposited back to the main gate for safe keeping. The Examination office staff should hold all their documents under lock & key and never leave any material unattended on their table or unlocked shelves. The safety of the documents is the sole responsibility of the Examination Staff who are expected not to take any short cuts in their document handling procedures.

4.1.3 The duplicate key of the Exam Office and the Faculty Wing room will be held with the Director, CAA. The security staff is not to open the Examination Office for any reason or at the instructions of any unauthorized staff. In case the room needs to be opened for any emergency, the same need to be done with the approval of Director, CAA or the Security Officer and in the presence of atleast one more staff member of the institute. A record of such instances should be maintained and put up to the Security Officer and Director, CAA, when required.

4.2 Academic Admin Store Procedures

4.2.1 The CAA holds large volume of academic records including examination materials, old answer books, project reports, student assignment and admission records, etc as part

of the central repository system. To store these records, CAA is allocated with an independent store room space that would be managed by the staff of CAA. The access to this store room would be restricted to ensure safety of the documents and avoid loss of records.

4.2.2 The CAA staff, in particular, Examination Office would hold a lion's share of this space and hence, would be the overall maintainer of this room. The staff may seek assistance of Faculty Support Services members and help from Admin department to shift / arrange the documents in a systematic manner. All documents held with the Program Offices would be transferred to the CAA in a sequential manner and the responsibility of segregation prior transfer of these documents would be that of the Program Office.

4.2.3 On receipt of any such document at the CAA, the staff would make a record of its receipt and the contents and catalogue them accordingly for ease of retrieval at a later date. In case of insufficient storage racks, the same would be requisitioned from the Admin / Stores section for procurement to facilitate early availability. All the documents are to be stored batch wise, term wise and the staff may use a convenient inventory mechanism for storage so that retrieval becomes that much easier and simpler.

4.2.4 Copy of the project reports, internship reports or any other significant studies carried out may be transferred to the Resource Centre for reference purposes. All records may also be taken up for digitization to transfer them into a softcopy format so that storage becomes less cumbersome. The records that are very old and not significant are to be destroyed by shredding when approved by the Director, CAA. CAA staff must undertake frequent inspection of the unwanted records so that they are disposed off periodically.

4.2.5 Important documents stored in this room are valuable records and hence, any loss, pilferage, damage or inadvertent destruction etc must be reported and brought to the notice of the Director, CAA for further action. Any record stored with CAA are not to be taken out or handed over to any other staff or person for any reason without proper approval. Records required for any official purposes are to be routed to Director, CAA for facilitating their availability with a written request citing the purpose in detail. Records drawn from the CAA should be returned back immediately on completion of the said purpose and their safe custody during transit period is the sole responsibility of the office / individual who had drawn them.

Academic Support & Facilitation – Guidelines

1. The Faculty Support Services would interact with the respective Program Office whilst facilitating academic support and is to be guided by the following regulations with regard to Course Outline, credits, allocation of sessions, components etc.

(a) All credit courses offered by the Institute regardless of the teaching methodology by the faculty should have standard course outline that will provide information on course structure and design.

(b) The course outline should also cater to the expectations of both students and the faculty and is an essential document for determining assessment credit.

(c) It should be ensured that the course outline strictly complies with the standard template (**Annexure 15**) of this institute and any deviations thereof must be done only after written approval of the competent authority.

(d) The Course Outline for PGDM must include the PO-CO matrix and the details thereof as per the standard template promulgated.

(e) The FSO staff should bring it to the notice of the faculty if the outlines are not conforming to the standard template and obtain the corrected documents well in time.

2. Approved course outline is a document that outlines the design, plan and delivery method of all credit courses which complies with the course outline template provided. The FSO staff should initiate correspondence with assigned faculties to obtain course outline and follow below guidelines in this context.

(a) whilst preparing the course outline, the faculty may also pay special attention to the amplifying instructions as given in the amplifying orders (**Annexure 16**) attached with the outline template.

(b) The course outlines received from the assigned faculties for individual course are reviewed and approved by the Area chair to ensure that the course outline is in accordance to the specified guidelines.

(c) Approved Course Outlines are maintained and archived (electronic format is acceptable) from the date of use.

(d) The session dates outlined in the template should be consistent with the term calendar for the corresponding program.

(e) The approved course outline should have the relevant data regarding the resource material required for the course delivery.

(f) The course outline is to be made available to every student enrolled under the course at the onset of each term through online e- learning platform – Learning exchange.

(g) The instructor need to adhere to the course outline promulgated. If the faculty prefers to change the content, session plan or evaluation component specified in the outline after the course teaching has begun, the request will be raised to Program Director. Only if the program director gives consent to revise the outline, the faculty will be able to make any changes on the course plan. This policy will be communicated to the faculty in such situations.

3. Resource material facilitation. The recommended textbook as specified by the faculty and recorded in the course outline is to be forwarded to Resource Center for placement of order. Faculty Support Services staff would ensure that the resource material procurement is done well within the allocated budgetary limits as prescribed by the management for each course / student. Demands for procurement of text books, reference materials, report copies etc beyond the budgetary limits are to be reverted back to the Faculty concerned for suggestions on alternate means. Resources requiring approvals beyond the stipulated budgets are to be processed by Resource Centre for necessary approvals from authorities concerned prior placing such orders.

4. Textbooks and other resource materials for courses offered are made available at the bookstore prior to the beginning of each term. Students are required to collect the materials from the resource center office on production of their student Identity. This is to ensure that every student has the required materials identified from the course outline. Resource center acts as mediator between the Faculty Support Services and the external vendor to simplify and centralize processing of the requirement.

5. In case of non-availability of the textbook in market/ or if the text book is beyond the allocated fund for the individual course, the CAA staff will reach out to the concerned faculty for alternate title. Once the text book order arrives at the institute, the resource center would inform the Faculty Support staff for further action. The other resource materials like cases, articles and technology relevant and deemed necessary for the course by the faculty through course outline provided should be purchased with help of Resource center team prior to beginning of the course teaching session.

Guidelines for Logistic Support Services – Faculty Support

1. This logistics support arrangements to meet the requirements of the faculty is the most sensitive issue which, when not executed meticulously is bound to create unpleasant situation and an avoidable experience. The FSO office therefore, must undertake and execute all logistics requirements in close liaison with the Admin department for its timely action.
2. The Institute sponsored travel arrangement is applicable for all visiting faculties (economy class only) from overseas, domestic and local destinations. Travel arrangements organized may require the use of in-house resources or through outside agency. All faculties assigned for individual course under each program are supported with travel arrangements as per the Admin guidelines to facilitate smooth transfer to the campus. in support of academic order to ease out their travel.
3. The travel arrangement for faculties involve handling the air travel requirement and local conveyance.
 - (a) Air travel. For all domestic travel, it is required that all air travel requirements are processed through the institute wherein the individual faculty is expected to purchase the air tickets and seek reimbursement of the fare subjected to a ceiling amount of Rs 10000/- for a round trip within the country. This amount is \$2000 for international travel for visiting foreign faculty per trip. CAA would process the bills through CFO and take up for the reimbursement of the cost of the tickets and to be billed and accounted accordingly. The following guidelines would apply for processing the request of air travel by the faculty:-
 - (i) For non-Chennai faculty residing in India a maximum of two trips per 20 hour course and 3 trips for 30 hour course is permitted.
 - (ii) In order to optimize cost savings for the institute, faculty travel arrangements are processed atleast 14 days in advance for all domestic travel requirements, to ensure the best possible fare is available at the time of booking.
 - (iii) The preferred travel plan is verified with faculty and the faculty is to book the ticket at the optimum fares available within the ceiling amount..
 - (iv) The confirmed air tickets are forwarded to CAA FSO staff by the concerned faculty as e-copy for processing their claims..

(v) The faculty to book the air ticket on their own, the cost of which would be refunded on production of tickets, boarding passes to the institute. The air ticket cost may also be included with the final settlement against the remuneration bill.

(vi) For International travel to those faculty who are not residing in India, the individual is required to book their air travel themselves (economy class only) and claim reimbursement for a single trip applicable, for the entire course. The reimbursement is subject to a maximum limit of USD 2000 (all inclusive) for round trip between UK / Europe / US to Chennai. In order to get the travel tickets reimbursed, faculty must provide a copy of their tickets and original travel receipt. In exceptional cases, the FSO office may also undertake international air travel booking through Admin department.

(vii) Travel expenses for family members or accompanying guests are not reimbursable. Accompanied guests of visiting faculty may be accommodated on twin sharing basis at no extra cost. However, the cost for their food, beverages or resources utilized may be charged as per the standard rates.

(viii) Travel claims are to be processed for reimbursement immediately on completion of their visit without waiting for the entire course to be over.

(ix) Air fares for travel within the country by the visiting faculty under the ceiling amount will be cleared / approved by Dir, CAA and forwarded directly to CFO for payment. For fares above the ceiling, the approval of the Dean needs to be obtained for processing their reimbursement claims.

(x) All reimbursement claims need to be raised through LMS and accounted accordingly.

(b) Cancellation process: Domestic airline tickets are often nonrefundable and any cancellation charges of the travel based on the request raised from faculty have to be borne by the individual whereas, if the cancellation was due to institute exigencies, the faculty would be reimbursed with the cancellation charges in full. Though, similar provisions apply to International travel also, however, as far as possible, the international faculty schedules should not be altered for any last minute changes in the travel plans. Cancellation of international travel tickets by the institute due to administrative reasons should be done only on extreme inescapable cases with the approval of the Director, CAA and in consultation with the respective Program Office.

4. Local Conveyance. In addition to processing the air ticket or reimburse it, the local

logistic support required to and fro airport will be arranged by the institute. Also, if the faculty is staying in campus for more than a week, he /she may utilize the cab facility one time, for visiting either Chennai or to Puduchery. The CAA staff may also facilitate pick up and drop facility for all faculties residing outside the campus, from place of stay to the Institute on session days. However, the resident faculty are to utilize the scheduled staff bus facility within the working hours and in case of any session beyond the normal hours (early morning or late evening sessions) or on holidays, the faculty may seek pick up and drop facility directly from the Admin department as per the standing procedures.

5. For local conveyance of faculty to the City office, the individual faculty need to make their own arrangements and the taxi charges will be taken up for reimbursement through CAA at the rate of Rs 12/- per km from their place of residence to City Office.

6. Any additional cab requirements may be arranged upon specific request on payment basis and the cost will be adjusted against the final remuneration bill. To facilitate smooth flow of information on the request for travel needs, the staff of Faculty Support Services would adhere to the following:-

a. Faculty Support Services will collate the requirement from all faculties for a week and a standard xls. Template is to be used to feed the consolidated requirement for cab request.

b. The consolidated requirement sheet is then to be forwarded to the administration department atleast two days in advance to make necessary arrangements.

c. Any changes / amendments in the schedule proposed are to be intimated to the transport coordinator immediately to make necessary changes accordingly.

d. Any sudden or last minute changes proposed by the faculty would be entertained only wherever feasible. Beyond the scope, the individual faculty is to make own arrangements in such cases.

e. For those permanent faculty of this Institute, logistic requirement would be entertained only for sessions beyond working hours. For permanent faculty residing within the campus, transport requirements other than for handling sessions at City Office, are to be borne by the individual faculty only.

7. Accommodation & food. Accommodation in campus Guest house is provided to all faculty based on the requirement and would be facilitated by the Faculty Support staff. As far as possible, as visiting faculties are to be accommodated within the campus guest rooms only. In exceptional cases, the guests may be permitted to stay outside when

approved by the institute management. Towards facilitating the accommodation / food requirements, the FSO staff would undertake the following:-

- a. consolidate the requirements from all faculties for a week ahead and prepare a standard xls. Template to record the requirement for Guest house accommodation.
- b. The consolidated requirement is to be sent to administration department atleast a 5 days in advance to make necessary arrangements.
- c. Any food or beverages ordered other than those offered at the common faculty / guest dining facility would be charged / billed as per actuals.

Appendix C

(refers to Para 2.5.3, Chapter II)

Procedures for Issue of Duplicate Certificates / Transcripts / Background Verification for Alumni

Introduction

1. Great Lakes Institute of Management, Chennai receives large number of requests for issuance of Duplicate Course Certificates, transcripts, and educational background verification etc from alumni of this institution. In order to streamline the process and make standardized procedures to handle such requests, the detailed procedures to be followed for getting a Duplicate Course Certificate / Transcript of mark sheets or educational verification etc at Great Lakes Institute of Management, Chennai are enlisted here for strict compliance.

2. The Institute would issue Duplicate Course Certificates / Mark sheets and also attested copies of transcripts based on the request received from students to meet their requirements like Immigration Purposes, Admissions to Foreign Universities for higher studies, Loss due to theft, damage, natural disasters etc or any other valid / genuine reasons necessitating such requirement. Director, CAA is the authorized signatory for these certificates. Every request in this regard are to be routed to CAA office and will be handled only by Director, CAA for all Programs. The duplicate copy of the Course Certificate alone will be signed by the Dean Academics who is holding the chair at that moment in this Institute.

3. Based on the situation, the students are advised to weigh their requirement and see whether the demand for it falls into one of the following categories and understand the requirements before approaching the institute:-

(a) If only an attested copy of the degree / mark sheets by a gazette officer is required, the same need not be referred to the Institute.

(b) The requirement is for attested copies of the Course Certificate and the transcripts of mark sheets to be duly authenticated by the competent authority of the institute only.

(c) The requirement is for a duplicate copy of the Course Certificate / mark sheet.

(d) Educational verification / background check for corporates, private agencies, recruiting organization etc.

4. Contact Person. All requirements / queries related to issuance of Duplicate Certificates / Transcripts, Educational Verification etc will be handled only by the **Director, Centralised Academic Admin (CAA)** of Great Lakes Institute of Management, Chennai. Hence, all relevant correspondences need to be addressed to Director, CAA only. The office of Dir, CAA can be reached at the following email id / Phone Nos:-

Email : caa.helpdesk@greatlakes.edu.in

Phone Nos: 044 – 30809016 / 30809245

(0930-1630 hrs only between Mon – Fri)

Issuing Procedures

5. The Faculty Support Services staff would undertake all requests for issuance of certificates received from Alumni and verify the details held with the Academic Record Office for its accuracy and exactness. The printing of duplicate Course Certificates & mark sheets would be done by IT department through TCS Ion under the authorization of the Director, CAA. The various provisions for handling these requests are given in the succeeding paragraphs.

6. **Duplicate Certificates**. Duplicate Course Certificate / mark sheets are issued only if the original certificate is lost or stolen or damaged due natural disasters / act of God etc. The procedures for issue of **Duplicate** certificates to the students are enumerated in the succeeding paragraphs:-

(a) Procedure

- (i) Lodge an FIR (First Information Report) for the same at the nearest Police Station.
- (ii) Publication in the newspaper about the loss of the Course Certificate.
- (iii) Provide an affidavit prepared by a Notary on a non-judicial stamp paper. (The text to be printed on the affidavit is given at **Annexure 17**)
- (iv) Download the Application Form D-1 (**Annexure 18**) from Institute official website and forward it to “The Director, Centralised Academic Admin (CAA), and Great Lakes Institute of Management” duly completed with all relevant details.
- (v) Attach the original copy of the FIR and a photocopy of the Newspaper advertisement along with the application form.

- (vi) Forward scanned soft copies of the completed application form, FIR report, Identity proof as an advance information through email to caa.helpdesk@greatlakes.edu.in
- (vii) Attach a scanned copy of the original degree / mark sheets awarded to you by the Institute as pdf file.
- (viii) Clearly indicate the complete address for communication / dispatch of the certificates.

(b) Processing Charges

- (i) Candidates have to pay a sum of Rs 5,000/- (Rupees five thousand only) towards the processing fee.
- (ii) Additionally, the courier charges (Rs 300/- within India and as per actuals for outside India) also need to be paid by the candidates.
- (iii) The amount need to paid only through electronic money transfer to the following bank account:-

Bank : Kotak Mahindra Bank
Branch: Adyar, Chennai
A/c No : **7111528072**
Name : Great Lakes Institute of Management
IFSC : **KKBK0000463**

- (iv) Intimate the confirmation of money transaction details to CAA email id for early processing of the requirement.

(c) Processing details

- (i) Processing of the request would commence the moment the online application is received by the Institute with FIR soft copy.
- (ii) Issuance of Duplicate Certificate will be done only after confirmation of the receipt of processing fees / courier charges.
- (iii) The courier charges for foreign addresses need to be confirmed by the candidate from the institute prior to making online payment.
- (iv) The processing of Duplicate certificates would take approximately 30 working days (excluding postal transit time) from the date of receiving the documents / payment charges.

(v) Courier dispatch details including Outer way bill no will be intimated to the candidate for online tracking of the package.

(vi) Any loss in postal transit once intimated / brought to the notice of the Institute would be addressed by the Institute on case to case basis. The waiver for payment of processing fees for repeating the procedure in such situations may be given to the candidates besides processing the request within the next 48 hrs from the time of confirmation of the loss from the postal / courier.

7. **Attestation.** Attested copies of the Transcripts of Mark Sheets and Course Certificate will be issued by the Institute on specific request from any candidate to enable them meet their requirements of admission to foreign universities for higher studies, immigration purposes etc. ***Attested copies will be sent directly to the official address where it is required and will not be sent to the individual candidate's personal address.*** The procedures to issue Attested copies of Transcripts of Mark Sheets and Course Certificate to the students are enumerated in the succeeding paragraphs:-

(a) Procedure

(i) Download the Application Form T-1 (**Annexure 19**) from Institute official website and forward it to “The Director, Centralised Academic Admin (CAA), Great Lakes Institute of Management” duly completed with all relevant details & enclosures. (address as given in Form T-1)

(ii) Forward scanned soft copies of the completed application form as an advance information through email to caa.helpdesk@greatlakes.edu.in

(iii) Attach a scanned copy of ID proof, original certificate / mark sheets awarded by the Institute as pdf file.

(iv) Clearly indicate the purpose and the complete postal address of the agency / office for dispatch of the certificates in the application form.

(b) Processing Charges

(i) Candidates have to pay a sum of Rs 500/- (Rupees five hundred only) per attestation / certificate towards processing fee.

(ii) Additionally, the courier charges (Rs 300/- within India and as per actuals for outside India) also need to be paid by the candidates.

(iii) The amount need to paid only through electronic money transfer to the following bank account:-

Bank : Kotak Mahindra Bank
Branch: Adyar, Chennai
A/c No : **7111528072**
Name : Great Lakes Institute of Management
IFSC : **KKBK0000463**

- (iv) Intimate the confirmation of money transaction details to CAA email id for early processing of the requirement.
- (v) In case of additional copies, the amount needs to be multiplied accordingly and credited to the bank account.

(c) Processing details

- (i) Processing of the request would commence the moment the online application is received by the Institute with scanned copy of the originals.
- (ii) Issuance of Attested Transcripts will be done only after confirmation of the receipt of processing fees / courier charges.
- (iii) The courier charges for foreign addresses need to be confirmed by the candidate from the institute prior to making online payment.
- (iv) The processing of Transcripts would take approximately 10 working days (excluding postal transit time) from the date of receiving the documents / payment charges.
- (v) Attested Transcripts will be dispatched directly to the concerned agencies / university / embassy address only by the Institute in a sealed envelope duly appending signatures on the cover by the competent authority.
- (vi) Transcripts can be forwarded to the Individual concerned in genuine / exceptional cases at the discretion of the Institute after due verification of such request.
- (vii) Courier dispatch details including Outer way bill no will be intimated to the candidate for online tracking of the package.
- (viii) Any loss in postal transit once intimated / brought to the notice of the Institute would be addressed by the Institute on case to case basis.
- (ix) The waiver for payment of processing fees for repeating the procedure in such situations may be given to the candidates besides processing the request within the next 48 hrs from the time of confirmation of the loss from the postal / courier.

(x) Candidates are to consolidate the number of copies required and forward a combined request as far as possible to avoid duplication of efforts by the Institute.

8. **Educational Background Verification**. The requests for Educational Verification of a candidate received from Corporates, Recruiting agencies, private industries, government bodies, etc towards confirmation of employment, educational credentials or such other purposes will be undertaken by the Institute with NO processing charges. However, such requests will normally only be processed when it is received directly from the agencies themselves and NOT from the individual candidate concerned. However, in exceptional cases, the requests from an Individual may be entertained when considered genuine at the discretion of the institute management. In such cases, a nominal processing fee of Rs 300/- would have to be paid besides the courier charges as applicable, if any. The amount needs to be paid directly in to the bank account as per the details (Para 7 (b) (iii) refers) mentioned above.

9. The Educational Verification requests (email or written letter) once received at the Institute would be processed within the next 07 working days and reply mailed to the concerned agency. The preferred mode of reply would only be through online / email to the official concerned by the CAA excepting where the printed copy is essential. The Verification details would contain only the following information:-

- (a) Name of the Candidate
- (b) Course Name and Batch
- (c) Duration of Study / Year of Passing
- (d) Student enrolment No
- (e) Overall CGPA

Miscellaneous Comments

10. All requests for issuance of Duplicate certificates / Transcripts / Educational Verification etc needs to be applied as per the specified application format only. The requests for these certificates will be processed / printed only after confirmation of receipt of processing fee by the Institute. Candidates are requested to attach a photocopy of their original certificates without fail to enable early action. It is once again reiterated that the receipt of original FIR copy and photocopy of newspaper clippings is a MUST for issuance of Duplicate certificates.

11. All queries or for any further clarifications, candidates are requested to contact Director, CAA for assistance / support at caa.helpdesk@greatlakes.edu.in or on phone 044-30809245

EXAMINATIONS POLICY GUIDELINES, REGULATIONS

INSTRUCTIONS HANDBOOK

Introduction

1. Examinations provide vital summative assessment of the students' performance for the courses offered by Great Lakes Institute of Management. These assessments are the key component in any educational institution, more so in Great Lakes that strives to remain the best amongst the equals. The evaluation process is vital to the students as well to the institute that would provide an insight into knowledge, understanding and the skills achieved by the students besides understanding the effectiveness of the academic process itself.

2. At the culmination of all assessments that quantifies an individual's efforts, a certificate is awarded as proof that the recipient has satisfied all academic requirements largely by passing all required examinations of the course. Towards meeting this objective, Great Lakes conducts various forms of examinations across all programs to measure the effectiveness of the teaching – learning process and also to identify the strengths & weakness areas of the entire academic environment.

3. Towards ensuring a well-coordinated and centralized evaluation monitoring and examination administration system, the Examination Office under the CAA has been assigned with the relevant responsibilities at the Great Lakes. The Director, CAA would be the overall in-charge of all examination related issues at this Institute and will be assisted by an Exam Office Coordinator who would be designated as the Controller of Examinations (CoE) at this institute. The CoE would report to the Director, CAA in the hierarchy and will be assisted by the Examination Office staff and other CAA members as assigned by the Director, CAA. All correspondences and interactions related to examinations at this institute will be addressed to the CoE by all concerned.

4. Smooth and efficient conduct of all scheduled examinations is the primary responsibility of the Examination Office and the staff engaged in this important activity are expected to be fully conversant with various provisions and the procedures in force. The Examination Office is a “**Restricted Zone**” and hence, is to be treated as “**Out of Bound for All**” excepting its own staff.

Charter of Duties

5 The core functions of Examination office as its charter include;

- (a) smooth conduct of all examinations in the institute across all programs including on-line examinations / quizzes.
- (b) handling of question papers, answer scripts and invigilation management.
- (c) maintain record of examinations and the safe custody of records / information.
- (d) compilation of classroom and examination attendance and forward reports.
- (e) Administer feedback modules for all faculty and collate responses to produce analysis report.
- (f) Initiate result analysis of various courses and put up the consolidated inference for further action.
- (g) liaise with IT department for administering of online evaluation modules.
- (h) Compile academic offences and maintain record of the same. Initiate disciplinary proceedings for cases that merit special attention and record the incident report and action thereof.

Examination Rules – Broad guidelines

6. The components of evaluation for every course offered at this institute would be finalized by the Faculty concerned in coordination with the Program Office / Faculty Support team member of CAA. The evaluation components / weightage once assigned and frozen in the Course outline would be final and non negotiable.

7. Based on the evaluation components, the Program office would schedule the exams (Quiz, Mid Term & End Term as applicable) as part of the weekly time table in consultation with the Exam Office / CoE. The dates for these exams will be promulgated / shared with the students only after obtaining schedule confirmation from the Exam Office to ensure smooth conduct of these examinations. The exam timelines promulgated in the weekly schedules by the Program Office are only indicative and may be altered / changed by the Exam office, if needed, to suit other requirements. Hence, the exam details forwarded by Exam Office to the students will be considered as final and binding for all purposes.

8. Exam Office would generally conduct examinations spanning across all program in the following formats:-

- (a) Closed book / notes / laptop mode – paper & pen based.
- (b) Mettl / Ion / CAMU LMS based Online mode
- (c) Mettl / Ion / CAMU based softcopy submissions mode.
- (d) Open Laptop based exams.
- (e) Open notes / books / laptop mode.
- (f) Softcopy submissions as assignments.
- (g) Take come assignments
- (h) Remote login LMS based submissions to share folders / submissions login ids.
- (i) Any other mode as specified by the faculty.

9. The actual conduct of the examination, invigilation etc will be centrally coordinated by the Exam office and the seating chart with detailed exam instructions will be forwarded for dissemination to all concerned students one day prior to the exam date. The exact timing of the examination will only be as per the instructions of Exam office and need to be strictly adhered.

Conduct of Re-test / Re-course exam

10. The Re-test for any candidate who missed the original exam schedule due genuine reasons will only be authorized by the Program Office whereas, the academic Re-course exam is meant for those candidates who failed to make the pass grade or needed to upgrade their existing grade to remain active within the program, as approved by the Program Office. The re-test and re-course exams should be planned collectively on a single day as far as feasible by the Program Office to enable coordinated effort besides optimizing the resources.

11. The Exam Office would take of these examinations including seeking additional question papers needed from faculty, if any. As far as possible, all re-tests, re-course exams should be conducted within three weeks of completion of the term and should be scheduled accordingly. Exam office will coordinate the requirements of question paper, seating etc for these re-exams as well in close consultation with the faculty & the Program Office. Students eligible for re-test / re-course need to be informed adequately in advance to enable them prepare and appear in these examinations.

Conduct of Review Window

12. To enable transparency in evaluation procedures, the institute holds Review Window for all courses as per the schedule promulgated by the Program office. The Review window would be planned within one week of promulgation of consolidated grades for that term or as decided by the Program Office. Students who wish to seek review need to apply online to the Program Office as per the prescribed format. Based on the demand for review, the Exam office would make the evaluated answer sheets available for Review window to the concerned faculty / JF / Program Office. On completion of the Review Window, the answer sheets need to be returned back to Exam Office and reconciled for their issue / receipt within the next 48 hours.

Examination Office Responsibilities

13. Towards smooth conduct of the examinations, the Examination office staff are responsible to undertake the following tasks:-

- (a) ensure timely receipt of question papers from the faculty including sending reminders if the receipt is delayed for any reason.
- (b) timely distribution of question paper & the blank answer sheets alongwith the

additional sheets to the invigilators (atleast 15 mts before commencement of the exam).

- (c) collect the unused answer sheets, question papers, written documents immediately after the completion of the exam.
- (d) forward the written scripts (coded for anonymity) with relevant enclosures for evaluation by the faculty within the next two days of exam completion.
- (e) allocate the examination halls, students per room, invigilators etc and intimate those concerned atleast one week in advance.
- (f) prepare seating charts and upload on the same for information of students on LMS portal and class ground ids.
- (g) facilitate actual conduct of exam by providing timely assistance and support for any last minute changes / exigencies.
- (h) ensure safe and proper accounting / storage of question papers, answer scripts, related examination documents etc.
- (i) bring out any limitations / discrepancies to the notice of Director, CAA for further action.
- (j) efficiently address any unforeseen circumstances to ensure the examination schedule is completed as per the stipulated guidelines.
- (k) suggest course corrections for procedural errors, shortcomings.
- (l) undertake conduct of re-exam for failures, absentees, improvement students as per the schedule promulgated by Program Office.
- (m) ensure that the question paper / answer sheet front page are printed with the Warning Note as given below as a cautionary message for the students as a deterrence from indulgence in malpractices.

“Warning: Indulging in any form of malpractice during examinations is an offence and is strictly prohibited. Attention is drawn to the provisions contained in the Examination regulations of this Institute and candidates indulging in malpractices during an examination will, in addition to the penalties awarded as per the regulations including forfeiture of their candidature may also be deprived off all concessions, privileges and other support which otherwise may be given or already being enjoyed by him / her.”

Guidelines for students

14. The following rules would apply to all students appearing for the examinations at this institute:-

- (a) check the exam calendar published by their Program Office and the exact conducting schedule promulgated by the Examination Office through the group mails ids.
- (b) examination schedule, timing promulgated by the Exam Office is final.
- (c) arrive at the exam venue well ahead of time, Late comers will not be allowed beyond 10 minutes of commencement of exam.
- (d) strictly adhere to the seating plan promulgated. No exchange of hall / seats would be entertained. Students changing seats / sitting in wrong seats will be removed from the seat.
- (e) bring your Id card / name tally to the exam hall without fail.
- (f) conduct yourselves gracefully abiding with the rules and regulations of examinations.
- (g) not to indulge in any unfair practices / means that would be considered as malpractice / misconduct.
- (h) leave the exam hall quietly if completed the paper early without disturbing others.
- (i) ensure that the question paper and the written answer sheet alongwith additional sheets, if any, are tied together.
- (j) give attendance in the bio metric device or attendance sheet and also enter their FT No, and other details without fail on the answer sheet front page.
- (k) do not bring any eatables, snacks, drinks inside the exam hall. Smoking is prohibited in the exam hall.
- (l) do not carry any mobile, laptop, smart watches, programmable calculators, pen drives, electronic gadgets, ipad, etc inside the exam hall unless authorized in writing.
- (m) not to indulge in any discussions, talks, exchange of info, materials inside the exam hall.
- (n) not to misbehave or enter into altercation / argument with the invigilators or other students inside the hall.
- (o) permission for short absence within the first 45 minutes of the exam will not be granted.
- (p) not to take the written answer sheets outside the exam hall under no circumstances.
- (q) any doubts, clarifications required on the question paper should be brought to the notice of the invigilator, maintaining the decorum.
- (r) Any student caught indulging in any form of malpractice would invite severe disciplinary action besides award of penalty points and payment of fine as per the extant orders.

Dos & Don'ts for Students

15. The general guidelines with regard to Dos & Don'ts for students are summarised as below:-

- On the day of examination, students are required to give their attendance without fail.
- Students without NAME PLATE & ID CARD will not be permitted to take up their examination. Students should display their "Name-Plate & ID Card" in their desk while writing examination.
- Students should be inside the examination hall 5 minutes before the scheduled time of the examination. Entry for late arrival will be granted only for genuine cases.
- Students are **not allowed** to carry their Mobile-Phone and other electronic devices, smart watches etc inside the exam hall unless specifically instructed.
- Overwritten and double-answers will not be considered for evaluation for objective type questions.
- Students can carry their physical calculators. However no sharing of calculators will be allowed.
- Students are not allowed to move out of the examination hall till the completion of the examination, except for medical and emergency situations.
- Students involved in glancing, copying or chatting with neighbors in the exam will be booked for violating of examination rules. Disciplinary-action will be initiated against students if caught for any misconduct.
- **Mobile phones, Smart watches, programmable devices are strictly banned inside exam halls. If any student is found to possess these items while writing exam. (S)he will be booked for violating exam rules and the case will be referred to DAC.**
- Open Laptop mode is accessing only for TCS-ion or the exam tool as specified by faculty - All the other Applications & Taskbars, should strictly be closed except TCS-ion (Toggling, Interruptions not allowed during the Online exam).
- Don't access other networks, VPN connections etc (Disable all Proxy Servers, Websites, Browsers) inside during the exam hall. MOBILE PHONES & SMART WATCHES are strictly banned inside exam halls.
- Go through the exam instructions and come prepared for the examination.
- Disable proxy servers, other network connections. Disable antivirus, screen savers. Do not use short cut keys or special tab keys.

- Before the online exam all the other applications must be closed except TCS Ion web page.
- Disable auto notifications & alert settings. Once logged in, you cannot toggle out to any other window. If you toggle, the exam will terminate automatically.
- Browser tab Zoom resolution should be 100%. Use FIREFOX / CHROME to login to <<https://tcsion.com/lx> or <https://tcsion.com/lx>
- To avoid network congestion, come to the exam hall well in advance and login 10 minutes earlier to the scheduled time and keep the exam screen ready.
- The Online exam link for taking the exam will be available under MY COURSES tab.
- Firewall should be disabled. Hotspot should be uninstalled. Remove Cookies. Ensure that you have logged in only to the assigned network.
- * Students are requested to keep their Laptop with 100% charged to account for power failures, if any.
- Windows 10 users should disable Random MAC address.
- Skype connection should not be active during the exam time.
- Disable the Anti-virus for the exam so that no pop up is shown during the exam otherwise, you will be logged out of the exam mode automatically.
- Please set the Windows update as Manual so that no updates will be done during the exam time.
- Select CLASSROOM network. (Need not worry about the limited access in this network) Password - classroom.
- Save every answer before moving to next one to avoid repetition in case of any network issue.
- When there is any net connectivity issue, the page will display notification and need to wait until resolved.
- After all questions have been answered and you move for final submission, click on the "submit" option only once and give time for the system to respond.
- Students are not allowed to use any other applications other than TCS-Ion in their laptop during the online exam.

Duties of Invigilators

16. The Invigilators are responsible for smooth and efficient conduct of the examinations and hence are expected to be fully aware of their responsibilities. Invigilators once nominated for a particular exam are NOT to absent themselves or change their names with substitution without the consent of CAA. The various duties and responsibilities of Invigilators are enumerated below:-

(a) **Before the Examination:**

- ❖ collect the exam envelop from the Examination Department at least 15 minutes before the commencement of the exam.
- ❖ count and reconcile that the envelop contains sufficient number of question papers as per the seating plan.
- ❖ collect sufficient number of main and additional answer scripts from the exam wing and account them properly.
- ❖ arrive at the designated exam hall atleast 10 minutes before the start time.
- ❖ ensure that NO students is permitted to enter the exam hall 10 minutes after the commencement of the exam or during the last 15 minutes before the scheduled closing hours.
- ❖ check the total no of students in the hall are limited to the seating plan capacity only.
- ❖ ensure that students are allowed to sit for examination hall only with their Id card and the Name tally.
- ❖ check that NO student is inside the exam hall with any additional material like Laptop, Mobile, any electronic devices whatsoever unless specifically instructed for any particular device.
- ❖ distribute the blank answer scripts to the students just before the commencement of the examination.
- ❖ use only the answer sheets / additional sheets provided by the Exam Office for students.
- ❖ read out the Warning Clause notice to all students for penalties against malpractice / misconduct during examinations.

(b) Conduct of the Examination

- ❖ Start the exam exactly on time. If there is any delay because of unavoidable reasons, note the exam start time and give extra time appropriately for the students to complete the exam. The same needs to be intimated to CAA / Exam wing on completion of the examination.
- ❖ Re-check that the students are in possession of their correct Name board and ID card for all exams
- ❖ Check whether the students have written their Name and Roll No. in the answer script and question paper and then attest the answer script.
- ❖ Students are not allowed to speak amongst themselves for any clarification or exchange of information.
- ❖ Students are allowed to carry their calculators. However no sharing of calculator is to be allowed.
- ❖ Restroom breaks are allowed for students only if the duration of exam is more than 2 hrs. No two students should be allowed to go for restroom break at the same time.
- ❖ Invigilators are to remain moving around the hall to ensure fairness of the system and avoid sitting at one place as far as feasible.
- ❖ Invigilators are NOT to carry their mobiles or any other electronic devices during the entire duration of the exam.
- ❖ Not to offer help or assistance to any student excepting in getting the corrections or illegible prints rectified.
- ❖ Invigilators on Duty are NOT to leave the exam hall for any reason excepting wash room needs and any requirement to leave the exam needs to be only with the consent of the CAA.
- ❖ Caution the students on the last 10 mts for closure of the exam time.
- ❖ No person other than the Invigilator should be entertained inside the exam hall during the conduct of the exam excepting the faculty / JF concerned for that paper for the required duration to give any clarifications on the question paper or the surprise checking squad members nominated by the management.
- ❖ terminate exam exactly on closure time and give grace time only when legitimate.

(c) End of Examination

- ❖ terminate the exam exactly at the end of the scheduled duration and collect the answer scripts immediately.
- ❖ Instruct the students remain seated in their place to enable orderly collection of written documents.
- ❖ Do not allow all students to come to the Invigilators table to crowd for handing over the written answer sheets.
- ❖ When the time is up, give a clear instructions and inform students to put down all writing instruments.
- ❖ Count the number of answer scripts collected and cross check them to tally with the students present.
- ❖ Ensure that all additional sheets are tied securely and no loose sheets are left alone.
- ❖ Collect the question paper as well. No student is allowed to take the question paper after the exam.
- ❖ Allow the students to leave the exam hall only after reconciling the details thereof.
- ❖ Collect unused exam booklets, question paper and return the same to the Examination Department alongwith the written answer sheets.
- ❖ Sign the supply & receipt reconciliation slip whilst handing over the documents back to exam section.

ONLINE EXAMS GUIDELINES - System & Exam Requirements

17. Under the ongoing Covid-19 lockdown situation or when forced by the extraneous circumstances or necessity, the Institute will be conducting many of the examinations through online mode that may include both objective as well subjective type answers. This will be conducted through the online exam portal of Mettl and students need to take these exams as per the specific online examination instructions promulgated by the Exam office from time to time.

18. Towards seamless access to the online exam platform, students need to make provision for the following:-

(a) System Requirements

- Minimum of I3 configuration system (Laptop or Desktop only) with basic memory and RAM and hard disk space.
- Good network connectivity and bandwidth speed. Need to have a reliable broadband network connection at their remote locations, preferably wired connection with unlimited data pack / high speed to take the online exams, more specifically for proctored exam mode.
- Uninterrupted power supply with adequate UPS / battery back up.

(b) Exam Requirements

- Individual systems are to be ready in all respects and checked well prior to each examination.
- Individual laptops / desktops are fully charged and have enough battery back up to support the entire duration of the exam.
- Disable all pop ups, notifications, updates, Anti-virus software updates, screen savers, other background online tools & applications.
- Disable all local & peer to peer / virtual network connections, proxy server connections, screen share features etc during the period of exams.
- Disable social media sites and alerts and notifications thereof. Any auto alert in the middle of the exam will result in termination of online exam window.
- Exam window will not allow toggle out / switch over from online exam page and pressing any special keys and browsers including accessing to any stored documents / file folders / browsers etc would result in auto exam termination.
- Other Apps / accessories excepting those that are integrated within the system / platform will not be accessible to the students.
- Individual system errors / laptop or power failures will result in the termination of the online exams and no special considerations / excuses / re-exams will be entertained unless specially authorized in exceptional cases.
- In case of Remote Proctored online exams, Students need to have system that has provisions for audio, video for online monitoring through remote proctoring mode. Non availability of this facility may deny their access to the exam page.

(c) General Requirements

- During remote online exams, students need to maintain essential decorum of dressing, fairness in their attempts and not to indulge in any unfair practices.
- Students need to ensure that they preferably take the exam from a room not disturbed by the presence of others including family members.
- Student's attempt throughout the remote online exam will be recorded in terms of audio, video and the digital data / access flow of their screens for review purposes.

- Exam attempt by any candidate who violated the online exam code will be treated as cancelled besides investigations from the Disciplinary action committee (DAC).
- Interruptions faced during the online exams due to candidate system errors, their network issues, low broadband bandwidth, power failures will not be entertained.
- Disruptions to the exam schedules either from the Server system or due to any genuine reasons from the candidate will be referred to CAA / DAC / Program Office / Faculty for resolutions, if any.
- Students need to be available atleast 10 minutes before the start of the online exams to enable them login and be ready to start the exam on time.
- Exam duration and timing will only be as per the server and network configuration time and individual system clock or timing will not be entertained for claims, if any.
- As a matter of policy, online scores will not be available to the students for view on completion of their exams.
- Issues relating to re-exam for those who missed due any reasons will be solely at the discretion of the Faculty / Program Director only.

In-Class online exams

19. With the reopening of campus, the examinations will be conducted online but in-classrooms for all programs / courses. Students will be required to par take in these exams from the designated classrooms as per the seating charts promulgated. No attempt for hostels or home will be allowed without prior intimation duly approved by CoE/CAA.

20. Following instructions are relevant for all in-class online exams on campus:-

- a) Exam Halls and student allocation will be as per the seating charts prepared / notified by the exam office.
- b) No student will be permitted to take their exam from any other location / hostel rooms etc. Such attempts, even if any, will be treated as INVALID and not considered for evaluations.
- c) Only those students who have not yet arrived / or arrived late to campus and are still under quarantine will be permitted to take their exams from their rooms under special considerations. Such students will be informed by the Exam office accordingly. This will only be a temporary arrangement and cannot be considered as an excuse / right to ask for by others.
- d) Students are expected to arrive at the exam hall atleast 5-10 minutes before the start of Access Window and take their seats in their respective places.

- e) Late comers to the exam halls will not be allowed to enter or entitled to take exams from elsewhere. Access window is not a right to come late for the exam. Exam Hall closes strictly at the start of the Access Window.
- f) Physical attendance will be taken during exams and students need to sign the attendance sheet compulsorily.
- g) Exam will be monitored by Invigilators in Exam Halls besides the usual proctoring through online modes.
- h) Students need to bring their name plate and GL id card compulsorily.
- i) Students need to make sure that their laptops are in working condition and Exam office or Invigilators will be constrained to provide any alternate resources.
- j) Mobile phones, bags, additional materials, cheat papers, eatables, electronic gadgets (except physical calculators) etc are strictly prohibited inside exam halls. All items need to be left at the hostel itself or at the Amphitheatre in Main Block or away from the exam halls as directed by Exam office / invigilators.
- k) Seating plans will be intimated to the students alongwith the exam instructions through email and students are expected to be seated only in their respective places. Exchange of halls, seats is not allowed.
- l) Exchange of items like pen, scale, calculator etc between the students during exam will not be entertained.
- m) Excuses to leave exam hall for short breaks during exams are not allowed.
- n) Rough sheets, wherever required, will be provided by the exam office which needs to be returned back to the invigilator while leaving the exam hall.
- o) CCTV and Jammers will be ON inside the exam halls for the entire duration of the exam.
- p) Students are expected to maintain silence, conduct gracefully, dressed properly, refrain from indulging in any unfair means and avoid arguments with the Invigilators.
- q) Special considerations, excuses, if any, will be referred to the undersigned.
- r) Any unfair attempts suspected / caught during exams will be referred to DAC as per the standard procedures.

Guidelines for Proctors

21. For all online exams through Mettl, the Lecturers / JF and the Staff of CAA would be employed on Proctoring Duties for live feed monitoring of these examinations. These proctors will be common across all programs and will have the option to switch between Programs to execute their responsibilities.

22. Following are the general guidelines for Proctors while administering the exams / online interaction with students:-

- (a) Do note the duties and allocation of proctoring slots promulgated by Exam Office.
- (b) Join the Mettl portal for proctoring on time – login atleast 10 min before the start of the exam.
- (c) Ensure to join the correct program / exam and do not forget to hit the allocate students button once ready.
- (d) Make sure that the students allocated have captured their face and id proof correctly. In case of disputes, confirm the same at the beginning of the session itself.
- (e) Students are expected to be properly attired / dressed while taking online exams. In case of any concern, those students are to be asked to change their dress immediately. Failing which, they can even be disallowed to continue their exams.
- (f) Monitor the session closely and do change over the live feed mode of the student screen as well as web cam capture.
- (g) In case of suspicious activity, student needs to be probed / cautioned based on the red alert pop ups. In case of confirmed unfair activity, such student session needs to be terminated with force closure and the incident reported to Exam Office.
- (h) Do not exchange your duties or change the course or join late to the exam session for proctoring without prior intimation / approval of exam office.
- (i) Keep a track of those students who gets disconnected and rejoin their session for any intentional or deliberate attempts to gain unfair advantage.
- (j) Report any suspicious activity or unruly behavior or coordinated attempt to mass copy etc to the exam office immediately / on completion of the exam.
- (k) Engage the students for assistance through exam page chat message and support their requirements to the best of your ability.
- (l) In case of any queries from students on the question paper or technical issues, seek support from exam office or Mettl support as relevant.
- (m) Make sure that the students use only allowed privileges like calculators, open notes or materials as per exam instructions. Use of Headphone / ear buds is prohibited.
- (n) Do announce the end time of exam window including warning them 15 minutes before the closure for uploading solution / answer files.

- (o) In case of more than one person on screen or deliberate use of electronic devices, mobile phones etc, such students need to be warned / their session terminated if required.
- (p) Force submit all those students whose session are still active and exceed the Hard Stop Time with a warning note to that effect on their chat box.
- (q) Keep a track on the no of students allocated for proctoring and their submission status at the end of the exam session.
- (r) In case of any exigencies compelling absence from proctoring, the same be kept informed to the Exam Office / Exam Coordinator upfront.
- (s) Sign the supply & receipt reconciliation slip (**Annexure 20**) whilst handingover the documents back to exam section.

Misconduct / Malpractice during examination

23. Malpractice in any form during the examination by any student is not allowed and any such act that contravene the stipulated regulations would invite disciplinary action besides withdrawal from the course at the discretion of the management. Invigilators are therefore required to be extremely vigilant and ensure that the examinations are conducted in a fair and non-partial manner befitting the traditions of the institute.

24. If any act that may suggest misconduct (body position, unwanted talks, exchange of materials, rude behaviour etc.), exchange of items between student(s) is observed, the invigilators are to quickly give them a stern warning. If necessary, move potentially collaborating students to seats where communication is impossible. The invigilators may deny entry of any student / or remove the candidate from the exam hall if found violating any of these provisions and may refer the students to Director, CAA for further necessary action

25. If any student is caught in an act of cheating / malpractice during examination, he / she should be asked to stop writing and the answer sheets are to be withdrawn immediately. Such incidents of malpractices are to be recorded on the Incident Report form (**Annexure 21**) and are to be brought to the notice of Director CAA / Exam department as early as possible indicating the details thereof. The student is to be asked to leave the exam hall and directed to report to the Director, CAA / Exam Office for further proceedings.

26. A follow up email may also be sent after the exam to the CAA giving the details of the incident for record purpose. Invigilators are not to get into any discussion / argument with the student involved in misconduct during the examination to disturb others in the hall. All evidences / materials connected with the misconduct are to be collected and forwarded to Director, CAA for use during further investigation / DAC.

27. Director, CAA, on his own discretion, may take necessary corrective action and may allow the student to continue with the examinations or refer the issue to the Disciplinary Action Committee (DAC) for further investigation / necessary action.

Exam Support

SPOC for PGCM Exam - Mr. N. Sivarajan (sivarajan.n@greatlakes.edu.in)

SPOC for PGDM Exam – Mr. Vivek. V (vivek.v@greatlakes.edu.in)

SPOC for XPM & PGPM Flex Exam – Ms. Sangeetha (sangeetha.r@greatlakes.edu.in)

Escalation – Ms Sowjanya C, Exam Office Overall Coordinator

Cmdd. D Vijayakumar, Dir, CAA (vijayakumar.d@greatlakes.edu.in)

Mettl Client Support – Mr. Lalit Rawat (lalit.rawat@mercer.com)

Mettl Participant Helpdesk Number - 80471 90902

Email - mettl-support@mercer.com for online support for technical issues.

Annexure 1
(refers to Para 2.3.6(b), Ch II)



Great Lakes Institute of Management

NO DUES CERTIFICATE - FOR FACULTY

ITEM	DETAILS
Name of the Faculty	
Course / Subject	
Program	
Batch / Term	
Period (session dates)	
Resource center VID no.	

Details of Dues: (Mention the dues in the corresponding col. If no dues, mention as “No Dues” in the “Remarks” col.)

DEPARTMENT	REMARKS	PERSON IN CHARGE	SIGNATURE OF DEPARTMENT HEAD
CAA			
Resource Center			
HR/ Admin			
Program Office			

Annexure 2
(refers to Para 2.4.10(c), Chapter II)

Great Lakes Institute of Management
Chennai



To

The Director, CAA
Great Lakes Institute of Management
Dr Bala V Balachandar Campus,
East Coast Road, Manamai
Tamil Nadu – 603 102

Form R-1

Application for Issue of Original Education Qualification Certificates

1	Student's Name	
2	Father / Guardian Name	
3	Enrolment No	
4	Program of Study	
5	Year of Passing	
6	Documents required	(i) Class X (ii) Class XII (iii) Degree (iv) Degree Mark Sheets (v) PG Degree (vi) PG Mark Sheets (viii) Any other
7	Reason for request	
8	Contact Mob No & email id	
9	Duration Required	
10	Date of Return	
11	Rec by Program Office	Yes / No
12	Signature & date	

Note:- Original documents will be issued only under the signature of the individual concerned and NOT to any other representative or third party.

Annexure 3
(refers to Para 2.4.11, Chapter II)



Great Lakes Institute of Management
Chennai

Form C-1

To
The Director, CAA
Great Lakes Institute of Management
Bala V Balachandar Campus, East Coast Road, Manamai
Tamil Nadu – 603 102

Application for Issue of Original Certificates & Mark Sheets

1	Student's Name	
2	Father / Guardian Name	
3	Roll No.	
4	Program of Study	
5	Year of Passing	
6	Identity Proof * (specify)	
7	Documents required (strike not applicable)	Course Certificate / Mark sheet / Any other (Specify)
8	Correspondence address(Full Caps)	
9	Mobile No. & Email ID (Personal)	Mob. No. :
10	Details of payments made(Ref. No. & Paid Date)	UTR Ref. No :
		Paid Date :
<u>Certify:-</u> I hereby certify that I give consent to Great Lakes Institute of Management, Chennai for sending my Original Course Certificate and Mark Transcript by Courier at the mailing address provided by me as above. Further, after dispatch, in case of any wear-and-tear or loss of document(s) during transit, the institute will not be held responsible and I understand that no claim(s) will be entertained by the institute in this regard.		
10	Signature & date	

Note: * Forward a Xerox copy of Id proof along with application / scanned soft copy to the Institute email id

Annexure 4
(refers to Para 3.3.3 Chapter III)



Great Lakes Institute of Management

Question Paper – _____ (Program Name)

Course : _____ Date : _____

Batch: _____ Term : _____ Duration: _____

- Instructions:**
1. Indulging in any form of malpractice during examination is strictly prohibited.
 2. All electronic gadgets, mobile phones, reading materials, loose sheets not permitted.
 3. Writing anything on the question paper is strictly prohibited.
 4. Question papers are to be returned back alongwith the answer sheets before leaving hall.
 5. Exchange of question paper between students not allowed.
 6. In case of any doubt in the question paper of misprint etc, inform invigilator for change.

Section – 1

Section – 2

Annexure 5
(refers to Para 3.3.13, Chapter III)



GREAT LAKES INSTITUTE OF MANAGEMENT,
CHENNAI

Name			Roll / FT No	
Program			Date of Exam	
Batch / Term			No of Addl Sheets	
Course / Subject				
Exam Type	Mid Term	End Term	Invigilator Sig	

Instructions to Candidates

1. Name Plate / ID Card is compulsory for admission to the exam hall.
2. Mobile phones / loose sheets / electronic gadgets strictly prohibited in exam hall.
3. Non programmable calculators only are permitted for use in the exam.
4. Sharing of items / stationery and cross discussions not permitted.
5. Students coming late beyond 10 mts from start time will not be allowed.
6. No student can leave the hall during the first 45 mts or last 15 mts of the exam.
7. Indulging in any form of malpractice is strictly prohibited and would invite severe disciplinary action including expelling from the Program.
- 8. Exchange of seat / venue not permitted. Be seated as per seating plan only.**

“Warning: Indulging in any form of malpractice during examinations is an offence and is strictly prohibited. Attention is drawn to the provisions contained in the Examination regulations of this Institute and candidates indulging in malpractices during an examination will, in addition to the penalties awarded as per the regulations including forfeiture of their candidature may also be deprived off all concessions, privileges and other support which otherwise may be given or already being enjoyed by him / her.”

Question Number										
Marks										
Question Number										
Marks										
Total Marks			Evaluator's Signature						Date	

Annexure 6
(refers to Para 3.3.35, Chapter III)

**GUIDELINES FOR AWARD OF PUNISHMENTS FOR MALPRACTICES
DURING EXAMINATIONS BY STUDENTS**

Sl.No	Nature of Malpractice	Maximum Punishment
1	Any special marking in the answer script including appeal by the candidate in the answer script to show mercy by way of awarding more than deserving marks or coupled with a promise of any form of consideration	Action Authority: CAA <u>Level - 1</u>
2	The candidate writing his/her name in the answer script other than the specified place or for not writing their identity at all	Fine of Rs.1000/- per course
3	The candidate communicating with neighbouring candidate orally or non-verbally; the candidate causing suspicious movement of his/her body	
4	Irrelevant writing by the candidate in the answer script	
5	The candidate either possessing the question paper of another candidate or passing his question paper to another candidate with the question paper containing no additional writing on it.	
6	The candidate possessing cell phones / programmable calculator(s)/any other electronic storage device(s) containing no incriminating materials	
7	The candidate possessing any incriminating material(s) (whether used or not). For example:- Written or printed materials, bits of papers containing written information, writings on scale, calculator, handkerchief, dress, part of the body, Hall Ticket, etc.	Fine of Rs.2500/- per course Invalidating the examination of the particular course written by the candidate The punishment does not include project work and the courses with 100% internal evaluation.
	The candidate possessing cell phone(s)/programmable calculator(s)/any other electronic storage device(s) and containing incriminating materials (whether used or not)	
	The candidate possessing the question paper of another candidate or passing his /her question paper with additional writing on it.	
	The candidate passing incriminating materials brought into the examination hall in any medium (hard/soft) to other candidate(s).	
	The candidate copying from neighbouring candidate or facilitating the other candidate(s) to copy from his/her answer script.	

8	Vulgar/offensive writings by the candidate in the answer script.	<u>Level – 3</u> (Action: DAC)
9	The candidate possessing the answer script of another candidate or passing his/her answer script to another candidate	Fine of Rs 5000/- Invalidating the examinations of all courses of the current term and denial of re-exam for the current term courses.
10	The candidate misbehaving in the examination hall including involvement with or without physical assault of staff / other students	<u>Level – 4</u> (Action: DAC) Fine of Rs 5000/-
11	Involved in any one or more of the malpractices of serial no.7 to 10 for the second or subsequent times	Withdrawn from the Academic Program. Invalidation of all previous courses attended /
12	Cases of Impersonation. For both the impersonator and the bonafide student for whom the impersonation was done	qualified / awaiting grades.

Place: Great Lakes Institute of Management

Date :

Sd/-
Controller of Examinations

Annexure 7

(refers to Para 3.6.3(a), Chapter III)



Great Lakes Institute of Management, Chennai
Faculty Feedback Form

Program		
Course		
Batch and Term	Batch:	Term:
Faculty Name		
Date & Time of feedback	Date:	Time:

Note: please tick-mark (✓) appropriate response in the scale of 5 - 1.

S. No		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
		(5)	(4)	(3)	(2)	(1)
On Course						
1	The Course requirements & learning objectives were clearly stated					
2	I gained good understanding of the subject and its relevance to my career					
3	The course was challenging intellectually & enhanced my competencies					
4	Overall an effective & useful course					
On Faculty						
5	Faculty has thorough subject knowledge & explained the concepts very well					
6	Faculty possess good teaching & communication skills & was well prepared					
7	Faculty engaged students actively with lively questions & real care for learning					
8	Faculty readily provided support beyond classroom & was impartial in evaluations					
9	Overall this was an effective Faculty					
On Online Session						
10	Quality of Online learning Environment & its effectiveness were good					
11	Online connectivity & facilitation for seamless student interactions					

12	Special features of the platform were used to enhance teaching / learning effectiveness					
13	Good content coverage & lecture method used by faculty					
14	Overall rating of online session					
On Junior Faculty (where assigned)						
15	Communication skills, understanding student's needs & classroom rapport					
16	Subject knowledge, Evaluations & fairness towards class / students					
17	Student friendliness, help & support beyond classroom & course					

For question 18, kindly give your qualitative feedback in brief, specific sentences including suggestions, if any.

18 Please provide your candid feedback about the course and course Instructor.



Guest lecture – Feedback Form

Kindly Give Your Feedback on the Guest Lecture Held On _____ At _____ hr
Pse tick wherever applicable / strike out those not relevant.

- 1. Name of the Guest Speaker: _____
- 2. Area of specialization _____
- 3. Topic of the Lecture : _____
- 4. Name of the course to which the lecture is organized: **Guest Lecture**
- 5. Rate your overall feeling about the lecture **Very Good / Good / Average**
- 6. Has the Guest speaker made the session interactive and lively.... **YES / NO**
- 7. Will you agree that the guest speaker has widened your knowledge horizon with respect to the subject you have learned in the regular class. **YES / NO**
- 8. Key Learnings from the session:

.....
.....

- 9. Suggestions if any:

.....
.....

- 10. Do you feel that the guest lecturer can be called in future also : **YES / NO**

- 11. Any other special comments

.....
.....

Annexure 9
(refers to Para 3.6.3(c),Chapter III)



Great Lakes Institute of Management, Chennai
Feedback Form – Junior Faculty

Program					
Course					
Batch and Term	Batch:				Term:
Junior Faculty Name					
Date & Time of feedback	Date:				Time:

Note: please tick-mark (✓) appropriate response in the scale of 5 - 1.

S. No		Excellent	Very Good	Good	Average	Poor
		(5)	(4)	(3)	(2)	(1)
Quantitative Assessment						
1	Learning Effectiveness & broadening of thinking					
2	Meeting all Stated objective and Course Coverage					
3	Communication and Presentation Skills					
4	Subject Knowledge, Capability and Preparedness					
5	Interest Generated, Class participation and rapport					
6	Method of instruction / teaching ability of facilitator					
7	Assessment method / evaluation criteria / questioning technique					
8	On line / in-class effectiveness & learning support					
9	Time allocation / pace of delivery & consolidation					

Suggestions / Comments, if any

Annexure 10

(refers to Para 3.6.3(d),Chapter III)



Great Lakes Institute of Management, Chennai
Mid Course Feedback Form

Program		
Course		
Batch and Term	Batch:	Term:
Faculty Name		
Date & Time of feedback	Date:	Time:

note: please tick-mark (✓) appropriate response in the scale of 5 - 1.

S. No		Excellent	Very Good	Good	Average	Poor
		(5)	(4)	(3)	(2)	(1)
Quantitative Assessment						
1	Quality of Online learning environment and its effectiveness					
2	Online connectivity and facilitation for seamless student interactions					
3	Content coverage & lecture method used by the faculty					
4	Special features of the platform that were used to enhance the teaching / learning effectiveness					
5	Assistance & Support from Junior Faculty					
6	Overall rating of online session					

Suggestions / Comments, if any

Annexure 11

(refers to Para 3.6.3(e),Chapter III)

STUDENT FEEDBACK – ONLINE SESSION – TECHNICAL ASPECTS

Technical Aspects		Tick if relevant	Remarks if any
Students faced disruptions No disruptions			
Sessions disruptions mainly due to	Power Failure		
	System Error		
	Network Issue		
	Virtual Platform		
Location aspects			
Location details, specify details / tick any	Metros (6 Major Cities)	Other Cities	Remote Locations
System / Facility aspects			
System Used	Mobile Devices	Laptop	Desktop
Network Connection Used	Wireless Wifi	Wired Connection	Mobile Hotspot
Network speed & bandwidth	Unlimited	Limited	Mobile Data
Major Concern / issue faced			

Suggestions / Comments, if any.

Annexure 12

(refers to Para 3.6.3(f),Chapter III)



STUDENT'S FEEDBACK
PROGRAM FEEDBACK - MONTHLY REVIEW

Note:- Please choose the appropriate rating for each question.

1. How happy are you with the progress of the program & meeting your aspirations?



5



4



3



2



1

2. Satisfaction level of support services & learning environment?



5



4



3



2



1

3. Quality of faculty & learning effectiveness?



5



4



3



2



1

4. Overall impression of the program?



5



4



3



2



1

5. Suggestions / concerns, if any. (give only brief / specific items, not generic statements)

Annexure 13
(refers to Para 3.6.3(g),Chapter III)

FEEDBACK ON JUNIOR FACULTY - BY COURSE FACULTY

Appraisee name			
Reviewer's Name			
Program		Term	
Course Title			
Evaluation Date			

Instructions:-

1. Please give your objective impressions on the performance of the individual in enhancing the course effectiveness.
2. This form should be filled in by the faculty immediately after the conduct / release of grades of their course
3. Softcopy of the filled in form should be forwarded to CAA as early as possible.
4. Highlight deficiencies / areas of improvements, if any, in the comment box in brief.

PERFORMANCE RATING

1. Rate each of these attributes below on a scale of 5(EE) to 1(BE) on the appraise by marking / highlight the relevant column as required.
- ~~2. In case of any changes in the already marked column, put a "X" in the old assessment, Tick the correct column and also sign outside the box in the same line in the margins. (only for hard copy).~~

a. Technical / Functional Skills

EE Exceeds Expectations	ME+ Meets Expectations Precisely	ME Meets Expectations OK	ME- Meets Expectations But not OK	BE Below Expectations

b. Assignment Implementation

EE Exceeds Expectations	ME+ Meets Expectations Precisely	ME Meets Expectations OK	ME- Meets Expectations But not OK	BE Below Expectations

c. Communication skills & Personality

EE Exceeds Expectations	ME+ Meets Expectations Precisely	ME Meets Expectations OK	ME- Meets Expectations But not OK	BE Below Expectations

d. Process compliance / Improvements

EE Exceeds Expectations	ME+ Meets Expectations Precisely	ME Meets Expectations OK	ME- Meets Expectations But not OK	BE Below Expectations

e. Classroom support & student facilitation

EE Exceeds Expectations	ME+ Meets Expectations Precisely	ME Meets Expectations OK	ME- Meets Expectations But not OK	BE Below Expectations

f. Work ethics / initiative

EE Exceeds Expectations	ME+ Meets Expectations Precisely	ME Meets Expectations OK	ME- Meets Expectations But not OK	BE Below Expectations

**Overall impressions (including areas of improvement / limitations, if any)
(use reverse page if more space is required)**

--

Place: Chennai

Date : Nov 21

Signature of Faculty

Annexure 14
(refers to Para 3.6.3(h),Chapter III)

Exit Feedback Form					
Name: (optional)					
Program		Roll No (optional)			
Feedback for a scale of 5 to 1 (5 being the highest)					
I. ACADEMICS	5	4	3	2	1
Teaching Quality of Full time faculty (Knowledge, Content, communication, classroom rapport)					
Teaching Quality of Visiting faculty (Knowledge, Content, communication, classroom rapport)					
Balance between Theoretical Concepts and Practice					
Course coverage (adequacy, time allotted, addl references, methodology adopted)					
Course met your overall expectation / prepared well to face the future demands					
Knowledge acquired / enhanced in your Functional area (Specialization)					
Course Materials offered (Quality, contemporary, relevance & adequacy)					
JF and their effectiveness towards enhancement of student learning					
Quality of Empirical Study support & guidance provided					
Overall assessment of Academic environment					
II. LEARNING OUTCOMES - To what extent did this program enhance your;	5	4	3	2	1
Knowledge acquired on management concepts & business environment					
Ability to define and solve Problems					
Ability to Analyze and Interpret Data					
Communication and Written Skills					
Ability to Work in Teams					
Ability to Think and react during Critical Situations					
Ability to be an Effective Manager					
Exposed to the latest trends, strategy applications and business innovation					
Rate your overall learning outcome (input vs output)					
III. PLACEMENT & CCS	5	4	3	2	1
Pre Placement training workshop and adaptation process					

Support extended for your career transformation					
Adequacy of Career opportunities provided by CCS					
Quality of Companies recruiting on Campus					
Met my objectives on career growth.					
Exposed me to domain Experts and Corporate leaders through Guest Lectures					
Guidance and support on Employability Enhancement (Soft Skills)					
Alignment of roles as per your career aspirations					
Opportunity to build your professional Network (Guest Lectures/Events/PPT)					
Fairness and transparency of placement process					
Accessibility and Guidance received from CCS team for your Career plan					
Placecom's contribution in achieving your career objective					
Adequate information & communication on Placement/CCS related activities					
Overall efforts of CCS towards your Placement					
IV. IT SUPPORT FACILITY	5	4	3	2	1
Efficiency / Effectiveness of IT Network and connectivity					
IT Support Services & responsiveness					
TCS Ion Access and support facilitation					
Internet / WiFi facility and their utility rating					
IT Support staff services and response					
Conduct of On Line Exam (TCS Ion) - user friendliness					
Classroom infrastructure, IT Resources and AV Support facilities					
Overall assessment of IT and ITES facility					
V. RESOURCE CENTRE FACILITY	5	4	3	2	1
Quality / Quantity of Reference books, journals, magazines					
Availability of latest publications / editions and research articles					
Accessibility to resource materials / return procedures					
RC Infrastructure and reading environment including layout					
RC Hours of business - and staff response / facilitation support					
Repographic facilities, access and other printing support amenities					
Availability / quality of general magazines, leisure reading					

and newspapers					
Overall assessment of Resource Centre Facility					
VI. PROGRAM OFFICE & STUDENT FACILITATION	5	4	3	2	1
Student requirement facilitation and responsiveness					
Query handling methods and consideration towards request raised					
Leave of absence and approval procedures					
Course / Elective selection and registration support / assistance provided					
Examination & weekly schedules and their implementation					
Conduct of Review Windows & evaluation process					
Overall Assessment of Program Office					
VII. ADMINISTRATION & INFRASTRUCTURE	5	4	3	2	1
Classroom environment, ergonomics, seating and facilities					
Maintenance and upkeep of academic infrastructure					
Hostel Facilities, hygiene and upkeep of spaces including rest rooms					
Campus Environment and upkeep of surrounding areas					
Power, water and airconditioning and asset maintenance support					
Housekeeping and cleanliness of areas, gardens					
Response time and attention to repair/service calls					
Food - Quality, Quantity, variety and adequacy					
Medical and Emergency response facility					
Utility stores and other amenities					
Security services and its effective implementation methods					
Sports and play areas (indoor and outdoor facilities)					
Overall Assessment of Admin Support					
VIII. ACADEMIC ADMIN SUPPORT FACILITY	5	4	3	2	1
Academic Admin Support and response towards student's needs & facilitation					
Examination - conduct, seating, instructions					
Exam hall environ, discipline including invigilation					
Academic Record Office & Help Desk support					
Attendance process and biometric recording / publishing procedure					
Faculty Feedback mechanism and capturing methodology					

Disciplinary Actions, procedures and redressal mechanism					
Overall Assessment of Academic Admin Support System					
IX. ADMISSIONS	5	4	3	2	1
Admission Process - ease of access to information and conduct methodology					
Admission Registration process in campus & first day experience					
Quality of Peer Group - meeting your expectations					
Admission Team support, responsiveness & relationship during the process					
Document handling / verification procedures					
How strong are you to recommend GL to others					
Overall Assessment of Admission Process					
X. EXTRA CURRICULAR ACTIVITIES / FACILITIES	5	4	3	2	1
Guest Faculty and their influence on learning environment					
DTLS - frequency, quality and impact					
Conduct of outbound activities					
Conduct of national festivals and comradarie					
Exposure & knowledge gain through Seminars / workshops and conclaves					
XI. EXPERIENTIAL LEARNING - KARMA YOGA	5	4	3	2	1
Program Influence and impact on Social needs & CSR awareness					
Commitment and initiatives of student volunteers towards activities					
Planning, coordination and execution of the visits					
Adequacy & sustainability of visits in realisation of objectives					
Nature of activities and its impact on understanding the rural needs					
Visible changes at the villages including in the areas of Literacy, sanitation, health care & livelihood skills					
Effectiveness of the initiatives as perceived by the villagers					
Impression of GL from the beneficiaries point of view					
Support and cooperation of KY staff and program facilitation					
Value addition gained from the program as a participant					
Overall effectiveness of the KY initiative					
What is that you liked the most in Great Lakes, Chennai during your tenure here					

Annexure 15

(refers to Para 1(c) of Appendix A)



Program : _____

Faculty Name		Year/Term	Year /Term-
Course Name		No. of Credits	4.5
No of Contact Hours	Hours	Session Duration	90 Min.

About the Instructor:

(Please provide email ID):

Course Objectives and Key Take Away (Please make the key take always in bullet points or in numbered manner)

Learning Goals(Please don't change this paragraph as this is related to program learning goals):
In addition to the course objectives mentioned above, students should expect to develop the following by end of the course

Goal 1: Understanding & Application of Functional Knowledge in Business: Students will be able to contribute to organizations by demonstrating adequate functional knowledge and awareness of business environment by pursuing this program

Goal 2: Identify / understand ethical dilemmas & demonstrate ethical behavior: Students will understand the importance of ethical behavior and demonstrate the same in their student / professional lives. Students will be able to identify ethical dilemmas in cases / caselets and suggest ways of resolving the same.

Goal 3: Develop decision making skills through problem solving using qualitative analysis and quantitative methods: Students will demonstrate leadership and problem solving skills, supported by appropriate analytical and quantitative techniques.

Goal 4: Effective communication and interpersonal skills: Students will be effective communicators and demonstrate ability to work in groups.

Suggested Readings / Course Materials (Please mention the details). Faculty may come up with their own course pack, which may be put together using different sources rather than limiting to one text or reference book.

Additional Readings: (Please mention any additional readings/reference books other than text book)

Online delivery:

Due to the current situation regarding COVID 19, the class MAY be delivered through online mode.

- Students are required to register themselves for every session in advance. This would ensure that there are no unauthorized students attending the session
- Students will not forward his/her mail to their friends/relatives to attend a session.
- Students should attend the sessions only in their registered names or mail ids.
- In order to be eligible for attendance for the session, the student needs to be available throughout the online session and should show him/ herself by enabling the video on a request from the faculty.
- The overall criteria for the attendance in the course remains at 80%, with a grade drop applicable as laid out in the section on 'attendance and performance grade penalty'

EVALUATION COMPONENTS:

	EVALUATION COMPONENTS	Percentage
INDIVIDUAL	MID TERM EXAMINATION (mandatory)	20-30%
	END TERM EXAMINATION (mandatory)	40%
GROUP	CASE ANALYSIS/ ASSIGNMENTS, PROJECTS/REPORTS/PRESENTATION	30-40% (Can go up to a maximum of 40%)
	TOTAL	100%

Please note: Group component cannot be more than 40% of the course evaluation. Please note that evaluation components will not undergo change during/after the course. If the faculty has decided to follow a distribution as above, they are required to stick to the planned decision.

Amplifying guidelines on the Course Outline are enumerated and placed at **Annexure 11**.

COURSE MATERIAL AND HANDOUTS:

Soft copies of course material including case studies will be uploaded to e-learning platform "Learning Exchange". Hard copies will be distributed prior to the class and will be available at resource center

SESSION WISE TOPICS AND READINGS:

Session No-1	
Session Title	
Reading Material	

Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-2	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-3	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-4	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-5	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-6	
Session Title	
Reading Material	
Additional Reading	
Case	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-7	
Session Title	
Reading Material	

Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-8	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-9	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-10	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-11	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-12	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-13	
Session Title	
Reading Material	

Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-14	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-15	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-16	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-17	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-18	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-19	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-20	
Session Title	
Reading Material	

Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation

PROJECT SCHEDULE (Please mention details of project delivery schedule including timelines)

ATTENDANCE (Please don't change this section as this is institute rule)

Regularity in Attendance

Norms for Sessions Conducted In Physical Classroom

Regular attendance is considered extremely important in the PGCM. All students therefore, must comply on regular attendance in class. The relative deduction of grade points due to shortage of attendance is explained in the table below. Students having attendance of less than 60% (irrespective of medical certificates) shall not be permitted to appear for the examination in that term/academic year and will carry "F" grade in the course.

Unauthorized absence from class/institute will be considered a breach of discipline and the Institute will be free to take appropriate action in such cases. The same student will be asked to face disciplinary committee. Students will not be given any attendance for any committee related activities which warrants them to drop from the class. They are required to undertake all committee related work beyond class hours.

Under extra-ordinary circumstances, students may obtain leave of absence under the following rules and procedures:

- Prior permission of the Director PGCM must be obtained for availing of leave. Students are not permitted to go out of station during the terms. In the event of students visiting their local guardian for overnight stay, they must inform the Director PGCM and admin office (Officer in charge of hostels) and only travel after receiving a proper gate pass. If a student is noticed to be out of station for overnight without any intimation to the Director PGCM, disciplinary action will be taken against him/her to the extent of debarring the student from appearing in the examinations.
- In case of sickness, medical certificate issued and/or countersigned by the doctor along with the prescribed application form must be submitted to the PGCM Office within 3 days of joining classes after illness. No student shall be allowed to join the program unless he/she presents a medical fitness certificate duly endorsed by a Medical Officer of the designated hospital only. No medical certificates from doctors other than the Institute approved hospital will be entertained.
- Institute's approved hospital's Medical Officers will issue medical certificates only in case of diagnosed illness where they are convinced that the student is too ill to attend classes. These include hospitalization, communicable diseases (chicken-pox, jaundice and typhoid) and accidental injuries (fractures, deep traumas).

- For grounds other than sickness, leave will be allowed to students in exceptional cases depending on the genuinity of the case by the PGCM Director. However no compensatory attendance and examination will be held for the period of leave. Students will be awarded grades on the basis of their attendance level and performance only in the classes from which they were present. Before applying for leave to the Director PGCM a student should contact his/her course instructors to ensure that he/she is not missing any quizzes or examinations during the leave period.
- The PGP Office or the faculty concerned will not be responsible for the student losing any segment of evaluation on account of his/her leave. No compensatory opportunity will be given for quizzes and other class room based components on account of leave of any kind.

Attendance for Online sessions - Student Attendance for Sessions

- Student attendance for every session will be recorded through QR Code based scanning method in the LMS CAMU portal.
- QR Code scanning and record attendance option is enabled only on mobile devices through MyCamu app for students.
- QR code will be displayed by the Faculty or the Junior Faculty at any random time during the session to enable students record their attendance. Once QR code is displayed, students are expected to record / submit attendance using their mobile devices within the QR code display window.
- Display of QR code might be done more than once during the session as preferred by the faculty. In case of QR code being shown more than once within the same session, the last attempt will only be considered as final. Hence, students who have already given in the first attempt also need to repeat the QR capture when it is shown second or third time within the same session.
- It is mandatory for the students to remain logged in throughout the session to get attendance. QR code scanning missed for any reason will be considered as absent and any claims / excuses need to be taken up with the respective Faculty / Junior Faculty only for considerations.
- Students need to compulsorily rename their displayed names on the platform to their respective Roll No followed by their first name for easy identification by the faculty / JF.
- Students need to unmute their video / audio settings when demanded by the faculty / JF to confirm their participation / presence. Failure to do so will be treated as absent and attendance will not be marked for such sessions.
- Students need to move to the breakout rooms in the virtual platform when scheduled by the faculty and participate in the discussions to enable them obtain class participation marks.

- Any disruption in the online session due to issues at the student's end will be addressed by the faculty / JF based on the genuineness of the cases for attendance exemptions, if any.
- Students who faced issues in QR code scan for attendance capture in any session need to take up their request for changes / considerations with the respective Faculty / Junior Faculty within the same day. Attendance, once published will not be changed / amended under normal circumstances.
- Condonation of absence during online session is purely at the discretion of the faculty only.

Attendance and Performance Grade Penalty

Each student is expected to attend a minimum of 80% of classes in each course. The grade penalty will be imposed on all the students who do not meet the minimum 80% attendance requirements in each course in the following manner:

Attendance of Student	Performance Grade Penalty
More than or equal to 70% but less than 80%	One grade drop (e.g. from A to A-)
More than or equal to 60% but less than 70%	Two grade drop (e.g. from A to B+)
Less than 60%	F grade will be awarded

If a student gets D grade in a particular course and also gets a grade drop due to attendance shortage, 'D' will become an 'F' grade.

If a student fails to meet the specified attendance requirement, his/her grade in the respective course(s) would be lowered by the Director PGCM in accordance with the grade penalty rules laid down above.

Exiting and Entering –Norms for Sessions Conducted In Physical Classroom

Students are expected to remain in the classroom, be mentally alert, and participate in the class proceedings for the duration. If a student must leave early for unavoidable reasons, that student should obtain permission from the professor before the class begins. Leaving and re-entering the class is not permitted, except under extraordinary circumstances. Faculty members may cross check the attendance and if a student is found absent in the class, the case will be sent to discipline committee and actions will be taken by the committee.

Norms of Behavior

Students should demonstrate respect for Faculty and fellow students. Respectful behavior contributes to the enhanced learning experience. Students should refrain from disruptive behavior such as eating, using laptops, and holding side-conversations. Using laptops during is allowed only on the instruction of the professor. If necessary, the students are expected to seek redress for grievances at a proper forum instead of seeking an immediate solution.

All grievances may be addressed to the PGCM-Director or respective functional heads and in his absence, to the Executive Director. In such cases, a copy should be marked to the above.

Respect the Facilities- Norms for Sessions Conducted In Physical Classroom

Students are expected to help maintain chairs, display screen, desktop computers, LCDs, tables, window curtains and electrical fittings in good usable condition and not damage them or render them useless. Students are expected not to destroy the classroom ambience. The cost of damage, loss or theft on account of students will be recovered from them. When this cannot be attributed to one student, the cost will be recovered from an identifiable group of which the individual is a part or from the entire batch. Students are expected to use cans to dispose of trash. They are also encouraged to remove defacing or unclean material voluntarily.

Essentially, students should always use proper reporting and escalating mechanisms for concerns and issues. Under no circumstances should students take matters into their own hands. Students are expected to use only the students’ dining hall for dining. Classrooms or any of the other administrative or academic areas shall not be used for dining.

Great Lakes has adopted the principle of preserving the environment. Therefore, it tries to inculcate in the minds of its students and staff, a sense of being one with nature causing no harm anytime, anywhere, and under any circumstances which will result in damage to the environment.

Smoking, chewing tobacco and drinking alcohol in and around the premises is strictly prohibited. Severe penalties will accrue to those students caught violating this.

Use of Laptops in the class-Norms for Sessions Conducted in Physical Classroom

Use of laptops in the class is strictly prohibited during class hours, unless specifically authorized by the Faculty or the Academic Administration.

Use of Mobile / other electronic devices

Use of Mobile devices during online or offline sessions are permitted purely for the purpose of QR Code attendance capture and not for other purposes. Students are not to use mobile devices for login to zoom sessions and it is preferable to attend online session only through Web portal of CAMU. Use of any other electronic devices inside the classroom / online session is not allowed under normal settings.

COURSE OUTLINE TEMPLATE – PGDM

Post Graduate Diploma in Management (PGDM)

Faculty Name		Year/Term	
Course Name/Course code		No. of Credits	
No of Contact Hours		Session Duration	hrs

About the Instructor:

(Please provide email ID also):

Sessions Delivery

With the campus reopening and the arrival of students, all teaching sessions will happen only in Classrooms in F2F mode for this term unless forced by external influences. In case of any surge in Covid cases and consequent restrictions imposed by the Government, classes may change over to Online or Hybrid mode as deemed necessary. Hence, *some of the provisions contained in this document are applicable for in-class sessions as well as for online / hybrid mode as applicable and may need to be read in conjunction as relevant.*

For online sessions, please note the following where necessary.

- All online sessions will be conducted over Zoom and the sessions links are integrated through the LMS Portal CAMU.
- Students are required to login using their GL credentials through MyCamu app on web portal for every session in advance. This would ensure that there are no unauthorized students attending the session.
- Students will not forward his/her mail to their friends/relatives to attend a session.
- Students should attend the sessions only in their registered names or mail ids. Currently, Zoom provides the device name as a participant. Upon login, students must rename their display name with their DM No followed by First name. For eg. DM21000.abcd
- Session attendance for all sessions will be through QR code scan which students needs to capture to record their attendance using MyCamu app on their mobile devices. QR based attendance will be mandatory for both Offline (in-class) or online sessions.
- In order to be eligible for attendance for the session, the student needs to be available throughout the session and should show him / herself by enabling the video on a request from the faculty during online mode.
- The overall criteria for the attendance in the course remains at 80%, with a grade drop penalty applicable as laid out in the section on 'attendance and performance grade penalty'

Course Objectives and Key Take Away (Please make the key take always in bullet points or in numbered manner)

Program Outcomes (Please don't change this paragraph as this is related to program learning)

goals.): In addition to the course objectives mentioned above, students should expect to develop the following by end of the course:

1. Possess adequate functional (domain) knowledge & develop skills to assess business environment.
2. Understand importance of ethical behavior in academic & professional lives. Develop emotional quotient through working with local community and improve well-being through social engagement.
3. Demonstrate decision making skills through critical thinking and problem solving skills using appropriate analytical framework, processes & quantitative techniques.
4. Develop effective communication skills, interpersonal skills, organizing skills and ability to work in group.
5. GL graduates will be effective leaders / develop leadership traits to lead people / teams in organizations and institutions.

Suggested Readings / Course Materials (Please mention the details). Faculty may come up with their own course pack, which may be put together using different sources rather than limiting to one text or reference book.

Additional Readings: (Please mention any additional readings/reference books other than text book)

EVALUATION COMPONENTS & COURSE OUTCOME:

Evaluation Component Criterion.

PGDM program curriculum emphasizes the following two principles: (i) Faculty must prepare their course outlines with components of evaluation based on the criteria described in the table below and, (ii) individual components of evaluation should form minimum 60% weightage in a course and group components could form a maximum of 40% weightage in a course.

Table 1. Evaluation Matrix

EVALUATION TYPE	EVALUATION COMPONENTS	Percentage Range
INDIVIDUAL	Mid Term Examination (Mandatory)	15 - 20%
	End Term Examination (Mandatory)	35 - 40%
	Quiz / Simulation / Assignment (Optional)	10 - 20%
GROUP	Case Analysis/ Assignments, Projects/Reports/Presentation	10 - 40%
	Total	100%

Quizzes, mid-term and end-term exams are typically individual components of examination and tests knowledge, application of concepts learnt and problem solving. In addition to quizzes, mid-term and end-term exams, additional assessment tools used include case analysis, assignments, course projects, simulation and role plays.

Course Outcomes. (*Refer Table 5 in this document*)

Table 2. CO ASSESSMENT – Marketing Management Course							
Assessment methods	Assessment type	Marks	Assessment tool	CO	CO	CO	CO
Mid-Term exam	Individual						
End-Term exam	Individual						
Add rows if more....							
Total		100					

Please note: Group component cannot be more than 40% of the course evaluation. Please note that evaluation components will not undergo change during/after the course. If the faculty has decided to follow a distribution as above, they are required to stick to the planned decision.

Please note: Every assessment component should be mapped to at least one CO. Faculty members should assess at least two of the five program outcomes and assess at least one CO for a PO. It is recommended to map a maximum of only two COs to an assessment component. Evaluation components in an exam or any other assessment method should contain questions or any other assessment tool to evaluate the chosen CO(s). List of COs are provided at the end of the document.

COURSE MATERIAL AND HANDOUTS:

Soft copies of course material including case studies will be uploaded on the LMS Platform CAMU under the Teaching Content tab. Hard copies, (when recommended mandatory by the Faculty in exceptional cases) will be distributed prior to the class (for offline sessions, in campus, only) and will be available at resource center for collection by students.

SESSION WISE TOPICS AND READINGS:

Table 3. Session Wise Details	
Session No-1	
Session Title	

Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-2	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-3	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-4	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-5	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-6	
Session Title	
Reading Material	
Additional Reading	
Case	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-7	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-8	

Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-9	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-10	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-11	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-12	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-13	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-14	
Session Title	
Reading Material	
Additional Reading	
Case Title	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-15	

Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-16	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-17	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-18	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-19	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation
Session No-20	
Session Title	
Reading Material	
Additional Reading	
CaseTitle	
Pedagogy	Discussion/Simulation/Group Presentation

PROJECT SCHEDULE (Please mention details of project delivery schedule including timelines)

ATTENDANCE (Please don't change this section as this is institute rule)

Student Attendance for Sessions

- Student attendance for every session will be recorded through QR Code based scanning method in the LMS CAMU portal.
- QR Code scanning and record attendance option is enabled only on mobile devices through MyCamu app for students.
- QR code will be displayed by the Faculty or the Junior Faculty at any random time during the session to enable students record their attendance. Once QR code is displayed, students are expected to record / submit attendance using their mobile devices within the QR code display window.
- Display of QR code might be done more than once during the session as preferred by the faculty. In case of QR code being shown more than once within the same session, the last attempt will only be considered as final. Hence, students who have already given in the first attempt also need to repeat the QR capture when it is shown second or third time within the same session.
- It is mandatory for the students to remain logged in throughout the session to get attendance. QR code scanning missed for any reason will be considered as absent and any claims / excuses need to be taken up with the respective Faculty / Junior Faculty only for considerations.
- For online sessions, Students need to compulsorily rename their displayed names on the platform to their respective Roll No followed by their first name for easy identification by the faculty / JF.
- For online, Students need to unmute their video / audio settings when demanded by the faculty / JF to confirm their participation / presence. Failure to do so will be treated as absent and attendance will not be marked for such sessions.
- For Online sessions, Students need to move to the breakout rooms in the virtual platform when scheduled by the faculty and participate in the discussions to enable them obtain class participation marks.
- Any disruption in the online session due to issues at the student's end will be addressed by the faculty / JF based on the genuineness of the cases for attendance exemptions, if any.
- Students who faced issues in QR code scan for attendance capture in any session need to take up their request for changes / considerations with the respective Faculty / Junior Faculty within the same day. Attendance, once published will not be changed / amended under normal circumstances.
- Condonation of absence during online session is purely at the discretion of the faculty only.

Regularity in Attendance

Regular attendance is considered extremely important for effective and wholesome learning in the PGDM. All students therefore, must comply on regular attendance in class. The relative deduction of grade points due to shortage of attendance is explained in the table below. Students having

attendance of less than 60% (irrespective of medical certificates) shall not be permitted to appear for the examination in that term/academic year and will carry "F" grade in the course.

Student attendance will be a component while grading them for the course. Faculty / JF have been advised to report about habitual absentees (habitual absentee is defined as students absent in the class for more than three classes consecutively).

Unauthorized absence from class will be considered a breach of discipline and the Institute will be free to take appropriate action in such cases. The same student will be asked to face disciplinary committee. Students will not be given any attendance for any committee related activities which warrants them to drop from the class. They are required to undertake all committee related work beyond class hours. However, in exceptional cases, their absence could be condoned by the Program Office on a case to case basis.

Under extra-ordinary circumstances, students may obtain leave of absence under the following rules and procedures:

- In case of sickness, medical certificate issued and/or countersigned by the doctor along with the prescribed application form must be submitted to the PGDMOffice within 3 days of joining classes after illness. No student shall be allowed to join the program unless he/she presents a medical fitness certificate duly endorsed by a Medical Officer.
- For grounds other than sickness, leave will be allowed to students in exceptional cases depending on the genuineness of the case by the PGDM Director. However no compensatory attendance and examination will be held for the period of leave. Students will be awarded grades on the basis of their attendance level and performance only in the classes from which they were present. Before applying for leave to the Director PGDM a student should contact his/her course instructors to ensure that he/she is not missing any quizzes or examinations during the leave period.
- The PGDM Office or the faculty concerned will not be responsible for the student losing any segment of evaluation on account of his/her leave. No compensatory opportunity will be given for quizzes and other class room based components on account of leave of any kind.

Attendance and Performance Grade Penalty

Each student is expected to attend a minimum of 80% of classes in each course. The grade penalty will be imposed on all the students who do not meet the minimum 80% attendance requirements in each course in the following manner:

Table 4. Grade Penalty - Attendance	
Attendance of Student	Performance Grade Penalty
More than or equal to 70% but less	One grade drop (e.g. from A to

than 80%	A-)
More than or equal to 60% but less than 70%	Two grade drop (e.g. from A to B+)
Less than 60%	F grade will be awarded

If a student gets D grade in a particular course and also gets a grade drop due to attendance shortage, 'D' will become an 'F' grade.

If a student fails to meet the specified attendance requirement, his/her grade in the respective course(s) would be lowered by the Director PGDM in accordance with the grade penalty rules laid down above.

Exiting and Entering

Students are expected to remain in the classroom, be mentally alert, and participate in the class proceedings for the duration. If a student must leave early for unavoidable reasons, that student should obtain permission from the professor before the class begins. Leaving and re-entering the class in the middle is not permitted, except under extraordinary circumstances. Faculty members may cross check the attendance record and if a student is found absent (merely logged in over zoom but not present in the online session) in the class, the student will be marked absent besides the case will be sent to discipline committee and actions will be taken by the committee.

Norms of Behavior

Students should demonstrate respect for Faculty and fellow students. Respectful behavior contributes to the enhanced learning experience. Students should refrain from disruptive behavior such as eating, and holding side-conversations. Using laptops during is allowed only on the instruction of the professor. If necessary, the students are expected to seek redress for grievances at a proper forum instead of seeking an immediate solution.

All grievances may be addressed to the PGDM-Director or respective functional heads and in his absence, to the Executive Director. In such cases, a copy should be marked to the above.

Respect the Facilities- Offline sessions

Students are expected to help maintain chairs, display screen, desktop computers, LCDs, tables, window curtains and electrical fittings in good usable condition and not damage them or render them useless. Students are expected not to destroy the classroom ambience. The cost of damage, loss or theft on account of students will be recovered from them. When this cannot be attributed to one student, the cost will be recovered from an identifiable group of which the individual is a part or from the entire batch. Students are expected to use cans to dispose of trash. They are also encouraged to remove defacing or unclean material voluntarily.

Essentially, students should always use proper reporting and escalating mechanisms for concerns

and issues. Under no circumstances should students take matters into their own hands. Students are expected to use only the students’ dining hall for dining. Classrooms or any of the other administrative or academic areas shall not be used for dining.

Great Lakes has adopted the principle of preserving the environment. Therefore, it tries to inculcate in the minds of its students and staff, a sense of being one with nature causing no harm anytime, anywhere, and under any circumstances which will result in damage to the environment.

Smoking, chewing tobacco and drinking alcohol in and around the premises is strictly prohibited. Severe penalties will accrue to those students caught violating this.

Use of Laptops during class- Offline Sessions

Use of laptops in the class is strictly prohibited during class hours, unless specifically authorized by the Faculty or the Academic Administration.

Use of Mobile / other electronic devices

Use of Mobile devices during online or offline sessions are permitted purely for the purpose of QR Code attendance capture and not for other purposes. Students are not to use mobile devices for login to zoom sessions and it is preferable to attend online session only through Web portal of CAMU. Use of any other electronic devices inside the classroom / online session is not allowed under normal settings.

Table 5. LIST OF COURSE OUTCOMES (CO)

Please check the expected Program Outcomes for this course, choose the relevant CO-PO matrix and then proceed to choose the right Course Outcome for assessment.

CO	Description
1.1	Understand business concepts and develop critical thinking in functional areas (e.g., Economics, Finance, Org. Behavior, HR, Operations, Analytics, Marketing, Strategy) [1.1]
1.2	Apply concepts learnt to evaluate business issues or complete business environment analysis by adopting various conceptual frameworks [1.2]
1.3	Demonstrate problem solving skills in functional areas by applying concepts, tools and techniques covered in the course [1.3]
1.4	Develop business plans for products and services [1.4]
2.1	Know professional code of conduct in different disciplines / courses forming part of curriculum [2.1]

2.2	Identify ethical dilemmas in a business case or assignment setting and apply ethics framework to arrive at resolution of such dilemmas. [2.2]
2.3	Exhibit individual and group ethics in academic and non-academic activities during the program [2.3]
2.4	Demonstrate understanding of ethical and societal impact of managerial decisions made. [2.4]
2.5	Work individually and/or in groups and demonstrate social engagement through specific projects, initiatives implemented to serve local community (ies). [2.5]
3.1	Develop effective decision making skills by analyzing complex business issues and learn to take strategic decisions. [3.1]
3.2	Demonstrate problem identification and solving skills through courses and course components [3.2]
3.3	Integrate functional skills and apply them in business contexts. [3.3]
3.4	Understand business problems, apply analytical skills and demonstrate critical thinking, analytical problem-solving skills. [3.4]
3.5	Demonstrate understanding and application of analytics tools and techniques to solve business problems. [3.5]
4.1	GL students will demonstrate effective oral and/or written communication skills [4.1]
4.2	GL students will demonstrate written communication skills through exams, term project reports, case analysis reports, progress reports or assignments. [4.2]
4.3	GL students will demonstrate interpersonal interaction and communication skills through presentation of group assignments, project reports and case analysis associated with courses. [4.3]
5.1	Develop and demonstrate skills related to strategic thinking, planning and execution. [5.1]
5.2	Develop and demonstrate people leading skills, associated with selection, communication, direction and mentoring subordinates and peers in organizations. [5.2]
5.3	Demonstrate new business development skills through business environment analysis, consumer need analysis, creating value proposition and creating a business plan. [5.3]
5.4	Demonstrate ability to lead teams and complete assignments and projects in an organizational setting. [5.4]

ASSESSMENT OF PO & CO – ANNEXURE TO COURSE OUTLINE
(For office use only. Not to be circulated to students)

PROGRAM	PGDM	TERM	
COURSE NAME		TYPE	CORE / ELECTIVE

Instructions:

1. Faculty members are advised to choose one of the expected Course Outcome (CO) – Program Outcome (PO) matrix based on the representative samples given below. This is based on the goals and objectives chosen for marker courses that the institute follows. Faculty members are at liberty to change this based on discussion with Area Chair.
2. Area Chair to approve the assessment sheet
3. Please ensure that at least two POs are chosen for a course and measure at least one CO for every PO chosen. Faculty members can choose a maximum of two COs for a chosen PO, which could be assessed using multiple assessment methods / tools.
4. Brief description of POs are provided below:

PO number	Definition	Description
1	Possess adequate functional (domain) knowledge & develop skills to assess business environment.	Evaluates ability of students to obtain functional knowledge, develop critical thinking skills in the functional area, develop ability to apply concepts learnt in the course and analyze the business environment.
2	Understand importance of ethical behavior in academic & professional lives. Develop emotional quotient through working with local community and improve well-being through social engagement.	This PO evaluates the student's ability to identify ethical dilemmas in organizational settings and resolve them using concepts learnt in course. Expects students to follow ethical practices in and outside of classrooms. Students are expected to develop emotional quotient and social engagement skills.
3	Demonstrate decision making skills through critical thinking and problem solving skills using appropriate analytical framework, processes & quantitative techniques.	Develop problem identification and decision making skills using analytical tools and techniques. Understand business problems, develop analytical thinking skills by applying relevant analytical tools and techniques to solve business problems.
4	Develop effective communication skills, interpersonal skills, organizing skills and ability to work in group.	Evaluates ability of students to demonstrate oral and written communication skills and additionally ability to work in groups and demonstrate team work.
5	GL graduates will be effective leaders / develop leadership traits to lead people / teams in organizations and institutions.	Demonstrate people leading skills, ability to develop business development plans and demonstrate people leading skills in classroom setting using organizational examples / cases.

AREA-WISE EXPECTED CO-PO MATRIX

The list below provides the POs chosen for marker courses that we are already assessing for other accreditations. Faculty & Area Chair may choose to measure the POs already mentioned or if they so desire may add POs. Assessment Methods and Tools provided in each of the table below is for representational purpose and the faculty members are at liberty to choose their own assessment methods and tools, subject to minimum % to be allotted for individual and group assignments.

FACULTY MEMBERS TO CHOOSE THE TABLE APPLICABLE FOR THEIR COURSES

ECONOMICS COURSES

	Assessment Method & Tool	PO1 (1.1)	PO1 (1.3)	Add if required	
CO1	(e.g., Mid Term, Q1 & Q2)	3			
CO2	(e.g., End Term, Full paper)	2	3		
CO3	(e.g., Project)	2	3		
CO4					
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
Economics	Macro Economics	Core
Economics	Micro Economics	Core

STATISTICS & ANALYTICS COURSES

	Assessment Method & Tool	PO1 (1.3)	PO3 (3.1)	PO3 (3.4)	
CO1	(e.g., Mid Term, Q1 & Q2)	3	2	2	
CO2	(e.g., End Term, Full paper)	2	3	2	
CO3	(e.g., Project)	2	2	3	
CO4					
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
Analytics	Business Statistics	Core
Analytics	Business Maths	Core
Analytics	Business Analytics	Core
Analytics	Marketing Analytics*	Elective
Analytics	Data Visualisation and BI: Tableau, Power BI	Elective

Analytics	Deep Learning	Elective
Analytics	Web and Social Media Analytics*	Elective
Analytics	Natural Language Processing	Elective
Analytics	Business Applications of AI	Elective

FINANCE COURSES

	Assessment Method & Tool	PO1 (1.1)	PO1 (1.3)	PO3 (3.1)	
CO1	(e.g., Mid Term, Q1 & Q2)	3		2	
CO2	(e.g., End Term, Full paper)	1	3	2	
CO3	(e.g., Project)	1	3	3	
CO4					
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
Finance	Financial Accounting for Decision Making +FADM Tutorials	Core
Finance	Financial Management-1	Core
Finance	Cost and Management Accounting	Core
Finance	Financial Management-2	Core
Finance	Corporate Tax	Core
Finance	Financial Statement Analysis	Elective
Finance	Options, Futures and Derivatives	Elective
Finance	Fixed Income Securities	Elective
Finance	Financial Modelling	Elective
Finance	Security Analysis and Portfolio Management	Elective
Finance	Investment Banking	Elective
Finance	Commodities Markets	Elective
Finance	Financial Risk Analytics*	Elective
Finance	Management of Commercial Banks	Elective
Finance	Trading Strategies	Elective
Finance	Corporate Valuation	Elective

MARKETING COURSES

	Assessment Method & Tool	PO1 (1.1)	PO4 (4.1)	Add if required	
CO1	(e.g., Mid Term, Q1 & Q2)	3	1		
CO2	(e.g., End Term, Full paper)	2	2		

CO3	(e.g., Project)	2	2		
CO4	(e.g., case analysis)	3	3		
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
Marketing	Marketing Management	Core
Marketing	Marketing Research	Core
Marketing	Digital Marketing	Elective
Marketing	Consumer Behaviour	Elective
Marketing	Services Marketing	Elective
Marketing	Sales and Distribution Management	Elective
Marketing	Customer Relationship Management	Elective
Marketing	Integrated Marketing Communications	Elective
Marketing	B2B Marketing	Elective
Marketing	Marketing Metrics	Elective
Marketing	Markstrat Simulation	Elective
Marketing	Retailing Management	Elective
Marketing	Brand Management	Elective

OPERATIONS MANAGEMENT

	Assessment Method & Tool	PO1 (1.3)	PO3 (3.1)	PO3 (3.3)	
CO1	(e.g., Mid Term, Q1 & Q2)	3	1	2	
CO2	(e.g., End Term, Full paper)	2	2	2	
CO3	(e.g., assignment)	2	2	2	
CO4					
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
Operations /IT	Productions and Ops Management	Core
Operations /IT	Management Information System	Core
Operations /IT	Optimization Business Model for Decision Making	Core
Operations /IT	Logistics and Supply Chain Management	Elective
Operations /IT	IT Consulting	Elective

Operations /IT	Management Services Operations	Elective
Operations /IT	Project Management	Elective
Operations /IT	Supply Chain Operations and Analytics	Elective
Operations /IT	Enterprise Resource Planning	Elective
Operations /IT	Strategic Sourcing and Supply Chain Management	Elective
Operations /IT	International SCM	Elective
Operations /IT	Total Quality Management	Elective

OB & HR COURSES

	Assessment Method & Tool	PO1 (1.1)	PO4 (4.2)	PO4 (4.3)	
CO1	(e.g., Mid Term, Q1 & Q2)	3	1	1	
CO2	(e.g., End Term, Full paper)	3	2	2	
CO3	(e.g., Presentation)	2	3	3	
CO4					
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
OB & HRM	Individuals in Organizations (OB-1)	Core
OB & HRM	Groups in Organizations (OB-2)	Core
OB & HRM	Human Resource Management	Core

STRATEGY COURSES

	Assessment Method & Tool	PO3 (3.1)	PO4 (4.1)	Add if required	
CO1	(e.g., Mid Term, Q1 & Q2)	3			
CO2	(e.g., End Term, Full paper)	3	2		
CO3	(e.g., Case presentation)	3	3		
CO4					
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
Strategy	Strategic Management	Core
Strategy	Virtual Business - Small Business	Core
Strategy	Understanding Emerging Markets	Core
Strategy	Boardroom simulation	Core
Strategy	Strategy Execution including Economics of Strategy	Elective
Strategy	New Venture Planning	Elective
Strategy	Management Consulting	Elective

LEADERSHIP COURSES

	Assessment Method & Tool	PO5 (5.1)	PO5 (5.3)	Add if required	
CO1	(e.g., Mid Term, Q1 & Q2)	3			
CO2	(e.g., End Term, Full paper)	1	3		
CO3	(e.g., Project)	1	3		
CO4					
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
OB & HR	Entrepreneurship	Core
OB & HR	Business Ethics & Leadership	Core

COMMUNICATION COURSES

	Assessment Method & Tool	PO4 (4.1)	PO4 (4.2)	PO1 (1.4)	
CO1	(e.g., Mid Term, Q1 & Q2)	3	1	1	
CO2	(e.g., End Term, Full paper)	2	2	2	
CO3	(e.g., Presentation)	1	3	2	
CO4					
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
OB & HR	Verbal & Written Communication	Core
General	Mandarin / Language Lab	Core

OTHER COURSES (INTERNSHIP, EMPIRICAL STUDIES)

	Assessment Method & Tool	PO3 (3.3)	PO3 (3.4)	PO3 (3.5)	
CO1	(e.g., Synopsis / Weekly report)	1	1	1	
CO2	(e.g., Interim Report)	2	2	2	
CO3	(e.g., Final Report)	2	3	2	
CO4					
Avg.	(Average of all rows)				

AREA	COURSE NAME	TYPE
General	Karma Yoga	Core
General	Emprical study	Core
General	Internship	Core

COURSE OBJECTIVES (TO BE FILLED BY FACULTY)

Please note: Every assessment component should be mapped to at least one CO. Faculty members should assess at least two of the five program outcomes and assess at least one CO for a PO. It is recommended to map a maximum of only two COs to an assessment component. Evaluation components in an exam or any other assessment method should contain questions or any other assessment tool to evaluate the chosen CO(s).

Table 3. CO ASSESSMENT – Marketing Management Course							
Assessment methods	Assessment type	Marks	Assessment tool	CO	CO	CO	CO
Mid-Term exam	Individual						
End-Term exam	Individual						
Total		100					

Course Outcomes mapped to PO

	PO	CO1	CO2	CO3	CO4	CO5
P01	Possess adequate functional (domain) knowledge & develop skills to assess business environment.	Understand business concepts and develop critical thinking in functional areas (e.g., Economics, Finance, Org. Behavior, HR, Operations, Analytics, Marketing, Strategy) [1.1]	Apply concepts learnt to evaluate business issues or complete business environment analysis by adopting various conceptual frameworks [1.2]	Demonstrate problem solving skills in functional areas by applying concepts, tools and techniques covered in the course [1.3]	Develop business plans for products and services [1.4]	
P02	Understand importance of ethical behavior in academic & professional lives. Develop emotional quotient through working with local community and improve well-being through social engagement.	Know professional code of conduct in different disciplines / courses forming part of curriculum [2.1]	Identify ethical dilemmas in a business case or assignment setting and apply ethics framework to arrive at resolution of such dilemmas. [2.2]	Exhibit individual and group ethics in academic and non-academic activities during the program [2.3]	Demonstrate understanding of ethical and societal impact of managerial decisions made. [2.4]	Work individually and/or in groups and demonstrate social engagement through specific projects, initiatives implemented to serve local community (ess). [2.5]
P03	Demonstrate decision making skills through critical thinking and problem solving skills using appropriate analytical framework, processes & quantitative techniques.	Develop effective decision making skills by analyzing complex business issues and learn to take strategic decisions. [3.1]	Demonstrate problem identification and solving skills through courses and course components [3.2]	Integrate functional skills and apply them in business contexts. [3.3]	Understand business problems, apply analytical skills and demonstrate critical thinking, analytical problem solving skills. [3.4]	Demonstrate understanding and application of analytics tools and techniques to solve business problems. [3.5]
P04	Develop effective communication skills, interpersonal skills, organizing skills and ability to work in group.	GL students will demonstrate effective oral and/or written communication skills [4.1]	GL students will demonstrate written communication skills through exams, term project reports, case analysis reports, progress reports or assignments. [4.2]	GL students will demonstrate interpersonal and communication skills through presentation of group assignments, project reports and case analysis associated with courses. [4.3]		
P05	GL graduates will be effective leaders / develop leadership traits to lead people / teams in organizations and institutions.	Develop and demonstrate skills related to strategic thinking, planning and execution. [5.1]	Develop and demonstrate people leading skills, associated with selection, communication, direction and mentoring subordinates and peers in organizations. [5.2]	Demonstrate new business development skills through business environment analysis, consumer need analysis, creating value proposition and creating a business plan. [5.3]	Demonstrate ability to lead teams and complete assignments and projects in an organizational setting. [5.4]	

Annexure 16

(refers Para 2(a) of Appendix A)

Course Outline - Template Guidelines **Amplifying Instructions**

1. A course outline has to be developed and made available to every student at the outset of a credit course. The course outline should outlay the learning methodology & outcomes, key take aways from the course and a detailed session-wise relevant topics that will be delivered during each teaching session. Consistency of information in a course outline across multiple sections are mandatory.
2. Course details info.
 - Use headings as provided on the course outline template.
 - Semester/year should also be included in the course outline header
 - Name of program which is responsible for the course
 - Provide Instructor's name and contact information
 - If there are more than two instructors (each having unique sections of the course) it is recommended that separate outlines be created for each instructor.
3. General Course Expectations: This section can include course expectations but not limited to following:-
 - Assessments
 - Submission of assignments
 - Dress / conduct
 - Using cellphones or electronic devices
 - Taking absence during teaching period
4. Course objectives / key take away. Course objective should reflect the key knowledge, skills and attributes covered in the course
5. Learning Goals. In addition to the course objectives, course delivery planned and assessed to develop the following learning goals.

- Decision making and analytical ability,
- Critical analysis and creative communication skills,
- Interpersonal communication and group working ability.

6. Required Text (s), Materials, and Technology. The resource materials required may be grouped into the following and reflected accordingly.

- Required text book, reference materials, pre-reads, special articles etc.
- Course materials that is required for the delivery of course
- List of required technology that is mandatory for the course delivery

7. Evaluation components. The amplifying instructions on evaluation components are summarized below. It may be noted that these components are subject to change from time to time and may also be Program specific when considered necessary.

- The evaluation components is to be planned and informed to students at the beginning of the term, will not undergo change during / after the course. Faculty after planning the evaluation is required to stick to the planned decision.
- A minimum of three components should be included for each course assessment
- Group component cannot be more than 40% of the course evaluation.
- The end term exam should carry a minimum weightage of 35%

Annexure 17
(refers to Para 6(a)(iii) of Appendix C)

Proforma for affidavit (To be printed on a non-judicial stamp paper of Rs.20/-)

AFFIDAVIT

I _____, son / daughter of Shri _____, resident of _____, hereby solemnly declare and affirm as under:

1. That, I was a student of _____ (Program), _____ (Batch) from _____ to _____ at Great Lakes Institute of Management, Chennai.

2. That, I appeared and passed the _____ (Program) examinations successfully in the year _____.

3. That, the original Course Certificate / Mark sheet conferred upon me by Great Lakes Institute of Management, Chennai has actually been lost / damaged beyond recognition due fair, wear & tear* and to the best of my knowledge and belief, there is no immediate likelihood of the said original certificate(s) being traced out / not usable as a document of reference in future*. (strike out the one not applicable)

4. That, I will surrender the damaged original certificate to the institute (or) in the unlikely event of the original Course Certificate(s) ever getting found, the same will not be misused by me and I will also intimate the same to Great Lakes Institute of Management, Chennai.

Deponent

Verification

Verified that the contents of this affidavit are true and correct to the best of my knowledge and belief and nothing has been concealed therein.

Date:
Place:

Deponent

Countersigned

Date:
Place:

Notary

Annexure 18
(refer to Para 6(a)(iv), Appendix C)

Great Lakes Institute of Management
Chennai



To

The Director, CAA
Great Lakes Institute of Management
Bala V Balachandar Campus, East Coast Road, Manamai
Tamil Nadu – 603 102

Form D-1

Application for Issue of Duplicate Certificates

1	Student's Name	
2	Father / Guardian Name	
3	Enrolment No	
4	Program of Study	
5	Year of Passing	
6	Identity Proof ** (specify)	
7	Documents required	Course Certificate / Mark sheet (strike not applicable)
8	Reason for request	
9	Details of FIR lodged*	
10	News advt details*	
11	Affidavit details*	
12	Copy of certificates enclosed	Yes / No
13	Correspondence address with Mob No & email id	
14	Details of payments made	

Certify:- I hereby certify that I give consent to Great Lakes Institute of Management, Chennai for sending my Course Certificate and Mark Transcript by Courier at the mailing address provided by me as above. Further, after dispatch, in case of any wear-and-tear or loss of document(s) during transit, the institute will not be held responsible and I understand that no claim(s) will be entertained by the institute in this regard.

15	Signature & date	
----	------------------	--

Note:- * Attach original copies of these documents alongwith the signed application. Forward soft copy of the application as advance info. ** Forward a soft copy of Id proof by email and Xerox copy along with application. Attach Xerox copies of lost certificates, if held.

Annexure 19
(refers to Para 7(a) (i) of Appendix C)

Great Lakes Institute of Management
Chennai



To

Form T-1

The Director, CAA
Great Lakes Institute of Management
Bala V Balachandar Campus, East Coast Road, Manamai
Tamil Nadu – 603 102

<u>Application for Issue of Transcripts of Certificates</u>		
1	Student's Name	
2	Father / Guardian Name	
3	Enrolment No	
4	Program of Study	
5	Year of Passing	
6	Identity Proof * (specify)	
7	Documents required	Course Certificate / Mark sheet (strike one not applicable)**
8	Purpose	
9	Office address for dispatch of documents***	
10	Copy of certificates enclosed	Yes / No
11	Correspondence address with Mob No & email id	
12	Details of payments made	
13	Signature & date	

Note:- * Forward a Xerox copy of Id proof with application. Send soft copy by email as advance information

** Attach photo copies of the documents alongwith the signed application. Forward soft copy of the application as advance info to initiate the process.

*** Attested transcripts will be dispatched directly to the official addressee only

Great Lakes Institute of Management
Examination Department – Invigilator Record Note

1. **Date of Exam:** _____ **Time :** _____

2. **Program :** _____ **Term :** _____ **Batch:** _____

3. **Course / subject:**

4. **Reconciliation Statement:**

Item	Received	Used	Returned	Invigilator	CAA Staff
Question Papers					
Main Answer Sheets					
Addl Answer sheets					
Miscellaneous					

Annexure 21
(refers to Para 25 of Appendix D)



EXAMINATION OFFICE – CAA
INVIGILATOR’S INCIDENT REPORT

Invigilator’s Name: _____ Date : _____

Exam:- _____ Course:- _____

Name of Student:- _____ FT No. _____

Incident:- _____

Brief Description:-

Action Taken:- _____

Student Sig:- _____ Inv Signature:- _____

Exam Office:- _____

For Office Purpose Only

Dir CAA Remarks:- _____

Decision Taken: _____

DAC Review : Yes / No

Dir, CAA Sig: _____



Great Lakes Institute of Management

Chennai Campus

RESOURCE MATERIAL ORDER

Program Title: _____

Batch : _____ **Term :** _____

Please find below the details to procure the “.....” course text book for the abovementioned Program / course.

NAME OF THE PROGRAM
DETAILS OF YEAR & BATCH
DETAILS OF TERM
NAME OF THE COURSE
NAME OF THE COURSE TEACHER
TITLE OF THE BOOK & DETAILS OF THE BOOK
TOTAL STRENGTH OF THE CLASS
NO OF COPIES REQUIRED TO BE SUPPLIED (Including faculty copy)
Course start date