

## Minutes of Internal Quality Assessment Committee held on 18 April, 2020

A meeting of the Internal Quality Assessment Committee was held on Saturday, 18 April, 2020 at 9.00 a.m via the Zoom meeting application. The following members participated.

1.	Dr. Marie Fernandes (Principal)	12.	Dr. Sharon Gonsalves Durham
2.	Ms. Shubda Malhotra (IQAC Coordinator)	13.	Ms. Vineetha Nair (IQAC member).
3.	Dr. Desiree Gonsalves (Vice-Principal, Degree)	14.	Mr. Samson Carvalho (IQAC member).
4.	Ms. Melanie D'Souza (Vice-Principal SFC & IQAC member).	15.	Dr. Sujata Rajpurkar
5.	Dr. Susan Lobo	16.	Mr. Ernest Fernandes (Local Society)
6.	Ms. Sharmila Dhote	17.	Mr. Linus D'souza (Office Supdt.)
7.	CA. Kevin Miranda	18.	Ms. Sakshi Kumar (Student Representative – SFC)
8.	Dr. Harmeet Kaur	19.	Mr. Jitendra Dalvi (Office staff)
9.	Dr. Vatika Sibal	20.	Mr. Rohitas Gupta (Industry expert)
10.	Ms. Janine Coelho	21.	Dr. Vivek Mendoza (Industry expert)
11.	Ms. A.N.S. Sarvani	22.	Mr. Derek Pereira (Alumni Representative)

1. The meeting began with a prayer by Ms. J. Coelho.

I. Leave of absence was granted to Fr. Clarence Fonseca (Managing Trustee), Mr. Joseph D'souza (expert from industry), and Ms. Ashmi Sheth (Student Representative - Degree Aided)

II. To read and confirm the minutes of IQAC Meeting held on 18<sup>th</sup> January 2020.

The minutes were read and proposed by Dr. Desiree Gonsalves and seconded by Mr. Samson Carvalho

III. Matters arising from Agenda Item No. 1. No matters were taken up for discussion

IV. To report on the following:

The Principal shared the agenda on screen. Ms. M. D'souza was requested to inform the committee regarding the Letter of Intent for the next NAAC visit. She informed the committee that the NAAC core committee went through previous NAAC records and along with the Principal unanimously came to the decision that since our current NAAC certification is valid till 15 September, 2021 we have to send the Letter of Intent by March 2021 and get through the process of SSR submission by June/July 2021.

Ms. M. D'souza highlighted that most criteria heads explained the documents required and gave recommendations for their respective criteria in the meetings held on 5<sup>th</sup> and 6<sup>th</sup> February 2020. Ms. J. Coelho added that some recommendations have to be revised based on the PowerPoint presentations that Ms. Melanie sent after the NAAC workshop she attended.

a) Curricular Aspects

Dr. V. Sibal reported that 48 students along with 7 teachers visited the National Defense Academy in Pune on 2<sup>nd</sup> February 2020. Mr. E. Fernandes suggested NDA visit every year.

She informed the committee regarding student enrollment for FOSSEE Fellowship 2020 conducted by IIT, Mumbai and said that it is Web development course free of cost for learners and that students from all stream could join the course.

Dr. V. Sibal told the committee regarding updating Junior College students about various online courses conducted by the college, also added that there has been discussion with Mr. Frederick, Vice-principal of Junior College, about the various courses the College is conducting and that



participation from Junior College is expected. Mr. Frederick said that since there are no online courses happening presently due to Covid-19 lockdown, he would consider it once the College resumes. To conduct the courses smoothly they discussed to fix a common time for the course, so that it is convenient for both Junior and Degree college students.

Regarding the initiatives taken to conduct Sports Management courses, Dr. V. Sibal read a list of institutes providing sports management courses at different levels such as certificate course, diploma course as well as Post Graduate courses spread over different tenures ranging from 6 months to 2 years. She told the committee that we could approach them for more details.

Dr. V. Sibal presented the recommendations for her criteria. She explained that since our college comes under University of Mumbai, all teaching staff has a limited role in curriculum development, except for teachers who are members of Board of studies. She also said that we have a choice only in those subjects that have electives. She underlined the need to have a Staff Council as per the NAAC requirement. She further stated that all add-on courses must be conducted by our faculty members and not entirely by industry experts. She added that attendance and completion certificates of the courses must be provided. She also highlighted that all photographic proofs must be documented with the help of GPS camera. She informed that files documenting important details like appointment letters of staff members, syllabus copy, academic calendar etc. must be maintained by the office, each department and each faculty as it is also a NAAC requisite.

#### **b) Teaching-learning and Evaluation**

Ms. S. Dhote presented the format for composite database of teachers for all the requisite years as recommended for criteria II. The formats were screen shared by the Principal. The first format included details like Name, PAN, Aadhar number, year of appointment, department, experience, if the faculty is still serving the institute etc. Mr. D. Pereira suggested checking the legality of maintaining Aadhar records. The 2nd format was pertaining to Ph.D. degree holder teachers. The 3rd format was pertaining to exams, specifically for internal exam. Ms. S. Dhote welcomed suggestions if any. The 4th format was of result analysis with defined trend line to understand progress. Ms. S. Dhote specified that the NAAC requirement of result analysis was only pertaining to TY. The 5th format was the Buddy Project - SALS (Slow and Advanced Learner Scheme). Ms. S. Dhote presented a template and suggested renaming SALS. Dr. D. Gonsalves promptly came up with a suggestion - PALS (Participative Academic Learning Scheme). Ms. S. Malhotra and Ms. S. Dhote welcomed the suggestion. Ms. S. Dhote mentioned that taking into consideration the student diversity and advanced learners; the ratio could ideally be 1:4 or maximum 1:5. She informed that PALS would be chalked out subject wise and an activity log chart would be maintained. The Principal appreciated Ms. Sharmila for her inputs.

Ms. S. Dhote presented the recommendations of her criteria. She pressed on the requirement of an official circular signed by the Principal for mentor-mentee. She said that the approved mentor and mentee list signed by principal to be displayed in each class. The mentees should come voluntarily and the mentor-mentee ratio could be 1:20. She stated that however this ratio could be kept 1:25 to accommodate students in case of dropouts. She suggested that the word mentor could be used instead of class teacher. She also highlighted that only full-time permanent teachers can be a mentor.

The Principal sought a clarification as to what to mentor about. She said that NAAC wants issues raised and resolved report by mentor class-wise. She said that confidentiality would be maintained and only the number of cases would be given; the student details won't be revealed. Ms. S. Malhotra added that external reference would be mentioned if outside source has to be approached for resolving any issue.

CA. K. Miranda enquired about the mentorship of those teachers whose approval had not come from the University, as well as the ratio of mentor-mentee in Self-Financed Courses as there are only 4 teachers who have approval. The Principal instructed Ms. M. D'souza to find the



information and give the necessary clarification. Mr. E. Fernandes raised the question as to what is to be mentored. Ms. S. Dhote replied that mentoring would be done for academic and personal development of the students and also highlighted that teachers are not professional counsellors.

Mr. E. Fernandes suggested that mentors should have a session on what issues to be undertaken for mentoring. He enquired whether a workshop could be conducted for the mentors for their professional development and if it could be considered for Faculty Development Program. Dr. V. Sibal suggested that this could be discussed with the Staff Advancement Committee.

Dr. S. Lobo also sought clarity on what mentoring is all about. She suggested to have a policy document for mentoring that could be put up on the college website that would help to clarify what issues could be taken up for mentoring. Dr. V. Sibal added that students could also be told about the various scholarships available for them during the mentoring process.

Ms. S. Dhote also spoke about the academic calendar with exam dates mentioned and IQAC calendar. She also suggested having a template for ICT usage by teachers. She also recommended preparing a PPT for orienting students about the Student Satisfaction Survey as NAAC would contact students directly and there is a need to create this awareness among the students. She recommended that we need to devise a method to measure Program outcome, program specific outcome, and course outcome (applicability of syllabus) and that these must be conveyed to the students. Ms. M. D'souza gave an example of Stella's Mary College as to how they devised a method to measure the outcomes of programs. Ms. S. Malhotra suggested taking the help of alumni for the same. Ms. S. Dhote added that the career graph of the alumina could also be considered for the same. Dr. S. Lobo sought clarification of the concept of 'program'. She also sought clarification on the concept of 'activity' and whether guest lecture could be included as an activity.

### **c) Research, Innovations and Extension**

Dr. S. Durham gave a brief outline of the STRIDE scheme. She said that students and teachers could conduct research under this scheme. She added that it runs across all disciplines.

She updated the committee regarding revenue obtained by sale of food items from Hospitality Department that the hospitality department had set up stalls with other departments and DLLE. They made a profit of Seven Hundred Rupees only, which has no proof. She also mentioned that there was no sale during the theme dinner.

She suggested collaborations with NGOs working in the area of student welfare and development, specifically working for SC/ST community. Dr. S. Rajpurkar mentioned that The Equal Opportunity Cell had collaborated with an NGO - Anubhooti and also TISS. She said that they had guest speakers from the EPW editorial board, a lecture on Dalit Literature by Mr. Suraj and also conducted an Ambedkari Literature Study. Dr. S. Rajpurkar suggested the Economically Weaker Cell, SC/ST cell and the Equal Opportunity Cell be merged into one umbrella organization as Equal Opportunity Cell. In response to this Ms. S. Malhotra stated that it has to be confirmed if NAAC approves of merging these cells. Mr. Jitendra suggested having a separate cell for reserved category. Dr. H. Bhasin suggested that there has to be a separate cell for differently abled students also.

Dr. S. Durham recommended more resource mobilization for research. She also said that research by faculty members and students should be increased. She recommended conducting workshops and seminars for faculty development. She mentioned that the UGC CARE list has been revised and that research publications should be done as per the new list. She recommended having an incubation cell in the college, regarding extension activities; she stated that our college is already doing it. She added that MoUs were in progress, as of now a MoU is signed with the Red Dot Foundation with regards to the Women's Development Cell.



#### **d.) Infrastructure and Learning Resources**

Ms. Sarvani informed the members that the gymnasium renovation contract was given to VS fitness, with regard to which they have submitted a quotation. The vendor has also asked for a formal letter and an advance from the college. In a joint discussion with Mr. More and Dr. Desiree Gonsalves, Mr. More suggested that we sell all current equipment and then acquire new equipment. Currently Mr. More has sought out three quotations for the sale of current equipment. Due to the current (Covid-19 lockdown) circumstances the progress is stalled.

The Moodle server link is forwarded to everyone. However a training program for staff members will be organized in the beginning of the next semester.

Ms. Sarvani recommended that more indoor games facilities like board games and outdoor games facilities like badminton could be added. She further recommended that we have to purchase digital equipment such as LMS, Laptops, Tablets, Collar Microphones, and some broadcasting software. It was also recommended that we have to purchase licensed plagiarism software and subscribe for finance research software related to research study, such as capital line, Bloomberg terminal, SPSS, etc. It was recommended that we have to enhance our digital library where students would have access to e-books and journals. It was suggested that a high-speed open Wi-Fi for students with necessary limitations and firewalls could be considered. The hospitality building staff do not have adequate amount of laptops and classrooms does not have access to Wi-Fi connection; it was advocated that these services be made available for the faculty members. Mr. Derrick suggested that he would enquire about available schemes in Bloomberg.

A further clarification was sought about e-content. Ms. M. Dsouza said that NAAC had deemphasized on e-content as it wanted professors to focus on teaching, so now e-content would be relevant under ICT teaching aids.

#### **e) Student Support and Progression**

Ms. J. Coelho put forth the requirement of admission forms asking for providing financial information, without which the students won't be able to proceed with admission process, this would help the college in identifying students who are economically weak, hence these students can then be approached for scholarships when the semester starts. The information with regard to the scholarships will be posted on the website. In addition to the banner placed behind the receptionist's counter a few standees at the college building entrance could be added. In addition to this information, sheets will be printed with details of eligibility and will be given out to economically weak students. Ms. J. Coelho also mentioned the challenges related to students' hesitation to fill in online forms and how they aim to combat it. She stated that Mr. N. Shukla had asked her to talk to Mr. Rodriques from Mr. Julio Rebeiro's office to help in getting students parent's income certificate from the Tehsildar's office. Dr. D. Gonsalves suggested having an information desk, to which Ms. J. Coelho said that students would be hesitant to come out in the open and seek information. With regard to the institution scholarships, i.e., the Maewest Dias and Grenville and Vinita Solomon Scholarships, Ms .J. Coelho stated that a policy document was required to add some clarity to it.

It was advocated that when organizing any capacity building programs for students or staff focus should be on four main areas, Soft Skills, Language and Communication Skills, Life skills and ICT and computers. Most of our current certificate courses would fit in under the above-mentioned four areas. Dr. D. Gonsalves asked if we could open up our certified courses to community. The Principal said that could be done, with first priority to be given to our students and then to community.



With regard to the Placement cell, the Calyx pod software changes had been made and sent to Adv. Joaquim Reis for final approval. A decision will be made shortly. Ms. M. D'Souza informed the members that in this academic year 70 to 80 students had been selected for jobs in 68 different companies. Talerang carried out five training sessions for degree and SFC students. There has been a web seminar on job worthiness by Aditya Birla Sunlife Insurance. LizLyn trainers and GoZoop have been conducting online interviews.

Mr. E. Fernandes asked how was the college extending psychological help to its students during this COVID-19 period, Ms. S. Malhotra stated that the college Counselling unit had prepared a slide containing self-help links provided by the UGC and personal contact numbers of Ms. S. Malhotra & Mr. S. Carvalho were made available to the students by uploading it on website and social media platforms. Principal Madam appreciated Ms. S. Malhotra's efforts for the same. Ms. S. Malhotra further added that a few students had already contacted her for personal counselling during the COVID-19 lockdown period.

Ms. M. D'souza informed the members that the SFC faculty were using google classroom, Instagram live, Zoom, to conduct their lectures. Mr. R. Gupta also added the industry was using the same modalities for their training. The Principal insisted on the encouraging students to make the most of the online courses. With reference to the free Harvard EdX online courses, Ms. S. Malhotra expressed her concern about the relevance of these free courses as many of them were related to religious studies, which the students were not very keen to undertake.

Ms. J. Coelho said that Onfees could be engaged in mapping student progression.

Ms. J. Coelho said that last year student progression was mapped by taking the contacts of students who came for TCs and Migration Certificates, however based on Ms. M.D'Souza's workshop notes NAAC will not accept this as proof of progression. She suggested that we have a group of student volunteers who would acquire the list of ex-students from Mr. J. Dalvi and call up the ex-students to check if they sought admission in the desired colleges, and further more acquire proofs in terms of a copy of their current college ID. She asked Mr. D. Pereira if there was any facility or software where alumni could maintain their record of progression or update their credentials.

Mr. D. Pereira said that they were trying to establish a network of alumni in different industries, which would help in tracking progression. He also insisted on branding St. Andrews College. He said student progression and placement cell would to a large extent depend on branding. Dr. D. Gonsalves seconded his opinion. Mr. D. Pereira appreciated her efforts to create St. Andrews merchandise as medium of branding. CA. K. Miranda stated that in last NAAC visit they had insisted on registering the Alumni, in response to this Mr. D. Pereira stated that they had submitted the proposal to the college management.

Ms. J. Coelho stated that we need a policy document for the student grievances. Prof. S. Lobo had read through the policies of other colleges and was working on formulating one, which has to be passed by the management.

Ms. S. Lobo suggested whether we could have a added session over an above the orientation to acquaint students with important aspects like Mentoring, Grievance cell, Ragging cell. Dr. S. Lobo also said that beyond taking 18-20 lectures per week we should be taking online lectures for syllabus revision purpose. Ms. M. D'souza clarified that there is no compulsion to use e-content or online lectures, rather there is an emphasis on using ICT based teaching.



#### **f) Governance, Leadership and Management**

Dr. S. Lobo started the discussion with a requirement of a Perspective plan. She stated that in order to project the college in good light we could prepare a Perspective plan in accordance with our achievements in the previous five years. Once it is finalized it will have to be uploaded on the website. The Principal said that she would get the Perspective Plan passed by the management. Dr. S. Lobo also said that since two cycles we have aimed to get our college journal registered with UGC but have not been able to do that, to this Ms. S. Malhotra added that college has not being able to start PG and some single major courses, which had been recommended by previous NAAC team.

Dr. S. Lobo said as far as e-governance and ICT is concerned we have been able to achieve it. Ms. M. D'souza said that we have Raspberry Pie mini-computers installed in the BMS building, but the faculty is not skilled enough to use it. The Principal requested that a training program for the faculty should be arranged for the same.

Dr. S. Lobo highlighted few recommendations that can be undertaken by the college, such as staff welfare measures, such as health and life insurance, subsidized canteen, payment of salaries when it gets delayed by the government, welfare fund, first-aid counters, sanitary napkin vending machines. Ms. S. Kumar stated that students should be made aware of the availability of the first aid kits. Dr. S. Lobo insisted on balancing welfare measures between staff and students. Mr. D. Pereira enquired the yearly Fees per student to encourage Alumni members to sponsor economically weak students.

Dr. S. Lobo presented the institution's Organogram; Dr. D. Gonsalves suggested some changes, which will be incorporated by Dr. S. Lobo.

Dr. S. Lobo gave details about the progress in the area of e-governance, wherein Onfees had identified 3 phases. Initial 2 phases have been accomplished and the phase 3 is in the process.

Dr. S. Lobo recommended that we have more training courses for the staff. She specified that we have to showcase that the quality assurance strategies develop in the IQAC and are implemented by various committees and cells. Ms. S. Malhotra discussed the significance of Action Taken Reports, she highlighted that we develop action taken reports for all meetings, i.e., from planning, discussion and implementation, how much time is taken will have to be documented. Dr. S. Lobo stated that Staff Council and a Planning and Evaluation Committee needed to be set up in the college. At the management level a Resource Management Policy, has to be drafted.

Ms. S. Dhote also expressed her concern over the disparity between the proposed and executed calendar events of various departments. She mentioned the need to have new activities instead of repeating the same ones. She said that the planning and Evaluation committee could have a role in this area. Principal clarified that novelty of department activities is not as important as are the main parameters given by NAAC. Dr. V. Sibal sought clarification to the difference between Planning and Evaluation committee and the IQAC. Ms. M. D'souza said that she would seek clarification from the resource person at the NAAC workshop about the same.

#### **g) Institutional Values and Best Practices**

Dr. H. Bhasin gave an update on waste management system, which was being done by Mr. Robert. It is being weighed every day. It will be graded for its quality and sold. He is also collecting all plastic bottles found in the campus for recycling. She mentioned recycling of wooden blackboards to make plant pot stands. She further mentioned use of a different bin to dispose all tetra packs. The college recycles all its old exam papers, which are sent to an organization, which in return provide us with a certificate.



With regard to e-waste, DLLE have started an initiative to collect all e-waste and send it for recycling. Ms. V. Nair added that Mr. Damodar is compiling a list of all e-waste. We were supposed to have an e-waste campaign in April but due to underlying circumstances that has not been possible. Dr. H. Bhasin spoke about having drop point for waste collection as many colleges in the city are practicing it. She will be contacting some of these colleges and understand the system so that it can be implemented in our college. She recommended having a student group, which would look after collecting litter in the campus.

Dr. H. Bhasin recommended the need to switch to LED bulbs with regard to energy conservation. We can have power efficient equipment such as rechargeable batteries. She also recommended that we have drives for energy conservation, such as 'batti band' by our college forums.

Dr. H. Bhasin said we need policy documents for the green campus initiative, environment and energy usage. We also need to formulate a handbook of the code of conduct document. We can refer to the Maharashtra Public University Act to formulate this handbook and the UGC guidelines with regards to the safety of students on and off campus. The Principal asked Dr. H. Bhasin and her criterion members to formulate this handbook, and then we can get it approved by the management. She also stated that we need a governing committee to make students aware of the code of conduct and ensure that it is being followed.

Dr. H. Bhasin recommended increase in programs on gender equality, use of power efficient equipment, water conservation policies and bring in drop points of e-waste. Dr. S. Lobo suggested that we streamline all our efforts at environment conservation so it looks planned and not random. CA. K. Miranda suggested that we take the solar energy initiative seriously.

#### **IV. Any Other Business**

Ms. S Kumar asked if students who not able to return the library book due to the lockdown would be have to pay the late fee. The Principal said that the late fee will be waived off.

**The Meeting concluded with a Vote of Thanks to the Chair.**

**Date:**



*Mernandes*  
**PRINCIPAL**