

**B.Tech. / MBA Tech. / BTI**  
**Community Service**

**Guidelines**

**SVKM's NMIMS**  
**Mukesh Patel School of Technology Management & Engineering**

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## **1. Introduction to the Course**

In this course students are provided with an opportunity to volunteer services to Government, Non-government agencies, Hospitals, Schools and the Community. The services will be provided for any consecutive three weeks during the summer vacation between semester-II and semester-III (B.Tech. / MBA Tech. students) and between semester-VI and semester-VII (BTI students).

The course is based on a service-learning method, which integrates academic work with service activities. Emphasis is placed on development and enhancement of organizational, leadership skills and character of students. Students will understand critical issues facing society and explore all aspects of giving back to society.

### **1.1 Preamble**

The very essence of this course comes from the Vision Statement of MPSTME, - “Play a distinct role in providing excellence in engineering and management education thereby creating human resources of value to industry and society both at national and international level.” It mainly focuses on the development of students as socially responsible citizens. Also, the Mission Statement of MPSTME emphasizes the multifaceted development of students. Students are important stakeholders of society, and they represent the future of societal wellbeing. It is thus essential to make them aware of their roles and responsibilities towards society. The institute aims at producing not only good engineering and management professionals but also good and worthy citizens aiding in the Country’s overall progress and development.

### **1.2 Course Objectives**

1. To provide students with real-life hands-on experience in the community and to sensitize them towards the challenges and critical issues facing society like poverty, illiteracy, hunger, child labor, inequality and more.
2. To foster the development of civic responsibility in the students and to make them aware about current civic society concerns like traffic awareness, emergency response, cybercrime, gender inequality, sensitivity towards the differently abled, knowledge about communicable diseases, disaster management and more.
3. To provide students an opportunity to better understand the urban-rural divide, problems faced by the underprivileged sections of society and motivate them to use their technological skills for providing solutions to various societal challenges.

## 2. Course Outcomes (CO) and mapping with Program Outcomes (PO)

### 2.1 Course Outcomes

Engagement in service activities with a selected community service organization results in a mutually beneficial relationship based on a spirit of giving and collaboration. Student's participation in community services not only makes a difference to the organization and people being served, but also makes a difference to an individual's outlook and help in his/her holistic development.

After successful completion of this course, students will be able to-

1. develop increased self-awareness and understanding of one's personality and emotional intelligence,
2. improve networking, interpersonal communication, leadership and organizational skills,
3. develop an awareness and understanding of one's multiple roles and responsibilities as a part of the society,
4. explore foundational concepts of healthy human relationship like empathy, compassion and cooperation,
5. improve critical and analytical thinking abilities, oral and written expression.

### 2.2 Program Outcomes

Engineering Graduates will be able to:

1. **Engineering knowledge:** Apply the knowledge of mathematics, science, engineering fundamentals, and an engineering specialization to the solution of complex engineering problems.
2. **Problem analysis:** Identify, formulate, review research literature, and analyze complex engineering problems reaching substantiated conclusions using first principles of mathematics, natural sciences, and engineering sciences.
3. **Design/development of solutions:** Design solutions for complex engineering problems and design system components or processes that meet the specified needs with appropriate consideration for the public health and safety, and the cultural, societal, and environmental consideration.
4. **Conduct investigations of complex problems:** Use research-based knowledge and research methods including design of experiments, analysis and interpretation of data, and synthesis of the information to provide valid conclusions.
5. **Modern tool usage:** Create, select, and apply appropriate techniques, resources, and modern engineering and IT tools including prediction and modeling to complex engineering activities with

an understanding of the limitations.

6. **The engineer and society:** Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal and cultural issues and the consequent responsibilities relevant to the professional engineering practice.
7. **Environment and sustainability:** Understand the impact of the professional engineering solutions in societal and environmental contexts, and demonstrate the knowledge of, and need for sustainable development.
8. **Ethics:** Apply ethical principles and commit to professional ethics and responsibilities and norms of the engineering practice.
9. **Individual and team work:** Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.
10. **Communication:** Communicate effectively on complex engineering activities with the engineering community and with society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.
11. **Project management and finance:** Demonstrate knowledge and understanding of the engineering and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.
12. **Life-long learning:** Recognize the need for and have the preparation and ability to engage in independent and life-long learning in the broadest context of technological change.

### 2.3 CO-PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1								1	3			1
CO2									3	3	2	
CO3						3	2	2				1
CO4						1			2		2	1
CO5			1	1						3		1

### 3. Teaching and Evaluation scheme

Semester III for all B.Tech. and MBA Tech. programs

Semester VII for all BTI programs

Teaching Scheme				Evaluation Scheme	
Lecture Hours per week	Practical Hours per week	Tutorial Hours per week	Credit	Internal Continuous Assessment (ICA) (Marks-50)	Non-University Examination (NUE) (Marks-50)
0	0	0	0	---	Marks Scaled to 50

### 4. Schedule of course activities

In this course, each student is required to undergo consecutive three weeks of community service in an NGO / Trust / Hospital / Government Organization / Municipal body / Gram Panchayat / Old age home / Spiritual Organization / similar organization during the summer vacation between semester-II and semester-III (B.Tech. / MBA Tech.) and between semester-VI and semester-VII (BTI).

The student will carry out the service activities under the supervision of an organization mentor allocated by the selected organization and a faculty mentor from the institute. Students need to start planning the service activity during semester II (B.Tech. / MBA Tech.) and semester-VI (BTI) with the support of the faculty coordinator. For this course, each student will carry out following activities as per the given schedule:

Activity	Target dates
Attending the Orientation session on the course 'Community Service' delivered by the Dean, HOD and the faculty coordinator.	Second / Third week of February.
Identifying the organization for providing services and seeking appropriate permission from the selected organization.	First / Second week of March.

Getting the organization and the service activity approved by the faculty coordinator by filling in the online form. Submitting the undertaking signed by both the student and the parent.	Third / Fourth week of March.
Starting community service in the selected organization.	Any consecutive 3 weeks during the summer vacation (April/ May / June) as per the academic calendar.
Informing the beginning of service in the selected organization to the faculty mentor.	On the first day of joining the service organization.
Communicating weekly progress of the service activities to the faculty mentor.	On the end of each service week in the selected organization.
Submitting the service completion certificate on the letter-head of the selected organization duly signed by the organization mentor, to the faculty mentor.	On the last day of third service week in the selected organization.
Filling in the online feedback form about the learning gains and experiences during the service period. Submitting the detailed report in the prescribed format about the services rendered in the selected organization and getting it approved from the faculty mentor. Documentary evidences /photographs of work done to be included.	After completion of 3 weeks service period in the selected organization.
Preparing a presentation as per the specified template on the learning gains and experiences during the service period and getting it approved from the faculty mentor.	After completion of 3 weeks service period in the selected organization.
Presenting the work in front of peers and the panel of faculty members as decided by the Head of concerned department.	Second / Third week of semester III (B.Tech. / MBA Tech.) and semester-VII (BTI)

## 5. Guidelines for Students

In this course each student or a group of students (maximum 3 students) need to undertake a service activity in any of the mentioned or similar organization for consecutive three weeks during summer vacation. Following guidelines would be helpful to students for successful completion of this course.

### **Before beginning of the service**

- Students will attend the orientation session on the course conducted by the Dean, HOD and the faculty coordinator during semester II (B.Tech. / MBA Tech.) and semester-VI (BTI ). In the orientation session, the importance of the course and the necessary requirements for the completion of the course will be highlighted.
- Each student or group of students will then decide on the organization in which they wish to undertake the service activity. Students are advised to select an organization located at or near their place of residence. This will not only help the students to understand the issues in their own locality but also will be helpful for them from a logistics point of view.
- Alternatively, a student or group of students may also come up with their own ideas/proposals addressing the challenges/issues in and around their place of residence. Students may propose to implement such ideas by themselves or through any other organization in the community. The students are advised to consult the faculty coordinator for any suggestion needed regarding the selection of an organization or the proposed service activity.
- In either case, each student needs to fill and submit the online form for the approval of the chosen organization and proposed service activities. The link for the form will be mailed by the faculty coordinator.
- The Institute has the sole authority to decide whether an organization is suitable or not for the students to undergo the course. The Institute may decide not to permit any student for any of the activities suggested by the student in an organization if the activity / organization is found inappropriate or irrelevant to the course.
- Each Student needs to seek appropriate permission for the service activity from the designated authority of the selected organization.
- Each student needs to submit the undertaking signed by the parent/guardian stating that the course is undertaken with full knowledge and agreement of both the student and the parent/guardian before the beginning of the service activity in the selected organization.
- Donations in any form or fund generation will not be considered as community service.



### **During the Service**

- Students need to undertake the service activity in their selected organizations for any consecutive three weeks during the summer vacation period (as per the academic calendar).
- An intermittent service of a total of three weeks with breaks in between will not be considered for the completion of this course.
- After joining the service organization, the student needs to work under the guidance of the mentor allocated by the organization and carry out the activities/tasks as directed by the organization mentor.
- Each student needs to inform the beginning of service activity to the faculty mentor as per the course schedule.
- The student needs to abide by the rules/regulations of the selected service organization and strictly follow all the precautionary health/safety measures during the service period in the selected organization.
- Each student needs to communicate about the weekly progress of the services rendered in the selected organization to the faculty mentor as per the course schedule. The student should clearly mention the tasks completed, observations done, problems identified, solutions suggested/implemented, and experience gained during the week.
- Each student needs to email the Service completion certificate on the letter head of the selected organization duly signed by the organization mentor to the faculty mentor as per the course schedule.

### **After completion of the service**

- After the completion of the consecutive three weeks service period in the selected organization, each student needs to fill in and submit the online feedback form about the learning gains and experiences during the service period. The link for the feedback form will be mailed by the faculty coordinator.
- Each student needs to prepare a detailed report in the prescribed format about the services rendered in the selected organization and get it approved from the faculty mentor via email. The format of the report (not more than 15-20 pages) will be mailed by the faculty mentor to the students.
- The report will provide a means for critical reflection on the student's experience in the service organization. It will enhance student's individualized learning by allowing him/her to report information, explore ideas, and promote closure. The report should include photographs and

- other testimonials about the work done in the service organization for which proper permission should be taken from the organization.
- Each student needs to prepare a presentation as per the specified template on the learning and experiences during the service period and get it approved from the faculty mentor via email. The presentation template will be mailed by the faculty mentor to the students.
- Each student will deliver an informative presentation about the service experience in front of the peers and the faculty panel decided by the head of concerned department, as per the course schedule. The presentation should be about 10 minutes duration.
- The presentation will provide an opportunity to the students to share their experiences in front of their peers concisely. The presentation may include sharing slides, brochures, photographs, videos, and other synthesizing materials related to the service experience for which proper permission should be taken from the organization. The outcomes of undergoing the course should be clearly brought out in the presentation.

## 6. Assessment Policy

Each student needs to complete consecutive three weeks service without breaks in the selected organization and do timely submission of all the documents as per the course schedule for being able to appear for the assessment and presentation in front of the faculty panel as decided by the Head of concerned department.

Each student will be evaluated as per the following criteria:

Assessment component	% Weightage	Marks
Neatly prepared report on the service experience, contributions and skills gained with evidences.	50%	25
Presentation on the service activities performed, observations, learnings and understanding delivered in front of the faculty panel.	50%	25
Total	100%	50

- The evaluation of students' contribution will be done by a panel of at least two faculty members, as constituted by the Head of the concerned Department.

- In case the work is carried out by a group of students, a clear demarcation of contribution of each individual student is to be demonstrated in the presentation. Marking of each individual student will be done purely based on the efforts put by the student, irrespective of level of task carried out by the entire group.
- The passing criteria for this course will be as per the University guidelines issued from time to time for the courses having Non-University examination (NUE).
- The faculty coordinator will submit the compiled statement of marks to the examination department of MPSTME within seven days after completion of assessment of all the students.
- In any case, if the student is not able to complete the course successfully in the requisite summer vacation or the student is not able to secure the minimum passing score, the course is to be repeated by the student in the next summer vacation. In the worst case, the course is to be completed within the allowable time for completion of the B.Tech. / MBA Tech. program as per University norms.
- Non-completion of the course “Community Service” will be treated as per academic norms of the Institute for any non-credit course, as decided from time to time.
- Decision of the Dean, MPSTME will be final for any of the matters related to the “Community Service” course, not specified above. In case of a dispute, the decision of the University officials will be final and binding.

### 6.1 Rubrics for Evaluation of community service

<b>Report Evaluation (25 Marks)</b>					
<b>Sr.No.</b>	<b>Parameters</b>	<b>Far exceeds Expectations (10)</b>	<b>Exceeds Expectations (8-9)</b>	<b>Met Expectations (6-7)</b>	<b>Below Expectations (5 or lesser)</b>
<b>A</b>	<b>Report Writing (10)</b>	The report is well organized in terms of contents. It introduces the organization, its objective and describes work done. It is well formatted and plagiarism free. The report contains appropriate evidences (Images,cards, brochures, handouts etc.) and relevant references.	Good as per parameters mentioned on left but can do better on some counts.	Average as per parameters mentioned in first column and much scope for improvement.	The report is incomplete and incoherent. There is no clarity about objectives, project and work progress. Sufficient evidences and references are not included in the report.

<b>B</b>	<b>Contribution to NGO, Society and Community (10)</b>	Student has made a very specific, detailed and substantial contribution to the activities of the NGO/Organization. Quantum and quality of work is substantial for the three-week period. Learning outcomes are clearly evident from the report.	Good work but quantum and / or quality of work could have been a little better.	Work done is average. This work could have been done in a much better way. The quality of output is also average. The NGO will not gain much from this contribution.	Contribution is weak.
<b>C</b>	<b>Regularity, Work Commitment and Learnings as evident from report and faculty weekly interactions (05)</b>	Attended all three weeks as per timing of NGO/Organization and completed all work given. Took proactive interest in meeting more people, learning, developing connections, asking questions, finding solutions, giving suggestions, understanding the working of the NGO/Organization over and above tasks allotted.	Time commitment met for 18-20 days. Completed 90% and above work. Can spot some instances of proactive interest and initiative.	Time commitment met for 15-17 days. Completed 80% and above work. One or two instances of proactive interest and initiative.	Time commitment met for less than 15 days. Completed less than 80% work given. No proactive initiative displayed.

**Evaluation of the work done (25 Marks)**

<b>Sr.No.</b>	<b>Parameters</b>	<b>Far exceeds Expectations (10)</b>	<b>Exceeds Expectations (8-9)</b>	<b>Met Expectations (6-7)</b>	<b>Below Expectations (5 or lesser)</b>
<b>A</b>	<b>Observations, Learning and Understandings (10)</b>	It's evident from the presentation that Student has gained thorough information about the organization, its vision, mission, area of operation and have identified various challenges faced by the organization and society. The interaction convinces the faculty	Student has put in sincere effort and tried to gather sufficient information about the working of the organization and have identified some of the challenges faced by the organization and society. Student	Student has not gathered sufficient information about the functioning of the organization and have identified only a few challenges faced by the organizations	Student has not used the opportunity to learn how the organization functions and identify the challenges faced. A student has not used the opportunity to understand the impact of service activities run by the

		that students have thoroughly understood various activities run by the organization and their impact on the community. From the presentation and interaction, it is evident that student has significantly improved in organizational, interpersonal, leadership and communication skills.	has tried to understand various activities run by organization, their need and impact on the community and significant improvement in any three of these skills is evident.	and society. Student has not gathered sufficient information about the various activities run by the organization and significant improvement in any two of these skills is evident.	organization and for enhancing his skills.
<b>B</b>	<b>Service activities performed, contribution, feedback and future scope (10)</b>	From the presentation it is evident that student has sincerely performed all the service activities allocated by the organization mentor. Identified various challenges faced by the target group/community and tried to provide innovative solutions for improving effectiveness of these activities. In the presentation relevant evidences (Images, Videos, Brochures, Handouts) are included indicating student's individual contribution during the service. There are testimonials/feedback from the organization about the student's sincere work. Based on community services experience student has clearly identified the future scope and strategies for improving the	Good as per parameters mentioned on left but could have done better on some counts.	Average as per parameters mentioned in first column and much scope for improvement.	Student has not actively participated in the service activities and Student's individual contribution is not clearly visible. Student has not taken efforts to identify the future scope.

		impact of the service activities.			
<b>C</b>	<b>People communication &amp; Presentation Skills (05)</b>	Student has proactively reached out to people in the NGO and community and has used this opportunity to create networks and learn from others. The student speaks well, is articulate, clear and convincing. The presentation is well prepared, and the Q & A session is effectively handled.	Good as per parameters mentioned on left but can do better on some counts. Student has interacted well and sincerely with allotted people and achieved the objective.	Average as per parameters mentioned in first column much scope for improvement. It appears that student was more or less in a shell, doing the given task and needs to improve on developing networks.	Student has received negative feedback from organizational mentor or people in the community. The presentation is unclear, and student could not effectively handle the Q & A session.