

MBA Student Handbook

1.0 THE LEARNING CYCLE

In the MBA Programme, the main participants in the education process are the students, the faculty and the business community. This process is facilitated through the assistance provided by the administrative and support staff.

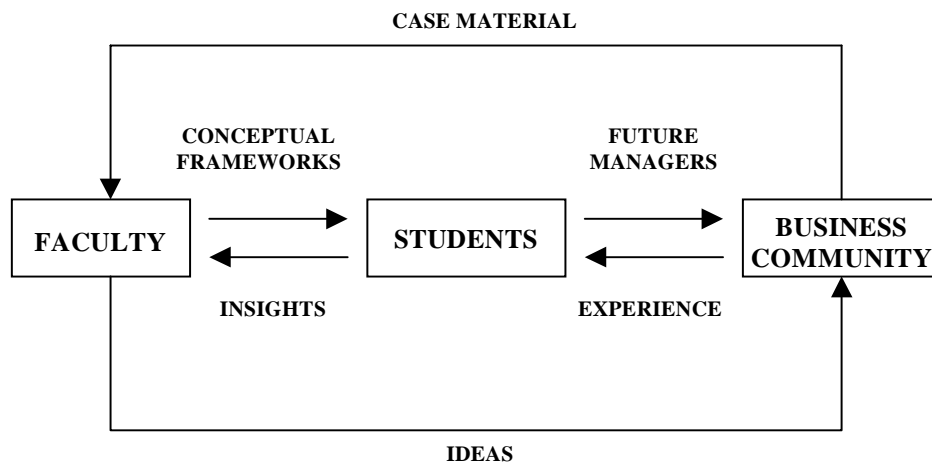
The MBA curriculum encourages students to develop as individuals with outstanding managerial skills, expertise in decision-making and capacity for sustained hard work. It introduces students to modern theories and techniques while taking into account the needs and requirements of the business community in Pakistan. Peer group learning is encouraged through interactive discussion groups and in-class participation.

The business community plays an important role in the learning process by sharing its problems, issues and concerns with the faculty and students. Many of these issues are subjects of cases discussed in class that introduce students to real-life challenges in a modern business environment. Prominent

business leaders are regularly invited to share their experiences and views with the students.

The faculty members design the curriculum and direct classroom discussions so as to highlight and analyse the main issues and problems of the cases at hand. Case writing, research projects and consultancy assignments also enable the faculty to develop a practical perspective regarding the dynamic nature of contemporary business issues to reinforce their academic knowledge. Faculty and the business community gain valuable insight into the real nature of the problems through discussion of the cases in the classroom. The business community benefits from this interaction as this process enhances the training of future managers capable of dealing with challenges and issues faced by businesses with a special focus on Pakistan.

LUMS motivates its students to meet the challenges of the business world and to assume leadership roles in business development in the South Asian Region. LUMS education based on the synergy of students, faculty and the business community, results in a learning experience unique in Pakistan.



2.0 THE LEARNING METHODOLOGY

LUMS provides a rich educational environment to its students. *The prime responsibility for learning rests with the students.* As part of the collective learning experience, students are responsible not only for their own development, but also for the personal and professional growth of their peers.

The MBA Programme is designed to enhance the ability to analyze a business situation, make appropriate decision and, communicate it. This is facilitated through the extensive use of cases in the classroom.

2.1 The Case Method

A case is a description of a real-life business situation. By identifying the problems in a given situation, analysing preferred solutions, and devising implementation strategies, the students learn skills that equip them for their future role as managers.

Bringing real-life business problems into the classroom: this is at the heart of the LUMS experience and the essence of the case method. The primary form of instruction at LUMS, the case method, places the student in the role of the decision maker. It presents the greatest challenges confronting leading companies today—complete with the constraints and incomplete information found in a real business situation.

The case method is particularly demanding of students. When students are presented with a case, they place themselves in the role of the decision-maker as they read through the situation and identify the problem they are faced with. The next step is to perform the necessary analysis—examining the causes, considering alternative courses of actions—to come to a set of recommendations.

To get the most out of cases, students read and reflect on the case and then often meet in small study groups before class to "warm up" and discuss their findings with other classmates. In class, under the questioning and guidance of the professor, students probe underlying issues, compare different alternatives, and finally, suggest courses of action in light of the case objectives.

Students prepare for class through individual study and group discussion.

2.1.1 Individual Preparation

Individual preparation is the first step in the learning process and includes extensive study from textbooks and other assigned reading materials, along with a rigorous analysis of the case. This crucial step in case preparation is the key responsibility of the students. *Each student is expected to have read and prepared the case thoroughly before coming to the discussion group or the class.*

2.1.2 Discussion Groups

Before the class session, collective learning and interaction in discussion groups augment individual preparation. Intensive interaction with the members of the group enhances team spirit. These groups meet between sessions to prepare for the next class. In these meetings, each member contributes individual analysis and personal point of view for the issues in the case. Through sharing of diverse views and insights, the overall understanding of the case is enhanced, validity of arguments is determined, and new dimensions are added to the problems and prescribed solutions.

Discussion groups provide an important peer-based support mechanism to students, especially in first year. It helps the students to develop intellectual and emotional support systems, which are crucial in a high-pressure environment at LUMS. *Discussion groups, however, should not be used as a substitute for individual preparation.*

Participation requirements in discussion groups for various subjects are identified in the weekly schedule sheets as either mandatory or optional. For mandatory discussion groups, students must ensure punctuality, attendance and active participation. Failure to do so will result in disciplinary action. For optional discussion groups, students are strongly encouraged to use the time for group discussions, but they are allowed individual discretion regarding attendance.

2.1.3 Class Session

The individual and discussion group preparation of a case culminates in a collective classroom discussion under the guidance of an instructor. Contribution to classroom discussion is extremely important and constitutes a significant portion of the course grade. Effective class contribution requires active listening by a student in the classroom. The case-study method used extensively by LUMS enables participants to question conventional thinking, test ideas, and brainstorm solutions using real-life examples. Lively peer interaction is an integral part of the learning process, and the LUMS classroom provides a rich climate for discussion. The dynamic exchange of knowledge and experience among successful individuals from different cultures and academic backgrounds encourages shared insights and enhances learning. Lectures, videos, and computer exercises complement the classroom experience.

To facilitate class discussions, students must occupy the seats assigned to them at the beginning of each term, and their nameplates must always be in place. During the Summer Orientation Programme, students are required to wear their identification badges while on campus.

Students are not allowed to leave the auditorium during a class session without prior permission from the instructor.

2.1.4 Written Analysis of a Case

An important component of the MBA Programme is the weekend assignment, Written Analysis of a Case (WAC). Students receive the WAC assignment in their mailboxes usually on the last working day of the week. The WAC should be completed and submitted on the virtual university website on Sunday at the time mentioned below:

- First year students – by 1100 hours
- Second year students – by 1100 hours

A WAC is an individual effort and any deviation will result in disciplinary action. Occasionally, an instructor may assign a group WAC.

The WAC assignment must meet the requirements specified in the weekly schedule. Both content and style are important in grading of a WAC. In addition to case analysis, students should also pay attention to elements of style such as grammar, spellings, structure and presentation of the report.

A late WAC is not accepted.

2.2 **Curriculum Requirements**

All first year courses are compulsory. The second year curriculum is of elective courses. From the courses offered in the second year, “Competency and Professional Development” (CPD) and the “MBA Project” are compulsory for all students.

The University reserves the right to limit enrolment in second year elective courses and drop courses with low enrolment.

2.3 **Waiver for Islamic Ethics**

Non-Muslim students are exempted from taking Islamic Ethics course but they can register for the course if they so desire. Otherwise, they will have to take a replacement course of Business Ethics to fulfil the graduation requirements.

2.4 **Pre-requisites of Courses**

Students with an Unsatisfactory grade (**U**) in “Financial Management” in first year will not be allowed to take higher level courses in this area in the second year.

Students with an Unsatisfactory grade (**U**) in “Managerial Accounting” will not be allowed to take “Management Control Systems” in the second year.

2.5 **Cross-Programme Registration**

MBA students are allowed to enrol in pre-approved courses offered in other schools of LUMS. These courses will be counted towards their MBA graduation requirements. Only those students who satisfy pre-defined criteria for enrolment will be allowed to register for these courses. The list of pre-approved courses will be available with the Programme Coordination Office.

In lieu of one MBA course each student can take only two elective courses of 300 level or more in the quarter running parallel to the MBA Term.

2.6 Additional Courses in Second Year

Only those students, who are on the Dean’s Honour List, will be allowed to take more than the required number of elective courses in a term in the second year. The grades for additional courses will count towards the overall average grade for determining the Dean’s Honour List at the time of graduation.

2.7 Programme and Instructor Evaluation

At the end of each term or on the completion of a course, each student is asked to fill a course and instructor evaluation form. The forms should be filled out with great care as they help improve the quality of courses offered and the Programme as a whole.

2.8 Examination Policy

The Programme Coordination Office allocates auditoriums and specific seats. There is at least one invigilator in each auditorium and students

are required to pay close attention to the instructions of the invigilator. The instructor determines the duration of an exam and no extension in the time is given. If any instructor wishes to have an exam of more than 4 hours then permission of Associate Dean, SDSB is required.

Disobeying invigilators’ instructions or misbehaving with them is taken very seriously. This is considered a Values and Ethics offence with serious consequences.

During an examination, a student may not leave the auditorium without the permission of the invigilator. Only one person can go out of the room at a time. No question papers or answer books are to be taken out of the examination room during the examination.

Students are required to take examinations as scheduled. Generally there are no make-up exams. For missed exams due to extreme emergencies, refer to make-up Exam Policy – Section 5.1.

Table 1 **EXPLANATION OF GRADES IN THE MBA PROGRAMME**

D*	Distinction	the student’s performance was outstanding and of exceptional merit.
HP	High Pass	the student’s performance was excellent and exceeded the expected standard of the course.
P+	Pass Plus	the student’s performance was good and met the expected standard of the course.
P	Pass	the student’s performance met the expected standard of the course.
P-	Pass Minus	the student’s performance barely met the expected standard of the course.
LP	Low Pass	the student’s performance was poor and below the expected standard of the course.
U*	Unsatisfactory	the student’s performance was unacceptable.
I	Incomplete	the student did not attend the required minimum number of class sessions.
W	Withdrawn	the student withdrew from the Programme.

* **D** and **U** are absolute grades. The other grades, i.e. **HP**, **P+**, **P**, **P-** and **LP**, are awarded on the basis of relative performance.

Note:

RL on the grades-slip stands for Result Later. After the result of the course is announced, a revised grade-slip is issued to the student.

3.0 STUDENT EVALUATION & FEEDBACK

Since the emphasis of the Programme is on self-development, students are expected to continuously monitor their own performance. The faculty also provides regular feedback to the students through formal and informal channels.

Grades are communicated to students subject to clearance of dues at the end of each term. These grades may also be communicated to the parents, guardians or sponsors of the students.

The faculty, using a combination of the following instruments, formally evaluates students:

- Class Participation (CP)
- Written Analyses of Cases
- Individual/Group Projects and Presentations
- Quizzes, Assignments, Tests & Examinations

At the beginning of each course, the instructor identifies the instruments that will be used to assess the students' performance and also the weights assigned to different grading components. *Class Participation is assigned a significant weight in all courses.*

To obtain aggregate scores, letter grades are converted to numeric grades. Letter grades are explained in Table 1 (*see page 4*).

3.1 Promotion to Second Year

Students who accumulate less than **4 LPs** in all courses taken in the first year of the Programme are unconditionally promoted to the second year.

An unsatisfactory grade U in a 1.0 unit course is treated as equivalent to 2 LPs. An unsatisfactory grade U in a 0.5 unit course will be treated as equivalent to 1 LP. An LP in a 0.5 unit course will be considered as half LP.

A student, who accumulates **4 or 4.5 LPs** at any stage in the first year, may be separated from the Programme. However, the faculty may decide against separation and the student may be promoted to second year on probation.

The faculty decides the conditions for probation on a case-to-case basis depending on overall performance and potential of the student. However to give an idea, the probation conditions can be as follows:

A student promoted on probation to second year will have to meet the academic conditions of probation in order to graduate. If a student accumulates more than 1 LP in Term III, it will result in automatic separation from the programme. A student, who has been promoted on probation, accumulates 2 or 2.5 LPs in second year will have to do additional academic work. If a student on probation accumulates 3 or more LPs in second year at any stage he or she will be separated from the programme. In case of readmission the faculty decides readmission requirements on a case-to-case basis by assessing the student's performance and potential.

In addition to the above mentioned requirements all students are required to show satisfactory performance in all CPD courses. Failure to do so may result in additional work as determined by faculty in order to graduate. A student can take a maximum of three leaves from CPD sessions. Exceeding this limit will be considered "incomplete" performance in CPD.

These conditions could entail a limit on the maximum number of **LPs** a student can obtain in the 1st term of the second year or in the second year of the Programme.

A student promoted on probation to second year may have the financial aid reduced or suspended.

A student who accumulates 5 or more LPs at any stage in first year will be separated from the MBA Programme. In this case there is no faculty review.

3.2 Graduation Requirements

A student who is promoted unconditionally to second year and scores **3 LPs** or less in all courses in the second year graduates unconditionally.

A student, who is promoted on probation to second year, has to meet the probation conditions to graduate.

LPs and Us obtained in first year are not counted in the second year limit.

An unsatisfactory grade U in a 1.0 unit course is treated as equivalent to 2 LPs. An unsatisfactory grade U in a 0.5 unit course will be treated as equivalent to 1 LP. An LP in a 0.5 unit course will be considered as half LP.

A student who receives **3.5 LPs** in the second year courses can only graduate through a faculty decision. Such a decision is accompanied by some additional academic work that the student will have to complete before graduation. The faculty decides additional work requirements on reviewing each case individually. The faculty also stipulates the time period within which the additional work requirement has to be completed.

A student who accumulates 4 or more LPs in second year will be separated from the MBA Programme. In this case there is no faculty review.

3.3 Separation and Readmission

A student, separated during the first year on academic grounds, can apply for readmission to the first year of the MBA Programme.

A student separated during second year on academic grounds will be eligible for readmission only after a faculty decision. *Students removed from the Programme based on disciplinary grounds may not be considered for readmission.*

A student who is absent for an extended period of time without permission of the Associate Dean, Academic Programmes, may be separated from the Programme.

3.4 Withdrawal

A student in good academic standing may withdraw from the Programme for medical or other genuine reasons. In such a case, the student should submit an application to the

Director MBA Programme stating reasons for withdrawal from the Programme. A student who withdraws from the Programme is eligible for readmission. *The MBA Admissions Committee decides the conditions for readmission on a case-to-case basis.*

4.0 HONOURS

4.1 End of First Year

The Dean's Honour List is prepared at the end of the first year of the Programme. Approximately the top 10% of the students are included in this list. The student with the best academic record at the end of the first year is declared the Syed Babar Ali Scholar.

4.2 At Graduation Time

At the end of two years, students are ranked according to their academic performance.

The graduating student with the best academic performance receives a gold medal. The second best student receives a silver medal.

The top students (approximately 10% of the class) during the two years of the Programme are placed on the Dean's Honour List and those in the top one third of the class receive a special mention on their transcripts. Those on the Dean's Honour List at the end of two years, receive a plaque.

There are course and area-specific medals, which are sponsored by various companies.

5.0 ATTENDANCE POLICY

Class attendance is a critical component of the case method approach. Absence from classes is strongly discouraged and faculty members take note of absent students. Students who exceed the maximum number of allowed absences receive an **I**, i.e. "Incomplete" grade in the course and are not allowed to take the final exam.

I in a compulsory course will require repetition of that course, whereas I in an elective will require either repeating that course or taking another elective as a substitute.

Students coming late to class maybe marked absent and are generally not allowed to sit in class. *In the first year “late in class” pertains to the mandatory discussion groups as well.*

Academic Programme Coordination Committee.

6.0 INTERNSHIP

PENALTY FOR CLASS ABSENCES

Maximum Absences Allowed in a full 30 session course	Number of Absences	CP Grade Deduction per Class Absence
6	Up to 2	-1
	3 to 6	-2

The first two absences result in a penalty of -1 towards CP for each session. Any additional absence is marked as -2. Thus for up to six (6) absences, students receive an accumulated negative CP of 10. For 7 or more absences, the student will receive an “Incomplete” grade.

Students who miss class sessions due to interviews scheduled by the Career Development Office (CDO) will be marked absent but there will be no negative marking for Class Participation. Students requesting this exemption should give a written application to the Programme Coordination Office before the interview duly verified by the CDO.

Total absences due to interviews scheduled by the CDO or due to any emergency should not exceed the allowed limit otherwise the student will be given I grade.

5.1 Make-up Examination Policy

Absence from examinations is permissible only in extreme situations beyond the control of the student. *Serious illness of the student or death in the immediate family is regarded as a legitimate reason for scheduling a make-up exam.* Even in an emergency situation, the student or someone on his behalf must inform the Programme Coordination Office or the relevant instructor before the exam is held.

Students must petition to the MBA Programme Director for make-up examinations. Acceptability of the petition and the terms and conditions of the make-up examination will be at the discretion of the

Internship at the end of the first year is an important and mandatory part of the MBA Programme. It exposes students to the realities of the business world, thereby providing them with a mix of theory and practice. It also helps them in formulating future plans for the selection of their elective courses, as well as possible career choices. *A student who does not complete his/her internship is not promoted to the second year.*

Some policy guidelines for internship are:

- The minimum duration of the internship is 6 weeks. Some companies may require the period to be 8 weeks long. If they wish, students can work longer than the required 6-week period.
- The Career Development Office (CDO) gathers information about internship opportunities. This information is made available to students who indicate their preferences to the CDO, which helps to arrange interviews, tests, etc. The information on the number of internship slots, functional areas and location of internship is circulated to students by the end of first term. Students are advised to start their internship search early to increase the likelihood of getting the internship of their choice.
- Students may arrange their own internships.
- Students will be allowed to undertake internship in their own family organisations subject to approval of the MBA Programme Coordinator.
- Those seeking internships abroad will have to produce a letter of acceptance from the company by March 31, 2009.
- Students are required to get a certificate (*see Exhibit 2*) filled out by their employer regarding the duration and successful completion of the internship. This certificate is to be submitted to the CDO.
- Students are required to write a report. The details about the content of the report and submission deadline will be provided before the internship starting date.

7.0 STUDENT EXCHANGE PROGRAM

Participating in exchange programs gives students the opportunity for an international exposure. It enables them to adapt to the rapid pace of change in the global environment and enriches their educational experience through a broader curriculum choice. It exposes them to the perspectives of a diverse faculty.

LUMS has started Student Exchange Programme with the following universities.

- Copenhagen Business School, Denmark
- Indian School of Business, Hyderabad, India
- Indian Institute of Management, Bangalore, India
- Management Development Institute, Gurgaon, India
- Seoul National University SNU, Korea
- University Sains Malaysia (USM)
- University Utara Malaysia (UUM)
- Zagreb School of Economics & Management, Croatia
- ESAN University, Lima, Peru
- Guanghua School of Management, China
- Chiang Mai University, Thailand
- Bond University, Australia
- Koc University, Turkey

In the following years, the university hopes to announce more exchange agreements to enhance the competencies of its students.

Students in the second year of the MBA Programme are eligible to enrol for the exchange programme in their third term. *They are required to take one course to fulfil the requirements of CPD.* Equivalency of the courses will be coordinated by the Programme Coordination Office (PCO). Exchange students are selected and officially nominated by the Suleman Dawood School of Business on an individual basis. The students bear all travelling and living expenses. LUMS will help arrange for the visa and other formalities. The application process starts in January of the first year of the MBA Programme. All those who are interested in applying should submit a statement of objectives to the Coordinator, Student Exchange Programme by the first week of January.

7.1 Selection Criteria:

Selection as Exchange Programme Student is purely based on the merit and financial Aid status. Students on financial aid are not eligible for exchange programmes.

8.0 FINANCIAL AID POLICIES

The Financial Aid Committee takes decisions pertaining to financial assistance. The decision and its review follows the stages outlined below:

Stage 1:

The decision for granting financial aid is taken by the Financial Aid Committee on the basis of need. Financial aid is also dependent on availability of funds with the University.

Stage 2:

Students have the right to appeal against the decision taken at the first stage and can submit a written application addressed to the Dean or Head, Admissions and Financial Aid. The Dean's Committee will review the earlier decision and may call the candidate for an interview, if required, before finalising the decision.

Financial aid can be increased, reduced or kept the same at the final stage of review.

Applications for review of financial assistance will not be entertained after the Dean's appeal.

Note:

In case, inaccurate/misleading information is provided by an applicant regarding his/her financial circumstances, the admission and financial aid can be cancelled at any stage before or during the programme. LUMS also reserves the right to independently verify all information provided by an applicant.

8.1 Policies for Giving Financial Assistance

The Financial Aid Committee assesses the need of each applicant. If the applicant qualifies for financial aid, all or some portion of the assessed need is given as a loan or scholarship or a combination of both.

8.1.1 Need Assessment

The Financial Aid Committee assesses the financial need of candidates, and determines whether or not the candidates and their families have adequate resources to finance education at LUMS. The need is determined on the basis of the statement of financial resources submitted to the Financial Aid Office, by the student at the time of the admission and at the end of each year, thereafter. Other sources of information and, if required, interviews of applicants by the Financial Aid Committee maybe scheduled as well.

8.1.2 Merit Criteria

Ranking at the time of admission determines merit criterion.

In second year, the previous year's academic record is the merit criterion.

8.2 **Criteria for Merit Scholarship**

8.2.1 First Year

Partial scholarship will be given to the top six students based on the admission merit ranking list.

8.2.2 Second Year

The students will continue to receive this scholarship in the second year on the basis of their performance in first year.

8.3 **Loan Repayment Policy**

For details on repayment of loan, please contact the Finance and Account (F&A) Department.

LUMS reserves the right to inform employers and other institutions of the loan status of its graduates and ask employers to deduct loan payments from their salaries.

8.4 **Applications for Financial Aid**

8.4.1 First Year

Students can apply for financial assistance for the first year only at the time of applying for admission. *Application for financial assistance has no bearing on admission decision.* Only those students whose financial situation

changes drastically due to unforeseen circumstances, can apply for financial assistance during the year. The students will have to provide evidence in case of any change in their financial situation. *Such requests must be addressed to the Head, Admissions and Financial Aid, and should be submitted at least two weeks before the start of any term.* Otherwise, the application may not be considered for that term.

8.4.2 Second Year

In the second year students can apply for financial aid before the second year commences i.e. when the applications for financial aid are being considered. The amount of assistance may vary if there is a significant change in the need, merit or availability of funds.

A student who is promoted on probation to second year through a faculty decision may not receive financial assistance from LUMS.

9.0 **DEPOSIT OF DUES**

Each student is required to deposit the dues within the period specified by the Admissions Office on the fee card. No reminders will be sent for payment of dues. A grace period of 20 calendar days subject to a fine of Rs 100 per day, up to a maximum of 10% of the amount due may be given. *Failure to pay the dues and fine by the end of the grace period may result in separation of the student from the Programme.* Reinstatement is permitted only at the discretion of the Dean on payment of the admission fee and any outstanding dues. *Students will only be allowed to register for courses, attend classes, take exams, term grades, transcripts and receive transcripts/degrees if they have cleared all their dues.*

Admission fee, Registration fee, Summer Orientation Programme fee, and security are one-time expenses, and are payable as specified on the fee card.

MBA Programme Dues

Fee	Amount due within the payment period	Payment period		
Admission* (Non-refundable)	Rs 25,000	as specified by the Admissions Office		
Registration, computing, extra curricular activities	Rs 15000			
Security* (Refundable)	Rs 10,000			
Summer Orientation Programme*	Rs 10,000			
		Payment I	Payment II	Payment III
Payment Schedule		As specified by the Admissions Office		
Payment I	Rs 123,400		Nov 12-19, 2008	Feb 18-23, 2009
Payment II	Rs 123,400			
Payment III	Rs 123,400			

* One time expenses

Students cannot register for subsequent terms unless all previous dues such as tuition, hostel and other fees, library fines and computing charges have been cleared.

A penalty of Rs 100 per day, up to a maximum of 10% of the amount due, is applicable for late payment of dues for the following in the Payment II and III:

Tuition Fee
 Extracurricular Charges
 Computing Charges
 Laser Printing Bill
 Hostel Charges

Fines for the loss of:

Mailbox/Locker Key	
First time	Rs 100
Each additional key	Rs 500
Nameplate	Rs 160
LUMS student ID card	Rs 200

10.0 CLEARANCE PROCESS

Students are required to get clearance done from the University in the following situations:

- On graduation;
- After withdrawal or separation.

Without official clearance, no transcript will be issued to the student.

10.1 On Graduation

Graduating students are required to return the items specified below to the following departments latest by July 18, 2008.

Admissions Office:
 Mailbox Key
 Locker Key (if any)

Library:
 All books and other material issued by the Library.

By August 29, 2008, all departments will send a statement to the Finance and Accounts Department indicating the outstanding amount to be paid by the students. In September each student will get a cheque/statement from the F&A Department indicating the amount of dues to be paid to LUMS, a cheque for the balance amount due to the student or a statement indicating that there are no dues against the student/university. The students will get clearance certificates from the F&A Department after clearing all dues with the University.

The F&A Department will then send a statement to the Admissions Office, indicating status of clearance for all the students before the Annual Convocation. *Only those students who have cleared their dues with the University will be allowed to attend the Annual Convocation and receive degrees.*

10.2 After Withdrawal or Separation

Students who withdraw or are separated from the Programme have to inform the Admissions

Office, in writing, within one week of their withdrawal/separation. Students who withdraw or are separated during the academic year have to get a clearance certificate from the Admissions Office and get it signed by various departments within one week of their withdrawal/separation. The certificate has to be submitted to the F&A Department, which will issue the clearance certificate after all accounts, have been settled. In case a student does not inform the Admissions Office in writing or does not complete the clearance process, the security deposit will not be refunded.

Clearance procedure for students who withdraw or are separated at the end of the first year will be carried out with the rest of the class.

Information from all departments will be provided to the F&A Department by August 29, 2008, which will then incorporate this information in the final statement for necessary adjustments.

Defaulters will be dealt with strictly and the University can take legal action against them.

EXHIBIT 1**A Typical Time Table for First Year**

Activity	Timings	
Discussion Group	0820-0850	0900-0930
Class I	0855-1025	0935-1105
Tea break	1025 – 1055	1105-1135
Discussion Group	1055 – 1125	1135-1205
Class II	1130- 1300	1210-1340
Lunch break	1300- 1400	1340-1440
Discussion Group	1400- 1430	1440-1510
Class III	1435- 1605	1515-1645

A Typical Time Table for Second Year*

Activity	Timings
Class I	0830 – 1000
Tea break	1000 – 1030
Class II	1030 – 1200
Break	1200- 1230
Class III	1230- 1400
Lunch break	1400 – 1500
Class IV	1500 – 1630

- Since there are electives in second year, students may not be taking all classes scheduled in a day.

11.0 STUDENT SUPPORT SYSTEMS

The process of learning at LUMS may not always be smooth, and some students might face a few difficulties. For this purpose, a comprehensive student support system has been designed.

LUMS faculty and staff are committed to helping students with their problems. All faculty members have regular office hours to meet students. If students wish to meet faculty outside of office hours, they need to make an appointment. The faculty can also be contacted through email.

11.1 Student Class Representatives

Each class elects its own student representative. In the first term at SDSB, students elect class representatives from a list provided by the MBA Programme Officer. This list is based on the admission merit of the students.

From the second term onwards, students elect their Class Representatives from a list of eligible candidates provided by PCO, SDSB. Elections are held for each term (I, II, III & IV). The criteria for eligibility are:

- Students must be among the top one third of the class at the end of the previous term.
- Eligible candidates cannot be on academic probation or ever have been subject to disciplinary action.

11.2 Faculty Advisors

Each student is assigned to a faculty member who acts as his/her advisor. *Students are strongly encouraged to develop close working relationship with their Faculty Advisors.*

11.3 MBA Programme Director

Programme Director from the faculty is responsible for overseeing operations of all academic activities related to that class.

11.4 Associate Dean, Academic Programmes

The Associate Dean is the academic head of the school.

11.5 Dean of Suleman Dawood School of Business

The Dean is the academic and administrative head of the School.

11.6 Vice Chancellor

The Vice Chancellor is the head of the University.

12.0 ASSOCIATED SUPPORT SYSTEMS

LUMS has a team of dedicated staff members who maintain regular office hours between 0830 to 1700 hours on weekdays. Students may approach them with their queries, during these timings.

12.1 Student Services Section

The Student Services Section handles the following:

- Grades, transcripts and degrees
- Student status' letters, i.e. bona-fide, character, no objection, medium of instructions, CGPA conversion, graduation letter and travel concession form.

The following offices handle the support services offered by this department:

12.1.1 Admissions Office

The Admissions Office is responsible for admissions and financial arrangements. This office also handles matters relating to forms for original and duplicate keys of student mailboxes, ID cards and clearance certificates.

12.1.2 Programme Coordination Office

The Programme Coordination Office (PCO) handles all academic activities of students. Students are required to register with this office for the courses to be taken in a term. This office manages the distribution of weekly schedules to students and handles matters pertaining to the Annual Convocation. PCO is also responsible for looking after External Relations which include: coordinating activities related to exchange students, visiting faculty, study tours and guest speakers.

12.1.3 Career Development Office

The Career Development Office (CDO) provides a diverse range of services to students and graduates as they undertake internship and job search. These services include resume preparation, mock interviews, company presentations and interviews.

12.1.4 Marketing & External Relations

The Marketing & External Relations Office links the University with its alumni. This office is responsible for publishing the Alumni Directory, the annual Newsletter, organising reunions, and arranging fund raising events.

12.2 **Finance & Accounts Department**

Students deposit their dues with the Finance & Accounts (F&A) Department, which also handles the disbursement of student loans and scholarships, and clearance.

12.3 **Administration & Services**

Administration & Services is responsible for providing support to all the activities of the University in coordination with other departments. Key responsibilities include maintenance and security of the buildings and the campus, providing sports facilities, ensuring efficient functioning of the mail office, the telephone exchange and other services, and the overall supervision of the Pepsi Dining Centre.

12.4 **Information Technology Services Centre (ITSC)**

Academic computing in Information Technology Services Center (ITSC) promotes and enables technology- based education at LUMS. Students have access to a wide range of personal and scholarly recourses through ITSC.

Providing space, software and hardware services, and collaborating with various departments within LUMS across various multimedia platforms- including voice, data, video as well as computer technology for the entire University, ITSC facilitates the networking of ideas.

12.4.1 Network

Our heterogeneous network is a mix of and not limiting to LINUX, Microsoft 2003 server, SQL, and Oracle. We currently have a total of 11MB bandwidth through various providers. Computing labs, faculty, and staff users have a dedicated 4MB for data centre; hostels have a dedicated 4MB and 2MB for the data centre. 1MB is on backup.

12.4.2 Wireless Hotspots

As LUMS moves ahead, access to online services and digital information resources will increasingly become more convenient and effective. Wireless access is available in and around the Pepsi Dining Center, REDC, Central Courtyard, and some auditoriums.

12.4.3 Support

Helpdesk- x4149

The LUMS ITSC Help Desk is a technical support team that provides prompt, knowledgeable, courteous desktop computing support services over the phone, in person, and via email to LUMS.

The Help Desk aims to resolve all interactions with at least 80% or above satisfaction. If this is not possible, the inquiry is escalated to provide alternative referrals or resources. If the problem or request concerns an unsupported operating system, hardware, software or service, staff will do their best, given call volume, to suggest other avenues of support.

The help desk mission is to ensure a positive experience and a speedy resolution resulting in the efficient use of technology tools for our academic setting.

12.4.4 Computing Labs

We have six computing labs (x4131/ x4132) covering 315 PCs at LUMS. Five computing labs are available twenty four hours a day, seven days a week, located on the third floor of the library building. The sixth lab is a dedicated MBA Elab (x2548) located on the second floor above the Super Store. The hours are 8am till 12midnight Monday through Sunday.

12.4.5 Email Kiosks

Kiosks are placed around LUMS campus for a quick use of email, assignment gathering, and bulletin board access. Students are requested to log any problem noticed on the kiosks to the helpdesk.

12.4.6 Hardware or Software Installation

For class assignment or project, a student may reserve a PC with custom installation of required software or hardware. At the request of a faculty member the computing lab may be reserved for a fixed period of time exclusively for specific group. During this period, students will not be allowed to work in the lab even though there may be free machines available. Lab reservation hours will be posted by the lab and students are expected to observe them. Lab reservation schedule is also available at www.lums.edu.pk/itsc/labs or by calling X4132.

12.4.7 Email Client

Email is based on Exchange 2007. All computing labs have email access. Email is accessible remotely through accessing the LUMS website at <http://www.lums.edu.pk>

12.4.8 Various Software

The software that the ITSC provides, through the computing center are Antivirus Suite, Acrobat, Microsoft Office XP and 2007. Office 2007 will be offered if minimum hardware specs are met with limited support, WinZip, ERP Client starting March 2008, Adobe Acrobat, Adobe Photoshop, Microsoft Project, Visual Studio, Microsoft Publisher, Oracle Client Configuration, SPSS, Stata, TSP, Eviews, Matlab, Teradata, Rational Rose, Scientific Workplace, Mathematica, Palisade tools.

LUMS has also subscribed to the MSDNAA. Any software that is available through the MSDN subscription can be installed on request in the computing lab as per the class requirement.

12.4.9 Bulletin Board

For constructive use of ideas, a bulletin board is in place at <http://www.lums.edu.pk/itsc>. The

same email logon credentials can be used to post messages and start discussions. All students are requested to abstain from offensive language and material.

12.4.10 Listserv

Any use for a list for a student body discussion can be created through a request to ITSC via an email (helpdesk@lums.edu.pk) or phone (x4149) or walk-in (third floor Library building). An owner is assigned who can add, delete users and maintain the list on their own. All students are requested to use inoffensive language.

12.4.11 Video Conferencing

Video Conferencing technologies provide a basis for remote collaboration with academia and the industry worldwide. Such a facility is available for LUMS faculty and student organizations.

12.4.12 Smart Cards @ LUMS:

LUMS is taking a holistic look at security and trying to establish systems and processes using Contactless Smart Cards for campus wide access starting this fall. The objective of implementing Security Management System is to prevent unauthorized access into the campus grounds and buildings. This exercise is meant to dramatically increase the security of our students, faculty and staff.

Going forward, we expect the smart cards to be used for automating a number of functions, such as paying for the participating functions on the campus.

The access control system will be complemented with a comprehensive video surveillance system. This would help LUMS in enhancing security by increasing video surveillance to prevent any breach of security.

In the final analysis, taking elementary precautions coupled with technology makes it more difficult for anyone to cause a security breach and will prevent us from becoming another crime statistic.

12.5 Other Support Services

12.5.1 Library

The Library has a vast collection of books, journals, CD and virtual materials, and loans them out to students for specific periods. The detail of resource material available in the library is also accessible through the Internet.

12.5.2 Audio-Visual Unit

Equipment and teaching aids used in class and presentations may be borrowed from this unit.

12.6 Student Counsellor

The Counselling and Psychological service at LUMS is provided by an experienced Chartered Clinical Psychologist. The Counselling service is especially sensitive to issues of diversity and their influence on student adjustment, identity, and growth.

The student counsellor works regularly with students for all kinds of emotional, psychological, familial problems and academic adjustments. Furthermore, stress management techniques and relaxation training are offered to deal with anxiety and stress.

The Student Counselling Services at LUMS offer free confidential counselling to currently enrolled students. A student can seek counselling for a variety of concerns. Examples of these concerns can be anxiety, tension, depression, academic difficulties, grief, relationship difficulties or stress.

12.6.1 Counsellor's Role

The role of the counsellor is to provide a collaborative, engaging, safe, non-judgemental and confidential relationship. Your safety and the safety of others is our ethical obligation.

12.6.2 Crises Intervention

It also offers confidential evaluation, crisis intervention, and brief counselling for any emergencies, if arisen.

12.6.3 Confidentiality

Any information that you discuss with your counsellor is strictly confidential and separate from your academic records. No information will be released to anyone without your written consent.

You can seek appointment with the Student Counsellor through email only.

12.7 Campus Access Schedule

The main entrance to the Academic Block and the entrance to the Pepsi Dining Centre remain open from 0600 hours till midnight.

The Main Gate is open twenty four hours. However, only LUMS students are allowed to enter the campus between midnight and 0600 hours.

13.0 EXTRA-CURRICULAR ACTIVITIES

Students of MBA Programme are required to participate in CPD clubs. These clubs are run and managed by the students under the guidance and supervision of a faculty patron. Some of the main clubs and societies include:

1. Finance Club
2. Entrepreneurship Club
3. Human Resource Club
4. Marketing Club
5. Supply Chain Management Club
6. LUMS Business Review
7. Toastmasters Club
8. Leadership Society
9. Sports Society
10. Dramaline Society
11. Global Management Club

Students must get approval of the Associate Dean, Manager Programme Coordination Office, and have a faculty patron before starting a new club or association and organising on-campus activities. Prior permission is needed before inviting visitors to University functions. It is the responsibility of all students to ensure that their visitors, regardless of status, observe LUMS rules and norms.

All extra-curricular activities should be co-ordinated through the faculty patron and the Officer Extra-curricular activities.

14.0 PROFESSIONAL CONDUCT

One of the aims of the programmes at LUMS is the development of personal and academic ethics among students. Students are expected to conduct themselves professionally in all aspects of their life at LUMS. Fines may be imposed in case of violation of the norms of the University. Unprofessional behaviour can also result in dismissal from the Programme. *A student dismissed for unprofessional behaviour may not be considered for readmission.*

Professional conduct covers a wide range of activities from interpersonal behaviour to maintaining and enhancing the professional values of the University. When in doubt about appropriate behaviour, students should immediately consult their Coordinator, faculty advisor or any member of the faculty.

Following are some of the norms of the University:

- Students should maintain proper decorum and etiquette, and adhere to accepted local social norms while interacting with peers, faculty members, guest speakers and the staff at LUMS.
- Students must not engage in any activity that may result in damage to the University property.
- Students are not to indulge in behaviour, on or off campus, which may tarnish the image of LUMS.
- While on campus, students are expected to adhere to a decent and presentable dress code and are encouraged to be formally dressed for interviews, class presentations, seminars by guest speakers, and other academic events.
- Smoking is strictly prohibited in the entire Academic Block and Library Building including the main entrance area and the Pepsi Dining Centre. Offenders will be fined Rs 5,000 and repeated violations can lead to strict disciplinary action.
- Phones in the faculty and staff office areas are not to be used by students. Phone booths have been installed in the Academic Block and hostels.
- Activities, such as eating and drinking, can only be carried out in designated areas in the Pepsi Dining Centre and in open areas.

- Food and drinks, with the exception of water, are not allowed in classrooms, discussion rooms and the Library and Computer Labs.
- Keep the campus clean! Littering on campus is highly unacceptable.
- It is the students' responsibility to ensure that their guests do not violate the security, rules, regulations and behavioural norms of the University.
- Students should not be late for either discussion groups, if they are mandatory, or classes. Students should not leave the classroom when the class is in session except under exceptional circumstances with the permission of the instructor.

14.1 Assignments

Students are to stringently follow the rules and procedures regarding written assignments, class preparation, projects, quizzes and examinations for the course.

No discussion is allowed on an assignment unless specified by faculty members. Any ambiguity regarding the extent of discussion should be cleared with the concerned instructor.

In order to avoid delays due to network congestion near assignment deadlines, students should plan their printing requirements in advance (see also 4.3).

14.2 Unfair Means

Plagiarism, cheating and using other unfair means constitute unprofessional conduct.

Students are also strictly reminded that using any material in an assignment without clearly stating the source tantamount to plagiarism and is strictly prohibited. For example, any material downloaded from the Internet and used in an assignment must be properly referenced.

Unfair means include discussions and exchange of all class notes and written material between the current classes and former students, which may subvert the learning process.

Exchanging or passing information to other students over the network during lab exams is considered cheating.

Any form of unfair means will be immediately reported by the instructor to the Values and Ethics Committee. Severity of the penalty imposed on the student can range from additional work before graduation to separation from the program.

Whenever in doubt about any of the above issues, consult the MBA Programme Coordinator immediately for clarification.

14.3 Plagiarism¹

What is plagiarism?

Plagiarism is the use, without acknowledgement, of the intellectual work of other people, and the act of representing the ideas or discoveries of another as one's own in written work submitted for assessment. To copy sentences, phrases or even striking expressions without acknowledgement of the source (either by inadequate citation or failure to indicate verbatim quotations) is plagiarism; to paraphrase without acknowledgement is likewise plagiarism. Where such copying or paraphrasing has occurred the mere mention of the source in the bibliography shall not be deemed sufficient acknowledgement; each such instance must be referred specifically to its source. Verbatim quotations must be in inverted commas, or indented, and directly acknowledged. (University of Sussex regulations)

What is a source?

Sources are published (print or electronic) primary and secondary material as well as information and opinions gained directly from other people.

Types of plagiarism

Plagiarism falls under two broad categories: a) Copying an entire document, or part of a document as your entire paper; b) Mosaic plagiarism, that is, mixing the words and ideas of a source with your own, or mixing the words and ideas of two or more sources without acknowledgement.

Plagiarism usually takes one of these forms:

- Uncited idea: passing off someone else's idea as your own.
- Uncited information or data from a source: not acknowledging the source of any fact, figure, event, statistical data or information provided.
- Verbatim phrase or passage that is not quoted: any direct quotation that is not in quotation marks or indented and not referenced at the end of the quotation.
- Misrepresenting evidence: information from a source that has been changed or taken out of context to suit your paper/argument.
- Dual submission: submitting the same paper or parts of a paper to more than one course/instructor.
- Abetting plagiarism: knowingly helping another student to plagiarise by letting him/her copy your paper, selling a paper to a student, or by writing all or part of a paper for another student.
- Commercial tutoring services: making use of the services of a tutoring school or term paper company to write papers.

Penalties

The instructor is required to immediately report the potential plagiarism case to the V & E Committee (see General Information, 15.1). Penalties for Plagiarism range from extra work before graduation to separation from the programme.

How to avoid plagiarism

- Do not leave written work until the last day.
- Do not rely mainly on a single source for information or opinion.
- Do not borrow another student's paper.
- Do not write a paper from borrowed notes.
- Do not write the paper with another student.
- Always back-up your work on diskette and make a hard copy wherever possible to avoid problems created by computer failure.
- Always keep your notes and drafts until a paper has been returned.
- If you feel confused or panicked about time, or if you are having personal problems and cannot concentrate, let your instructor and/or teaching assistant know before the submission deadline.
- Note-taking: When taking notes from a source, always begin by writing down the

¹ This section was written using Harvard and Sussex Universities' regulations regarding plagiarism.

full bibliographic information (author, title, date of publication, publisher, place of publication, page numbers). Always distinguish between the author's own words and your own points. Do not take notes by carelessly copying and changing a few words. Take notes in a separate word document. Do not mention sources in your bibliography that have not been mentioned in your paper.

14.4 Computing Lab Usage

LUMS computing facilities are designed to be used in connection with legitimate, university-related purposes. Following are considered as general rules of computing lab usages and failure to abide by these can result in the offender's account being disabled for a certain period of time, plus a monetary fine or a referral to the V & E Committee.

- Access to computing labs is only allowed to students – for identification lab staff may request students to produce their **LUMS student ID card** and may request to leave the lab otherwise.
- ITSC strives to maintain a **quiet, work friendly environment** in its computing labs in order that lab users can use their time productively and with minimal distractions.
- Computing Labs are a work area, so **no food or drink** is allowed in the labs
- Any **computer left unattended for 30 minutes** is considered vacant. Please log off before leaving your workstation. If workstation is locked for more than 30 minutes, your **PC will log off automatically**. Please plan your activities accordingly.
- Students are responsible for ensuring the **confidentiality of access rights** under their control. For e.g. release of a password, whether intentional or inadvertent, invites misuse by others and may be subject to disciplinary action.
- **Damaging or misusing the lab equipment** and furniture, can result in penalties. Careful handling is emphasised.
- **Installation of any software** without permission of the ITSC staff is not allowed.
- **Playing games, using chatting software or accessing Internet for non-academic activities** on other than the designated machines is not allowed. Students should

vacate the computers designated for games for students who are waiting to use the machines for assignments. Lab support staff reserves the right to ask the students playing games to leave the computer if there are other students waiting to use the computer for assignments. Students can play games at last row of computers in Lab1 and from 12 midnight to 8 AM.

- Use of computing and communication resources to **support a profit entity** (including any personal business) is strictly forbidden.
- **Carrying of shoulder bags** in the labs is prohibited. Areas are designated near labs where students can leave their bags. However students can bring small pouches to carry valuables.
- **Downloading any copyright material** (e.g software, music, videos, books, photographs, etc) is prohibited.

<p>Penalty for Offenders</p> <p><u>First time offender:</u> Computer account disabled for one week</p> <p><u>Second time offender:</u> Fine of Rs 3,000 and computer account disabled for two weeks</p> <p><u>Repeat offender:</u> Serious disciplinary action and ban on entry in the lab till the decision of the case</p>
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Fines will be imposed for the following violations:

- Penalty for sending out mass emails can range from a fine of Rs 5,000 to disciplinary committee referral.
- Allowing a fellow student to use your account will result in a penalty of Rs 1,500.

Following activities will not be tolerated under any circumstances and will result in serious disciplinary action including possible separation from LUMS:

- The **use of computing resources** to disseminate obscene, pornographic, or libellous materials, to threaten or harass others, or otherwise to engage in activities forbidden by this Code is subject to disciplinary action. LUMS maintains a comprehensive log of all user activity performed on workstations in computing labs. These user logs can, and are, referred

to when an event of misuse of resources is reported.

- **Writing objectionable and obscene remarks** or comments on logged-in but unattended computer terminals.
- Tampering with the **lab surveillance system**.
- **Email spamming** and email wars.
- **Sniffing passwords** and misusing accounts.
- Placing or offering any kind of **commercial or indecent services** from individual web pages.
- **Misbehaving with lab support staff** and other ITSC staff.

In case of the above violations, even first time offenders will be referred to the Disciplinary Committee.

- Your first help contact is the lab support staff available on-site. You may also email your concerns to helpdesk@lums.edu.pk or contact the ITSC Helpdesk at ext.4149 from 8:30am to 5:00pm during weekdays.
- Students should collect all their dot matrix printing at the end of a visit to the lab.
- Students should not leave papers, trash, books or bags on computer terminals/desks.

Currently black and white line printing is available at no cost to the user. In order to keep printing free, you are required to observe a limit of 1 copy of a printout. This includes any printed materials that are substantially the same. User must collect his/her printing within six hours of job completion time. Please do not waste paper.

Note:

To ensure sharing of computing facilities and a smooth and trouble-free operation, the ITSC may introduce new rules when needed.

14.5 Hostel LAN Usage

- The campus network is a facility that is to be used “responsibly” at all times by all members of the LUMS community. Hosting and transmitting material which is designed or likely to cause annoyance, inconvenience or needless anxiety to anyone is against usage norms, and will lead to action against individuals and groups involved in such activities.

Penalty for Violation of Policies Code & Ethics

First time offender:

Fine of Rs 5000 + computer account disabled for 2 weeks

Second time offender:

Fine of Rs 5,000 + computer account disabled for 2 weeks + serious disciplinary action

Repeat offender:

Fine of Rs 10000 +account disabled +matter referred to the disciplinary committee

- The services that use TELENET, SSH, POP3, HTTP, HTTPS and FTP are allowed to use from the hostel network.
- P2P applications are not allowed.
- Online gaming is not allowed.
- Using youtube is prohibited.
- Internet Browsing from Hostels is monitored and students are advised to avoid accessing pornographic material or any objectionable site. In case a student is found browsing through objectionable site, serious action leading to the termination from the registered programme will be taken.
- Password sharing of any server of LUMS will be considered as violation of the computer usage from the hostel. In case any attempts or activity is recorded from the login of a student, his/her account will be disabled along with that of one whose password was used.
- Use of hacking tools and attempts to hack campus equipment will lead to the disciplinary action including termination of the room computer node for indefinite period.
- Disabling of room node(s) will be made in case the activity falls under hacking, scanning etc. or the log in shows access to objectionable sites, or attempts to compromise other internet sites from the hostel LAN.
- Disciplinary action will be taken against the student as per university rules and regulations.

15.0 DISCIPLINARY PROCEDURE

If there is a complaint of unprofessional conduct regarding a student, the Dean of the School can suspend the student immediately and refer the case to the Values & Ethics Committee.

15.1 Values & Ethics Committee

Matters relating to violation of professional norms are referred to the Values & Ethics (V&E) Committee. After reviewing the extent of the misconduct, the committee may refer the case to the Disciplinary Committee. The V&E Committee has the authority to establish whether breach of Values and Ethics at LUMS has taken place or not.

Serious violations, such as cheating, plagiarism and use of unfair means may lead to discontinuation of any financial assistance from LUMS and even separation from the Programme.

15.2 Disciplinary Committee

When a case is referred to this committee, it conducts a detailed investigation. After providing a hearing to the student(s), it takes necessary action.

In case of disciplinary action, all future financial aid may be cancelled and students will not be allowed to graduate unless they return all previously disbursed financial aid along with accrued interest and penalties for delayed payments, if any.

15.3 Petition by Students

The student(s) against whom a decision has been taken may petition to the Appeals Committee within 3 days for a review of the disciplinary decision.

The decision of this committee is final and binding.

16.0 PROCEDURE FOR HANDLING GRIEVANCES

In attempting to resolve any student grievance, it is the obligation of the student to first make a serious effort to resolve the matter with the individual with whom the grievance originated. For example, in the case of a grade related grievance the student should first talk to the faculty member concerned. The course instructor retains primary responsibility for assigning grades. The instructor's judgment is final unless compelling evidence proves otherwise. In case of non-resolution at this stage, the proper channel to follow is first the Faculty Advisor assigned to the student, then

the Coordinator, and finally the Associate Dean. It should be kept in mind that a grade review can also result in a grade reduction.

In the case of any other grievance, the student is advised to get in touch with the faculty advisor. If the student feels that his/her concern has not been addressed, he/she may approach the Coordinator. The Associate Dean can be consulted in case the grievance is not settled at an earlier stage.

17.0 FACILITIES AVAILABLE AT LUMS

17.1 Computing Facilities

Computing resources in labs are available twenty four hours a day, seven days a week. There are a total of six general-purpose labs equipped with 300 high-end workstations, document scanners, CD writers and high-speed laser and draft printers.

These facilities include

- Multiple computing platforms (Microsoft Windows, SUN Solaris and different flavours of UNIX operating system).
- State-of-the-art hardware (top-of-the-line PCs such as IBM, HP and Dell.)
- A well equipped Campus datacenter provides central online services and data storage facilities to the entire community.
- The datacenter hosts SUN, Dell, HP, and IBM servers.
- Access to standard software packages is available on the network.
- Software packages needed for course work are available on the network.
- Internet connectivity is provided through three service providers. A total of 3.5 Mbps Internet bandwidth is currently available on campus.
- Further increase in bandwidth is scheduled for the upcoming year as well.

Students living on-campus also have the facility to connect their personal computers to the LUMS network via LAN nodes provided in each hostel room. To improve access and availability, ITSC has provided e-mail kiosks in the library building.

Free laser printing quota is authorised by instructors per course. Students are billed at

the end of the quarter if they exceed this amount. Logging of printed pages is done automatically.

Every student is provided with an email account. Students are strongly advised to check their emails at least three times a day as communication between most departments and students is through this channel.

At times homework is also assigned by email.

17.1.1 PC Reservation

At the request of a student a computer is reserved for a project or assignment needs. Students complete PC reservation form with all information regarding project, and approved by the faculty member. A downloadable form is available at www.lums.edu.pk/itsc/labs

17.1.2 Lab Reservation

At the request of a faculty member the computer lab may be reserved for a fixed period of time exclusively for a specific group. During this period students will not be allowed to work in the lab, even though there may be free machines available. Lab reservation hours will be posted when needed and students are expected to observe them. Lab reservation Schedule is also available at www.lums.edu.pk/itsc/labs

17.1.3 Video Conferencing

Video conferencing technologies provide a basis for remote collaboration with academia and the industry worldwide. Such a facility is available for LUMS faculty and student organizations. For more details contact ITSC Helpdesk.

17.1.4 Wireless hotspots

As LUMS moves ahead, access to online services and digital information resources will increasingly become more convenient and effective. Wireless access is available in and around the Student Centre, REC, Central Courtyard and some auditoriums.

17.1.5 Email Kiosks

To improve Internet access and availability, ITSC has provided e-mail kiosks in the library building. Other planned kiosks locations include Academic building and outside PDC.

For more details and regular information updates, please visit the ITSC website at www.lums.edu.pk/itsc/

17.2 **Library**

The Lahore University of Management Sciences Library serves as a heart of the university, pumping knowledge to the students, faculty and researchers through its wide range of collections, competent staff, high quality infrastructure and innovative services. Currently the library has a collection of over 190,000 books, pamphlets and documents, 128,000 electronic books, subscription to 500 print journals Audio Video/CDs & DVDs, 40 CD-ROM Databases and campus-wide access to over 25,000 full-text online journals dating back to 1800s to the latest ones. The library also maintains press clipping from leading national newspapers on 51 broad subject areas related to Pakistan's business and economy, and a collection of more than 10,394 pamphlets on 75 subjects. Library also indexes more than 20 major Pakistani business & social science periodicals in the Pakistan Periodicals Index database.

In continuation to the library's mission to excel in supporting the academic and scholarly endeavour of its users in their core instructional and research requirements, the library is continuously introducing user-focused innovative systems, services and resources. Among these are virtual library, web-resources, wireless LAN, CD-ROM server, digital counter, multimedia applications, online journals and electronic databases. The library prides itself in its state of the art software, VIRTUA: an Integrated Library System (ILS), which provides free access to its library catalogue and indexes, secure access to user accounts and activities and campus wide access to its full text resources. Patrons can view their library account and circulation activities through the iPortal. They can also renew or reserve the circulated items. A Selective Dissemination of Information (SDI) service is also available through iPortal that keeps users updated with new additions to the library collection. With SDI, patrons can save searches automatically at a set frequency. For maximum convenience, search results are delivered directly to the users' email account.

LUMS Library has separate sections for the publications of the World Bank, the Asian

Development Bank, the United Nations, International Monetary Fund, European Union and the Government of Pakistan documents. Project reports, Subscription to online and CD-ROM databases, video and audiotapes and CDs / DVDs are the Library's unique collection. The library has added electronic resources to provide campus wide access to more than 30,000 leading international journals available through growing LUMS E-databases including EBSCOhost, JSTOR, ScienceDirect, Blackwell Synergy, LexisNexis Academic, Informa world, SpringerLink, Royal Society of Chemistry, American Physical Society, University of Chicago Press. These online journals can be accessed through http://library.lums.edu.pk/vl/online_journals.htm.

Furthermore the library has access to ACM digital libraries, IEEE xplora, IEEE Computer Society Digital Library, IEEE Member digital Library, IEEE Signal Processing Electronic Library (SPEL), ACM SIGMOD Anthology (DVD), International Political Science Abstracts, OECD, E-brary and Questia digital libraries. Its rare virtual library, provide an interactive interface to full-text electronic and online journals, some of them starting from the 19th century, more than 128,000 online books, encyclopaedias, almanacs, digital dissertations and handbooks, accessible through <http://library.lums.edu.pk/vl/vl.htm> The Library also supports research activities through electronic document delivery services and interlibrary loans and cooperation arrangements. The library is equipped with two VCRs, a CD/DVD player, a Hi-Fi audio system, microfilm and microfiche readers, cordless headphones. Wireless LAN access is also available in the library. Patrons can use their laptops/notebooks with built-in wireless adaptor to avail this service.

Qualified and dedicated staff is available seven days a week to provide efficient lending and reference services. Online databases are accessible from the terminals in the Library and from the campus wide network. LUMS Library provides remote access to its databases through local area network and over the Internet via the World Wide Web at <http://library.lums.edu.pk>

General circulation books can be borrowed after presenting a valid library card. After that, books must be reissued or returned. Books and other reading material placed on the Reserve Desk may be borrowed for a 3-hours period.

Students are by default members of the library and they do not need to get separate membership. However, they are required to sign the Relationship Form to activate their membership. The student ID card is must for any transaction in the library. Graduate and Post-graduate students (MBA, EMBA, MS, PhD) can borrow 8 general books for 14 days and 4 course reserves for 3 hours. Undergraduate students

(BSc) can borrow 4 general books for 14 days and 4 course reserves for 3 hours. Not-to-be-Issued copies of course reserves can only be used within the library.

Detailed rules regarding the use and issuance of library material are available at the library circulation counter and can also be viewed from the library web site.

Library remains open from Monday to Friday 0830 to 2400 hours, Saturday 1000 to 2200, and Sunday 1400 to 2200 hours.

Library remains open around the clock during examination days. Library help desks on both the floors provide proactive services from 0830 to 2000 hours. Library remains closed on public holidays.

Library books should be returned on time and in good condition. In case a book is lost or destroyed, damaged or marked in any way, the student is held responsible and is liable to pay a fine.

Fine for overdue books:

General Books

Rs 10 per book per day

Course Reserve

Rs 50 per book per hour

Fine for book lost

Three times of current book price

Disciplinary fine

Rs 500 on first time violation, Rs 1000/- on second violation

Library is a noise free area – loud conversations should not be held and mobile phones should be switched off within its premises.

17.3 Cafeteria

The Pepsi Dining Centre is a self-service cafeteria where snacks and meals can be purchased on cash payment.

In addition, refreshments are also available at The Khokha, Inc.

17.4 Super Store

There is a general store functioning in the University that provides many daily consumer items.

17.5 **Hostels**

Rooms in the hostels are available on a double occupancy, first-come first-served basis. For rules and regulations, consult the Hostel Handbook or visit the LUMS website.

Males are not allowed in female hostels and vice versa. Any breach of this policy is considered a serious offence. During visiting hours Day scholars may visit hostels but are not allowed to stay overnight without prior payment and permission of the Deputy Manager, Administration. Students caught staying in the hostels without permission will be charged one-month hostel rent as fine.

For hostel related problems, contact the Hostel Coordinator.

17.6 **Medical Emergencies**

In case of a medical emergency while a student is on campus, a visiting physician is available during office hours.

After office hours, students residing in hostels should contact the Hostel Warden in case of any medical emergency.

Students with serious medical problems such as asthma, epilepsy, etc., must inform the Programme Coordination Office of any special needs that they may have.