



Panipat Institute of Engineering & Technology

An Autonomous Institution with NAAC "A" Grade, Approved by AICTE, N. Delhi & Affiliated to Kurukshetra Univ., Kurukshetra & Pt. B.D.S. Univ. of Health Sciences, Rohtak. NBA-Accredited (MBA, MCA, B.Tech. (CSE), B.Tech. (IT) & B.Tech. (ECE)), 70 KM MILESTONE, VILLAGE PATTIKALYANA, G.T. ROAD, SAMALKHA, PANIPAT-132103, HARYANA
Mobile No.: 9069547000, 9069548000, E-mail: info@piet.co.in, Website: www.piet.co.in

Last updated: 20.9.2025

STANDARD OPERATING PROCEDURES (SOPs) FOR STUDENT MENTORSHIP PROGRAMME

- 1. CONTEXT:** Mentors are critical partners in creating the full impact of the mentorship programme. They need to be extraordinary people & should be able to hone their skills of communication & mentoring such that the mentees they communicate with are left satisfied, appreciated, respected & positively challenged to choose transforming themselves with 100% commitment. Mentors shall have an extraordinary commitment to make a difference in the lives of the mentees. Mentors, in return, should feel the rigor in the kind of training they thus will undergo in dealing with a wide spectrum of mentees & to be able to make a difference in their lives.

Mentors shall need to rise in integrity & should ongoingly nurture a deeply entrenched passion for transformation of self & others. It is, thus, absolutely necessary that these major partners really go through rigors of trainings, if any designed & delivered for them, such that they, at all times, remain attuned to the philosophy, mandate & processes of the mentorship programme & continue to provide an empowering space.

Mentors, by operating from proper space & by creating a *clearing* for mentees' learning & transformation, need to leave ample scope for each mentee's creativity & ingenuity.

Mentors should ongoingly re-invent themselves & in that context, a whole new world gets opened up each day, each moment that's bigger than their existing world so that they are continually created to be higher human beings with a higher-order world to participate in & to create & contribute to.

- 2. PURPOSE:** The purpose of these SOPs is to establish a structured mentorship program aimed at supporting students' personal, academic and professional growth. The program seeks to provide guidance, encouragement and resources to help students achieve their goals.
- 3. SCOPE:** These SOPs apply to all mentors, mentees and program administrators involved in the mentorship programmes in different Departments.
- 4. DEFINITIONS:**
 - **Chief Mentor:** Faculty member appointed by the Director of the Institute to lend vision & drive to the mentorship programme in the Institute.
 - **Mentorship Programme Coordinator:** HoD concerned or his / her representative responsible for managing and overseeing the mentorship programme in a Department.
 - **Mentor:** A member of faculty who provides guidance, support and knowledge to the students.
 - **Mentee:** A student seeking guidance and support from a Mentor.

5. ROLES & RESPONSIBILITIES:

5.1 Chief Mentor:

- To generate a 'clearing & space' such that Mentorship Programme runs befittingly in the Institute; this calls for creating workable & high integrity structures before hand with anticipatory planning, & carrying out training of Mentors so that arrangements proceed autonomously.
- To provide the overall initiative, leadership, ambience, coordination & trouble-shooting for effective conduct of the Mentorship Programme in the Institute.
- To monitor and evaluate, in the Institute, the progress / feedback & documentation of the mentorship program periodically, at least once in a semester & to cause mid-course corrections to be applied, if required.
- To resolve any issues or concerns that arise during the mentorship & to escalate the unresolved issues to higher authorities.
- To arrange to organize orientation programmes & training for mentors at the Institute level.
- To cause to update SOPs as per evolving needs.

5.2 Mentorship Programme Coordinator:

- To allot Mentors to mentees as per ANNEXURE-A (with a ratio of approx. 1:20 for a period of 4 years / 3 years / 2 years depending upon duration of the Programme. The group of mentees may be constituted by drawing upon students from each year of a programme, except that for 1st year B.Tech., the group may be formed only from 1st year.)
- To match mentors with mentees based on interest, goals and availability.
- To provide resources and environment for mentors and mentees.
- To provide the overall initiative, leadership, cohesion, ambience & trouble-shooting for effective conduct of the Mentorship Programme in the concerned Dept.
- To monitor and evaluate, in the concerned Dept., the progress / feedback & documentation of the mentorship program periodically, at least once in a semester & to cause mid-course corrections to be applied, if required.
- He/ She shall rise above the considerations of "looking good", i.e., what looks pleasing / un-embarrassing to self or to the mentors, but be driven solely by the passion of causing transformation of mentees & even mentors and, therefore, be critical & prompt in tendering the valuable feedback. Any delay in tendering the feedback can mar the programme.
- To resolve any issues or concerns that arise during the mentorship so that mentors express themselves fully in the organization of the programme.
- To organize orientation programmes & trainings for mentors at the Dept. level.
- To escalate unresolved issues to higher authorities.
- To coordinate with the Chief Mentor to update SOPs as per evolving needs.

5.3 Mentor:

- Commit to regular meeting with the mentees & establish rapport with them through regular interaction.
- To monitor academic progress & attendance of mentees & provide interventionist guideposts.
- Identify strengths, weaknesses, career & life aspirations of mentees.
- Provide counseling & support to mentees on personal, academic & life

issues.

- Guide mentees in career planning, higher studies, and skill development.
- Maintain proper records of meetings and action taken.
- Provide guidance, support and resources to help the mentees achieve their goals.
- At all costs & at all times, respect the confidentiality & privacy of the mentees, i.e., ensure that all information of a mentee shared during mentorship is kept strictly confidential.
- Maintain all information, i.e., Mentee's Ph. No. & Email, Home address, Parents Ph. No. & Email, etc.
- Keep all academic information like semester-wise attendance, Marks of sessional tests, & Semester End Exams., internship programme, T&P, any other which is related to the academic activities, etc.
- Must maintain an environment where he/she will be easily available to all mentees under him/her. Take care of overall well-being (including fitness, mental health, etc.) of all mentees.

- Report any unethical behavior or breaches of confidentiality to the Programme Coordinator.
- If a mentee is wavering in his commitment to perform the assigned task fully or has some concerns to address, the mentor shall listen absorbingly to all what the mentee is dealing with or is going through, & then, with a deep concern, make an earnest conversation, leaving the mentee with an ability to decipher his / her own story from facts & thus empower him / her to get beyond his / her reasons & attend all classes on time & do assigned tasks. Mentors may even be thoughtfully suggestive of structures to be created by the concerned mentee(s) for dealing with issues at hand & fully attend classes & do assigned tasks.
- May neither talk nor encourage the mentees to talk in the period 8 p.m. to 8 a.m., except in emergent situations.
- Escalate unresolved issues to higher authorities.

5.4 Mentee:

- Commit to regular meetings with the respective mentor. Stick to time slot made available by the mentor, preferably in the time window 8 a.m. to 8 p.m. except in emergent cases.
- Set clear & reasonable goals and communicate the same to the mentor.
- Be open to feedback.
- Participate actively in the mentorship sessions and be coachable.
- Use respectful language in all communications.
- Share academic and personal concerns with the mentor honestly.
- Seek mentor's guidance for career planning, and academic & personal growth.
- Implement suggestions given by the mentor.
- Respect the mentor's time and guidance.
- Do not ever give a casual / cursory listening to the specific instructions of the mentor, rather treat them with discreetness & rigour.
- Must read prescribed book(s)/ text passages/ suggested materials & do all exercises prescribed by the Mentor.

6. PROCESS FLOW

6.1 Orientation: At the beginning of each academic year, an orientation session shall be conducted in the concerned Students Induction Program (for 1st year B.Tech. & separately for 1st yr. of each of the other programmes) for all 1st year students / mentees. An introduction session (to build rapport & explain expectations) shall be held for mentors & mentees by Applied Science Dept. for Engg. Students and separately by each of the other non-engg. depts.

6.2 Allocation: Each faculty mentor shall be assigned a group of 20 students.

6.3 Regular Meetings:

- One-on-one meetings of mentors & resp. mentees at least once a month.
- Group meetings at least once a semester.

6.4 Documentation:

- Each meeting shall be recorded in a Mentor-Mentee Diary / mentorship logbook / online portal.
- Issues raised and actions taken shall be documented.

6.5 Review & Reporting:

- Mentors shall submit periodic reports to the Mentorship Programme Coordinator.

- Each Mentorship Programme Coordinator 'consolidates' data for institutional review by the Chief Mentor.

6.6 Feedback & Evaluation:

- Students shall provide feedback (to the Mentorship Programme Coordinator) on mentorship effectiveness.
- Programme shall be reviewed annually for improvements.

6.7 Confidentiality:

- All personal & academic information shared by mentees is to be kept confidential by all concerned.
- Disclosure is permitted only if the issue requires higher-level intervention.

6.8 Escalation Mechanism

- Issues unresolved by mentors → reported to Mentorship Programme Coordinator / HoD
- Issues unresolved by Mentorship Programme Coordinator / HoD → reported to → referred to Chief Mentor / Student Welfare Committee.
- For serious concerns (mental health, harassment, financial distress, etc.) → referred to Counselor / Institutional Authorities.

6.9 Record Keeping

Each mentor must maintain:

- Mentorship Logbook (meeting dates, issues, action taken).
- Student Performance Tracker (marks, attendance, activities).
- Confidential Notes (sensitive issues requiring follow-up).

6.10 Code of Conduct

- Maintain professional, empathetic, and non-judgmental attitude.
- Respect student privacy and individuality.
- Avoid favoritism or bias in guidance.

6.11 Review & Improvement

- Annual review of the programme by Chief Mentor & Institute Competent Authority.
- Collection of feedback from mentors and mentees.
- Updating SOPs as per evolving needs.

ANNEXURE-A**Details of Mentor and Mentees**

Name of the mentor						
Designation of the mentor						
Department						
Duration of mentorship		July-Dec, 20____ to Jan-June, 20____				
Total number of Mentees under the mentorship						
Name of the mentee	Roll No. of Mentee	Email ID of Mentee	Ph. No. of Mentee	Name of the Parents / guardians	Address, Ph. No. Email of Parents / guardians	Photo of mentee
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						

(Signature of Mentor)

(Signature of Program Coordinator)

(Signature of Chief Mentor)

- - -