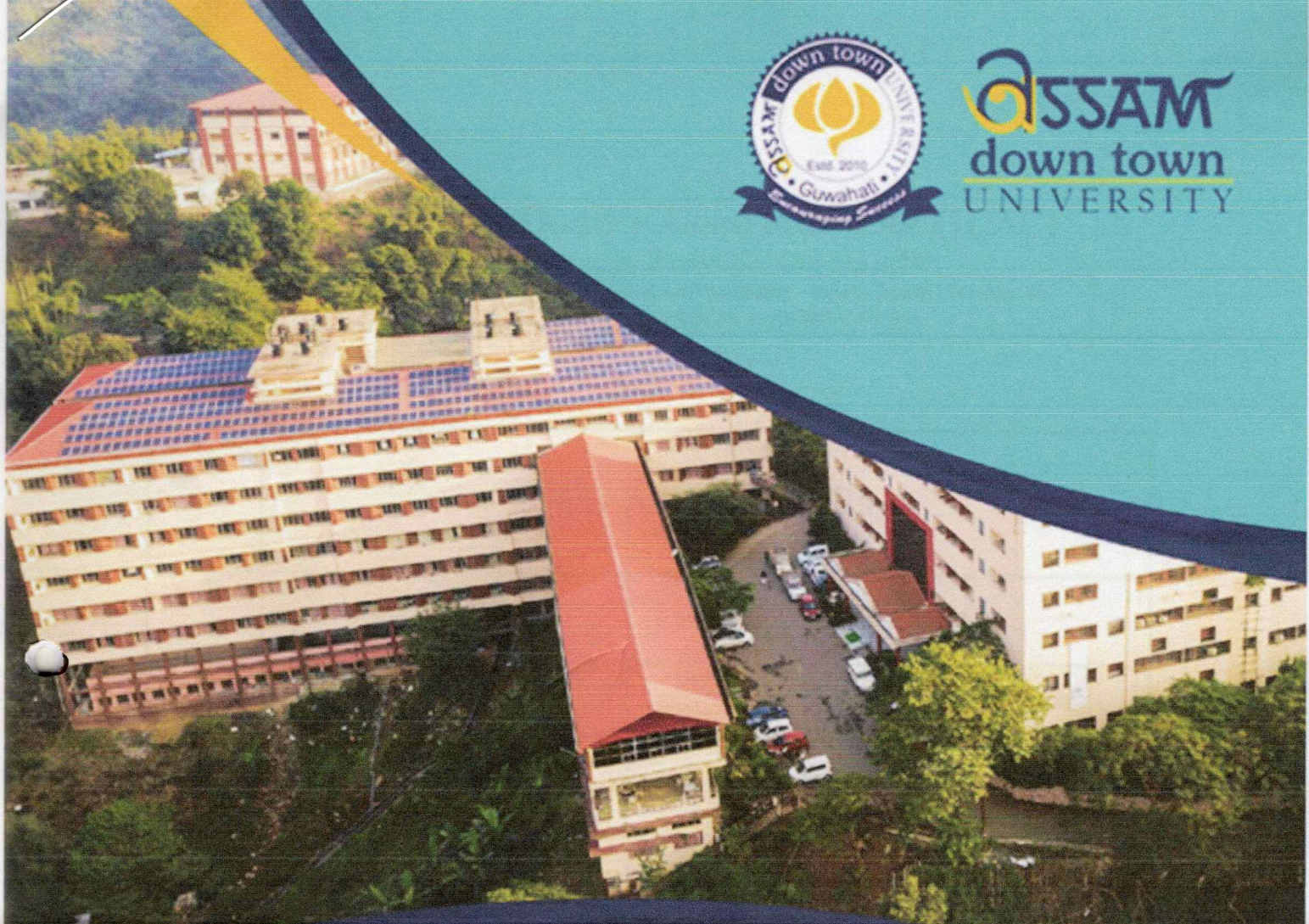


ASSAM
down town
UNIVERSITY



Mentor-Mentee Policy

Version 1.1

w.e.f: 14.08.2022

Assam down town University
Sankar Madhab Path, Gandhi Nagar,





ASSAM
down town
UNIVERSITY

Internal Quality Assurance Cell (IQAC)

Gandhinagar, Panikhaiti, Guwahati-26

(Permission Granted Via The ASSAM ACT, NO. VIII OF 2010, Gazette [No. LGLB/2010/11] An
ISO 9001:2015 certified & NAAC accredited University

S. No.	POLICY PARTICULARS	
1.	Name of the Policy	Mentor-Mentee
2.	Policy Issue/Notification Number/Memo Number	AdtU/IQAC/Pol-2022/88
3.	Date of Release	13.08.2022
4.	Effective From	14.08.2022
5.	Approval Date	13.08.2022
6.	Version	1.1
7.	Policy Title(Required)	Mentor-Mentee Policy
8.	Supersede	N.A
Approved By:		
		



STUDENT PROGRESSION AND MENTORING/ COUNSELLING POLICY

1. SHORT TITLE AND COMMENCEMENT

The policy shall be called the Assam down town University 'Student Progression & Mentoring/Counselling Policy', and shall come into effect from the date of approval by the concern authorities of the university.

1. AIM

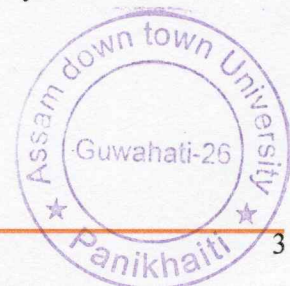
Aim of the policy is to provide guidelines for student mentoring/ counselling program of the university.

2. APPLICABILITY

- 2.1 The policy shall be applicable to all students who are enrolled in a full-time program of the university;
- 2.2 The university may, selectivity makes this policy applicable to part- time students as well.

3. DEFINITIONS

- 3.1 "University" means the 'Assam down town University', Guwahati, Assam.
- 3.2 "Faculty of Studies" means constituent unit of the University. A faculty of studies may have two or more programme for imparting instruction.
- 3.3 "Dean" means the dean of a faculty of studies of the university.
- 3.4 "Programme" means a unit of a faculty of studies or a centre of the university for the delivery of academic programs; or is headed by a programme coordinator.
- 3.5 "Psychological Counsellor" means a person trained to provide help and guidance to the students, parents and employees on personal or psychological issues.
- 3.6 "Mentor" means a faculty member of a "programme" or a centre tasked with mentoring/counselling the students in order to maximize their learning potential.
- 3.7 "Mentee" means a student who is advised, trained or mentored by a mentor.

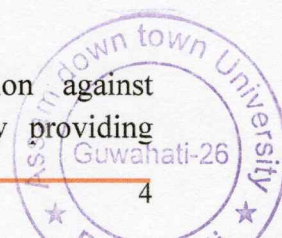


4. OBJECTIVES OF THE MENTORING/COUNCELLING PROGRAM

4.1 The mentoring/counselling program of the 'Assam down town University' is designed to serve the following objectives:

- 4.1.1 Provide friendly support to the students for their well-being during their stay on the campus and for their personal and professional development by 360⁰.
- 4.1.2 Help acclimatize students from diverse backgrounds on the education system and learning environment of the university.
- 4.1.3 Provide a free and neutral space to the students for sharing academic and personal challenges arising in a new environment.
- 4.1.4 Help students to take proper direction as they leave the campus, viz. higher education in a specialized field (both in India and abroad), job (different types of career options), entrepreneurship, etc.
- 4.1.5 Develop talents in students and encourages them to discover their extra-curricular interests/hobbies, viz. sports, fine-arts, etc.
- 4.1.6 Resolve specific teaching-learning related difficulties of mentees and help them to cope up with problems arising out of academic rigor or inadequacy of academic support.
- 4.1.7 Help students address reasons for shortfall in their academic performance and / or class participation, and render advice on low attendance.
- 4.1.8 Extend beyond the classroom support, whatever support is essential for improvement of the overall student experience and suggest specific interventions to facilitate successful completion of graduate program.
- 4.1.9 Help students improve their self-confidence and maximize their potential.
- 4.1.10 Disseminates information about different academic programs of the university and provides efficient time management and learning skills to the students.
- 4.1.11 Facilitate to resolve day to day administrative problems that a student may generally face.
- 4.1.12 Addresses academic issues of students, e. g. inadequate academic performance, and fall of attendance, lack of basic IT skills and language skills of students, particularly from non-English background.

4.2 The mentoring/counselling program shall also provide a cushion against homesickness and assists in adjusting to the new environment by providing



personalized guidance. The following orientation/training programs could be organized:

- 4.2.1 Counselling for Academic Excellence - Closely monitoring the Academic Progress of the students
- 4.2.2 Orientation Program for new students to acquaint them with the university
- 4.2.3 Awareness on Anti-ragging, gender sensitization, etc.
- 4.2.4 Increasing digital and financial literacy
- 4.2.5 Stress and time management
- 4.2.6 Health care and hygiene
- 4.2.7 Career counselling
- 4.2.8 Motivational lectures by eminent speakers
- 4.2.9 Psychological Counselling (as and when required)

5. MENTORING/COUNCELLING POLICY OF THE UNIVERSITY

- 5.1 As a policy, mentoring/counselling facility shall be extended to all students of the university. However, attendance in the mentoring/counselling sessions shall be need based.
- 5.2 Every student shall be assigned a Mentor on day one of enrolment and mentoring/counselling program is taken up by a mentor @ 1:15 (Or 1:20) ratio (faculty: students) and ably supported by other faculty members, staff and senior students. The list of Faculty of Studies-wise mentors and the mentees (students) should be sent to the office of Dean Academics.
- 5.3 The mentors shall meet the assigned mentees during the orientation session for formal introduction. Thereafter, the mentor shall hold a familiarization meeting with assigned mentees for personal interaction.
- 5.4 The mentor shall meet the mentees individually or in groups, as the situation demands, at least once in a week regularly. The mentoring/counselling sessions can be requirement based. However, in case needed, it shall be open for a Mentee to approach and seek mentoring/counselling support at any other time at the convenience of the mentor.
- 5.5 The mentoring/counselling shall be held during the office hours and the mentees shall be informed by mentors shall intimate through WhatsApp, about the schedule of mentoring/counselling meetings along with the time and place. The mentors

should be flexible and approachable especially for student hailing from other states/ countries with different cultural backgrounds.

- 5.6 The mentees shall primarily be responsible to contact the Mentors. However, the mentor can also take steps to contact his/her mentees initially.
- 5.7 The mentoring/counselling shall cover academic issues, personality problems (shyness in classroom/ communication problems, etc), psycho-social problems (feelings of isolation), or other situations faced by the mentees. For personality and psycho-social problems, the mentors shall arrange counselling with the university psychological counsellor.
- 5.8 Besides stressing the importance of attending the mentoring/counselling sessions, the mentors shall encourage the mentees to use their time effectively and productively.
- 5.9 The mentors should encourage the mentees both during the times of disappointment as well as success, He/she should be mindful of signs of emotional and physical stress. If necessary, such mentees should be referred to the university psychological counsellor for counselling.
- 5.10 The mentors shall assess the progress of assigned mentees monthly by reviewing the attendance/grades and any other available information.
- 5.11 Issues like students facing bullying, etc. shall be brought to the notice of the program coordinator and dean and, if necessary, referred to the university psychological counsellor for counselling. cases of serious nature should be reported immediately without delay to the dean academics office for appropriate action.
- 5.12 The mentors shall record interactions with mentees on proforma- 'Student Progression & Mentoring/ Counselling Record (SPMCR)', specifically designed for the purpose by office of the dean academics.

6. MENTORING/COUNSELLING PROCEDURE

- 6.1 The mentoring/counselling of a programme shall be overseen by a mentor who, in tandem with the programme coordinator as well as dean, shall facilitate the smooth functioning and effectiveness of the counselling at the programme level.
- 6.2 The 'Student Progression & Mentoring/ Counselling Record' (SPMCR- Booklet will be issued to the mentors @ 1 per mentee (student). the mentor is requested to start filling up the mentoring/counselling report from the first meeting. The following steps may be followed:

6.2.1 Allocation of 15-20 students to mentor

6.2.2 1st meeting with mentor: -

- Filling the mentoring/counselling record by students/mentor
- Personal interaction with students by mentor
- Preparing a WhatsApp group with students & parents phone numbers.

6.2.3 2nd meeting with mentor

- Basic motivation
- Career opportunities in the respective branch of study
- Programme statistics (alumni, placements, infrastructure, faculty, research)
- Assuring the students enough freedom to contact mentor for any kind of problem (academic, personal and non-academic)

6.2.4 Regular (weekly) meetings

- Enquire about their general well-being and academic performance
- Updating their progress in SPMCR
 - Attendance
 - Internal assessment marks
 - Co-Curricular achievements
 - Extra-Curriculum achievements
 - Indiscipline issues

6.2.5 Semester end meeting

- Consolidated progress sheet
 - Academic marks %
 - Backlogs, if any
 - Other achievements
 - Other issues

6.3 At the end of a semester, each mentor shall, forward mentoring/counselling feedback of his/her programme to the programme coordinator and dean for detailed analysis and appropriate action.

7. ROLE OF PROGRAMME COORDINATOR FOR MENTORING/ COUNSELLING

The role of the programme coordinator for the mentoring/counselling shall be to:

- 7.1 Oversee and coordinate the functioning of the mentors of the respective programme.
- 7.2 Disseminate and help understand the aims and objectives of the mentoring/counselling to the mentors and share the context and common student concerns.
- 7.3 Plan and coordinate the mentoring/counselling activity with the mentors of the programme.
- 7.4 Help, office of the dean academics to arrange training programs for mentors at the commencement of the academic year to ensure uniformity in mentoring/counselling program delivery.
- 7.5 To be a single point of contact for overall information concerning the mentoring/counselling program at the programme level.
- 7.6 Make timely mentor/mentee allocation and monitor the mentoring/counselling program effectiveness.
- 7.7 Maintain mentor-mentee lists and submit the report to the dean, faculty of studies every month as well as office of the dean academic.
- 7.8 Convene interactive sessions with mentors to understand the challenges faced by them and address their concerns.
- 7.9 Analyze the feedback received from mentees and recommend action to the dean, faculty of studies.
- 7.10 Review the delivery of mentoring/counselling program, whenever required, to improve mentoring/counselling practices/process effectively.
- 7.11 Attend monthly coordination meetings with dean academics and psychological counsellor for exchange of inputs concerning resolution of problems faced by students, both academic and non-academic in nature.

8. ROLE OF MENTORS FOR MENTORING/COUNSELLING

- 8.1 The mentors at the programme shall be responsible for actual mentoring/counselling of the mentees assigned under the direction of the dean in consultation with the concerned programme coordinators of the respective programme.

- 8.2** The mentor(s) shall be identified by the programme coordinator and appointed by the deans of the respective faculty of studies for the duration of the mentee's programme.
- 8.3** The mentors shall have the most crucial role as they would directly interact with and engage with the mentees assigned to them. the roles of the mentor shall be to:
- 8.3.1** Help newly admitted students with a supportive environment and help them adjust to the university academic policies.
 - 8.3.2** Be familiar about the socio-cultural backgrounds of mentees and help them to overcome challenges arising from a multicultural classroom environment.
 - 8.3.3** Establish a sustained connect with the mentees, be helpful and encourage them to come up with their problems.
 - 8.3.4** Conduct interactive mentoring/counselling sessions to engage with the mentees to identify and understand their strengths and areas of improvement. also identify their short term, medium term and long-term goals and guide them towards the same. the sessions can be one-on-one or in a group depending upon the situation.
 - 8.3.5** Be available to the mentees beyond the classroom and keep them informed if for some unforeseen reason they are unavailable for a scheduled mentoring/ counselling session.
 - 8.3.6** Be empathetic, unbiased and good listeners.
 - 8.3.7** Maintain regular feedback on mentees attendance regularity, academic performance, conduct, etc. and advise/mentor on short fall, if any.
 - 8.3.8** Positively communicate to the concerned faculty/ official, mentees concern about a particular course of other matters.
 - 8.3.9** Keep the programme coordinator informed of the issues that require attention.
 - 8.3.10** Identify mentees with attitudinal problems requiring psychological counselling and refer them to the university psychological counsellor.
 - 8.3.11** Maintain strict confidentiality on personal/sensitive nature.

9. MENTEES RESPONSIBILITY

- 9.1** The primary aim of the mentoring/counselling program is to facilitate the learning efforts of the mentees (students) and providing an enabling campus environment. the

mentee should, in their own interest, make use of the same in the best possible manner.

9.2 All mentees are, therefore, expected to:

9.2.1 Take maximum advantage of the mentoring/counselling program of the university and meet designated mentors on a regular basis to resolve their academic/ other issues.

9.2.2 Follow the instructions of the mentors to resolve issues.

9.2.3 Have a sense of responsibility and commitment towards their learning pursuits.

9.2.4 Take the feedback provided by the Mentors positively and make serious efforts to act upon and improve.

9.2.5 Be open and receptive to the new methods of teaching-learning and seek help, whenever required.

9.2.6 Be focused on achieving desired results.

9.2.7 Be disciplined and focused and make best use of the university's facilities and experience for maximizing potential, developing skills/ competencies and improve your learning experience.

10. IMPORTANCE OF STUDENT MENTORING/COUNCELLING

10.1 Mentoring/Counselling in Assam down town university's context is an endeavour to help students, especially the slow learners, to resolve their study related problems and improve academic performance through mentoring/counselling programs conducted by designated mentors on a regular basis.

10.2 Student mentoring/counselling gives more importance for the following reasons:

10.2.1 Student diversity in terms of varying linguistic, socio-cultural, economic and geographical backgrounds.

10.2.2 Diverse educational background and academic standards of the students enrolled.

10.2.3 Students 'expectations and apprehensions of learning in a new environment and about their academic career at the university.

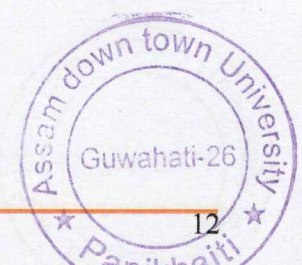
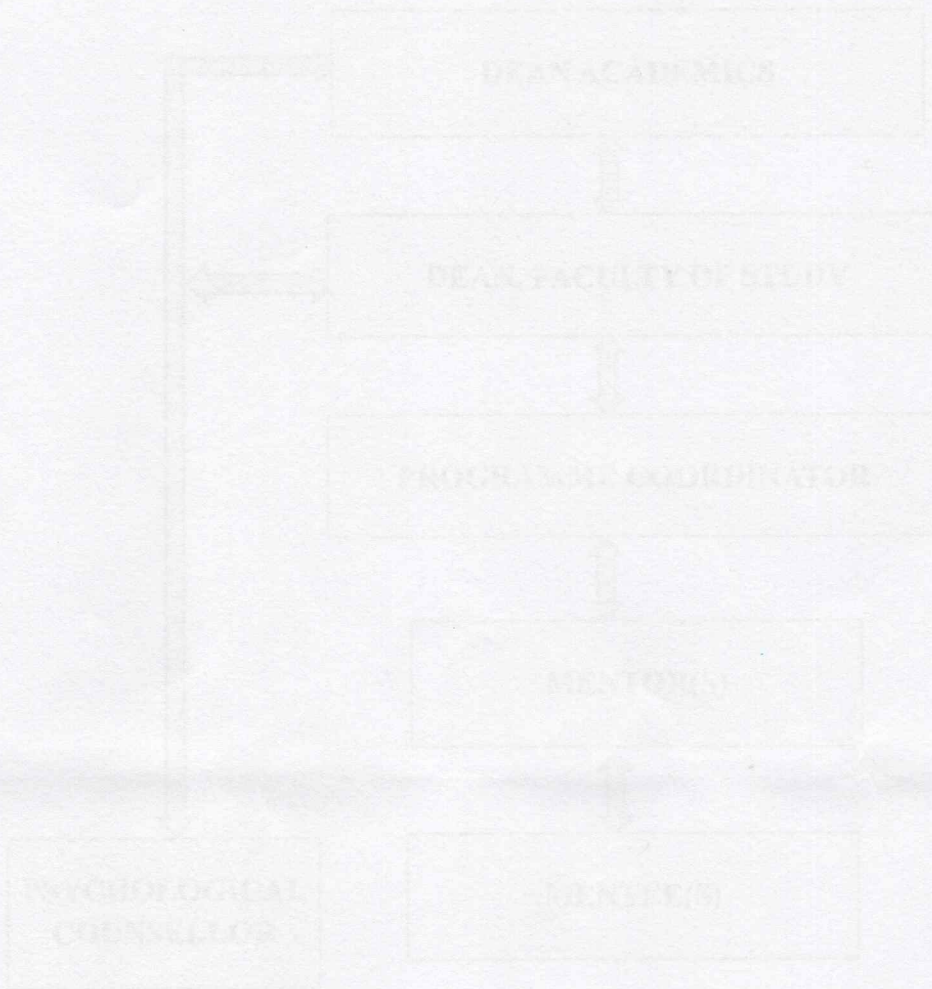
10.2.4 To correctly right understand the University academic policies that the students are required to follow.

- 10.3** Considering above, it becomes essential that the students receive appropriate guidance and support to facilitate their adjustment to the campus life/ culture, teaching-learning process and to support their academic pursuits. In this context, the role of mentors is not only crucial but manifold for the academic growth and to facilitate students to settle down and adjust for the well-being of in its new environment.
- 10.4** The type of mentoring/counselling support shall depend upon the level of the programme pursued by the students.
- 10.4.1** Undergraduate Students: To focuses on students' academic progress and career development, resolving their personal problems, as also to encourage them to participate in co-curricular and extracurricular activities.
- 10.4.2** Postgraduate Students: To focuses on helping the students to develop interest in research and innovations and to provide overall guidance and grooming for choosing right career for themselves.

11. FOLLOW UP PROCESS AND ANALYSIS OF 'STUDENT PROGRESSION & MENTORING/ COUNSELLING RECORD'

- 11.1** The Mentee 'Student Progression & Mentoring/ Counselling Record' shall be carefully studied and compiled by the mentors and forwarded to the programme coordinator of the programme on monthly basis.
- 11.2** The Programme Coordinator shall carry out a detailed analysis of the nature of the problems frequently faced by the mentees and steps taken at the mentor's level to address those.
- 11.3** After carrying out the analysis, the programme coordinator shall submit a detailed report with his/her assessment to the dean, faculty of studies as well as office of dean academics, suggesting what all corrective actions required to be taken to address major concerns of the mentees.
- 11.4** The programme coordinator after carefully examining the report and the recommendations made therein, shall initiate suitable action on mentees, problems those remain to be addressed and submit a monthly report to the dean, faculty of studies as well as office of dean academics.
- 11.5** The dean shall take up the monthly report with the concerned faculty members, academic support staff and other administrative offices for resolution of the problems/concerns raised by the mentees and submit a compliance report. the dean shall also share the compliance report with the dean academics.

11.6 It will be the responsibility of the programme coordinator and the deans to ensure that the provisions of the ‘Student Progression & Mentoring/Counselling Policy’ are being followed and put into the practice.



ORGANISATION CHART OF STUDENTS MENTORING/COUNCELLING

