Utthaan
Internal Quality Assurance Cell

Cycle 3 Focus Areas:

Better Record Keeping and Documentation

Involvement of all Stakeholders

Inside this issue:

NAAC Re-Accreditation (Cycle-3): Aiming for the Next Level –2

It has been Two years since the last accreditation in August 2013. The score we received 3.61/4 has to be sustained and bettered. We have been working towards this goal and the college has seen a number of enhancements in the academic and administrative spheres. The Key Result Areas (KRA) teams have been augmenting their efforts to accomplish their set targets.

In the last newsletter the focus was on research and bettering the teaching-learning process. The focus in this issue is on the importance of better record keeping and documentation.

All quality institutions have robust systems and well laid out procedures for smooth operations of all processes. A system cannot function efficiently without effective implementation.

Steps are being taken to ensure that a standardized system of operation, in keeping with technological changes, is put in place. A well designed Infrastructural Upgradation and corresponding training to staff is in process. Planning a system is not enough, each individual working in an organization is responsible for its effective implementation.

Another important area that needs attention is involving all stakeholders in the different tasks we have undertaken.

Students, our main stakeholder must come foremost in all planning, next it is the parents and alumni we must concentrate on. All these groups can help in building infrastructure facilities; help in placement of students or help in internship or summer training; strengthen our student support services such as sponsoring needy students or instituting scholarships or freeships.

The alumni have been our own students and each student has a feeling of belonging to its alma mater. We can use the expertise of not just our alumni but parents as well for organizing college events like festivals or picnics. Their inputs would be most useful in administration and management of the organization. In the teaching-learning their suggestions and comments on the present syllabus can help us achieve a wholesome learning environment.

We have been inviting parents for PTA meetings and to different college events. We could invite parents in small homogenous groups such as department wise or NSS group or Sports students group. The Student Council has already taken steps in this direction. This will definitely strengthen the bond between parents and the institution. A programme "From Corporate to College" based on the principle of Reverse learning; where the alumni can update knowledge on her subject ; is in its initial planning phase.

We are striving to provide a safe, conducive learning environment for daughters, sisters , wives; citizens. We are aiming for an environment which will prepare our student for all future challenges, as a professional, a home maker and as a citizen.

With determination we look forward to the next cycle due before October 2018.

Ms. Madhavi Sathe
IQAC COORDINATOR

KRA A: CURRICULAR ASPECTS
Team : Mrs. Renuka Prajapati (Team Leader), Ms. Kiran Jhadav, Ms. Soumya Nichani, Ms. Shagufta M (Team Members)

According to NAAC Recommendations, as per Criterion A (Curricular Aspects), three KRAs have been identified.

KRA-A1: More PG programmes to be introduced. To identify and introduce atleast two PG Diploma programmes by (tentatively) 2017-18

KRA-A2: To design & introduce courses for institutional management for Hostels, Guest houses, NGOs etc to provide job skills

KRA-A3: To offer Add-on Courses
The objective is to provide more educational exposure and opportunities to girl students in the college campus itself. This will increase the employability of students by enhancing job skills.

The team conducted several meetings to discuss and identify viable PG Programmes and to reintroduce enrichment courses like Yoga, Fine Arts etc. The infrastructure requirement were also discussed.

The team has zeroed in on two PG courses – "Women Empowerment through Entrepreneurship" and "NGO Management". The PG Course framework and content was designed. The team has shortlisted subject experts for ratifying the syllabus . This will be followed up with an application to the SNDT Women's University for formal approval.

Value Enrichment Courses - Personal Grooming, Yoga, Art & Craft, Self-Defence, Mehendi, Sanskar Bharati Rangoli, English-Speaking trial model were started from 1st Dec 2013 with a 3-month duration. The resource persons were the Alumni. These courses concluded on 14th March 2014 and the students who completed the course were provided with a College Certificate.

The initial courses were undertaken to gauge the enthusiasm and enrollment for the courses. Based on the intake a formalized course schedule has been drafted for certification from external agencies.

The KRA Team is exploring the possibility of introducing the Yoga course as an Add-on 3 months Certificate Course, 6 months Diploma course and 1 year advanced Diploma course to be affiliated with reputed Yoga Kendra Kaivalyadham.

Mrs. Jyotsna Lal (Facilitator)

From the Principal's Desk

"Quality is not an act, it is a habit"- Aristotle

Visualizing a Premier Quality Institution and working towards achieving that goal is the set agenda for the institution as we prepare for the third cycle of accreditation by NAAC.

The inputs from various stakeholders are going into making the institution foremost in the field of education. The faculty, staff and students of the college are all geared up to take on the responsibility bestowed on them.

Be it Social Responsibility, Innovations in Teaching– Learning, or any other aspect of the Educational spectrum WE are working towards a mutually aligned, advantageous association in all our quality endeavours.

The IQAC initiatives have concretized under the KRAs into doable missions. The teams through constant interaction and association have become active players in achieving Institutional goals.

Leading this enthusiastic team is akin to leading an epic labour of devotion and I wish all the KRA Teams and the IQAC, all the very best.

Ms. Archana Patki
Officiating Principal

Without continual growth and progress, such words as IMPROVEMENT ACHIEVEMENT AND SUCCESS have NO meaning.

KRA B: TEACHING, LEARNING AND EVALUATION
Team: Ms. Reshma Murali (Team Leader), Ms. Radhika Soman , Dr. Kiran Singh, Ms. Sarita Kasaralkar (Team Members)

Teaching and moulding young students in a world that is teetering on its axis , steering them towards the right path and fostering core values in each student , encouraging them to face the many challenges, and engendering in these impressionable minds is the main focus. This will in turn facilitate them to carry their learning experiences beyond the college boundaries and contribute their mite and might towards a national conscience. Keeping this in mind the Key Result Area identified were:

KRA B1: Building further on the strength of the psychology department.

The department has put each activity undertaken by them under the 7 NAAC Criteria . for eg Training Programme and Honours programme under Curricular aspects.

This specific KRA was achieved by listing the strengths of psychology department and trying to explore implementation of the same in other departments over next four years. Various activities undertaken by the psychology department were discussed with the faculty members who had the freedom to choose one or more of the activities suitable to their department and implement it in next academic year.

KRA B2: To review the curriculum of all courses and to introduce skill components in teaching like statistical techniques, language lab and commerce lab.

The KRA identified was to introduce skill components in teaching e.g. Statistical packages, language lab for commerce and management students so that students can take up projects related to research. The computer lab is equipped with the SPSS trial package. Faculty members would be trained who in turn will train students especially the post graduate students .

KRA B3: Introducing social work components in curriculum.

In order to sensitize students it was essential to incorporate an element of social work in the teaching learning evaluation process which brought about the next KRA ie: introducing social work components in curriculum. Faculty heads were told to think about how they would include an element of social work in their curriculum so that it can be implemented in the next academic year.

KRA B4: Reformulation of the Teaching Learning and evaluation process

Keeping in time with today's generation of techno savvy students, the teaching learning and evaluation needed to be reformulated. The students should take advantage of innovative teaching learning process giving them a stress free atmosphere for evaluation. Simultaneously, faculty members will have the liberty to choose various kinds of evaluation processes like PowerPoint presentation, skit, role play, book discussion etc. Hence, Guidelines are prepared so as to help faculty to standardize their evaluation processes and help students to go beyond syllabus and become self reliant. The Continuous Evaluation Process, thus, ensures that every student not only acquires the knowledge and skills but also the ability to use these competencies in real life situations. It means the regularity of assessment, frequency of unit testing, analysis of learning gaps, use of corrective measures, retesting and feedback of teachers and students for their self-evaluation. We aim to evolve and elevate the young minds to profound heights.

Ms. Darshana Buch (Facilitator)

Editorial

The Key Result Areas (KRAs) are playing a pivotal role in the operative autonomy of the IQAC . It has ensured the involvement of the IQAC in every activity of the college.

The timely and strategic interventions planned out during the brainstorming sessions between the IQAC and the teams are having a positive relevance to Institutional growth.

Visionary, creative, accessible and dedicated leadership has given the IQAC the requisite ease of implementing plans.

Systematic implementation of new ideas, an amendment of existing practices in keeping with the times, and constant assessment will help the IQAC in managing Quality initiatives of the college.

We understand that hurdles are many and the path long, but success comes to only those who grease their elbows, continually aiming for excellence.

As an IQAC contribution in the endeavor to make our campus eco-friendly, the IQAC Newsletter will be released in an e-format.

We welcome suggestions and contributions in the form of articles, from our readers; as this will facilitate and foster a healthy and positive association.

The Editors wish the KRA Teams and the IQAC , the very best in their sincere and meticulous quest towards achieving the highest standards of Quality in Education.

Ms. Darshana Buch
Ms. Gouri Mohan
Editors

KRA C: RESEARCH, CONSULTANCY AND EXTENSION
Team: Dr. Daksha Dave (Team Leader), Ms Rekha Shelar , Ms Sushma Bhoir, Ms Shital Pawar (Team Members)

The Research and extension activities of the college should play a significant role in disseminating information related to newer fields of research, methodologies and academic writings. KRAs were identified to meet this objective.

KRA C1:Promote Research activity among faculty and students
4 sessions were held to motivate staff and students towards quality research from December 14 to March'15. Three applications were submitted for Major Research and One for Minor research for UGC sponsorship.

Half day workshops were organized for M.Com students on "How to write an effective and quality research paper on 29th Jan-15 and on "Preparing an Effective PPT" on 21st January'15. A half day workshop organized for Jr. College staff "Art of writing a research paper and Action research" On 24th April, 15.

KRA C2: To start an Indexed Annual Research Journal and publish successfully on continuous basis
College Research journal "Concept" has been allotted with an ISSN. The first issue is scheduled for release in the current academic year.

KRA C3: To create linkages/ collaborations for research as well as other extension activities with related Institutions/ Corporate/NGOs etc. for mutual benefit

The Counselling Cell of the college continued with its programme with the Police Colony at Kings Circle. The first session was held on 17th January 2015 with the women from Colony.

The department of Hindi is in the final stages of formalizing an MoU with the Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya, Wardha, Maharashtra for functioning as a certified study center.

Dr Shobha Dedhia (Facilitator)

KRA D: INFRASTRUCTURE AND LEARNING RESOURCES
Team: Dr. Bhavana Dubey (Team Leader), Ms. Ashwini Prabhu, Dr. Seema Gosher and Ms. Rajini Kanojia (Team Members)

The KRA defines the optimum utilization of available infrastructure facilities and allocating of facilities for productive and effective usage by stakeholders. The KRA was further divided into specific objectives and the team worked upon it. The method followed was brain storming, tour of the campus, meetings with the IQAC coordinator and the Principal. The action taken is as follows:

KRA D1: Setting up a Knowledge Centre
A list of requirements including manpower, furniture and conceptual frame work is ready. Place for knowledge Centre is yet to be identified followed by further action.
Faculty members have undergone a 3-Day training workshop in "Integrating ICT in Education" . Post workshop Faculty members have been asked to develop e-content and also incorporate ICT in their regular Teaching-Learning.

KRA D2: Refurbishing the students common room and facilitating its use
List of requirements i.e. furniture and fixtures for Students Common room is approved and procurement is in process.

KRA D3 a: Streamlining the use of Computer lab and AV Room
Time table of the computer lab activities/ classes were reviewed. Revision of computer lab activities/classes was suggested in consultation with the timetable committee and the IQAC Coordinator.

The list of requirements of computer lab was prepared and order has been placed for procurement of the same.

A standardized procedure for AV room booking was discussed with the Principal and implemented.

KRA D3b: Utilizing spaces to accommodate the various cells of the college
The free spaces in the college were identified. The spaces were alloted to the following Cells:
Scholarships and Freeships, Research Cell, Women's Cell, RTI Cell, Grievance Redressal Cell, Anti Ragging Cell and Prevention of Sexual Harassment Cell.
The requirements of furniture and fixtures is ready and approved. The schedule for effective operation of different cells has been prepared and is in the process of implementation.

Ms. Madhavi Sathe (Facilitator)

KRA E: STUDENT SUPPORT AND PROGRESSION
Team: Dr. Usha Mishra (Team Leader), Dr. Shubhangi Kulkarni, Mr Rakesh Singh Ms Snehal Subramanian, Ms. Nidhi Savai (Team Members)

The following KRA's were defined for this criterion:

KRA I Involve Alumni and PTA on regular basis
KRA II Strengthening the Counselling Cell
KRA III Reaching out to more students, alumni and providing them with work opportunities through the Placement Cell
KRA IV Sensitizing students about Gender Equality through the Women's Cell
KRA V Preparing SOPs for Grievance Redressal Cell, Prevention of Sexual Harassment Cell, Anti Ragging Cell and RTI Cell

Brainstorming sessions were conducted and the following goals and subsequent actions were defined.

PTA to meet atleast twice a year and improve quality and involvement of PTA.

Meeting with the PTA convener was held wherein it was decided that departmental PTA meetings could be conducted. Alumni and PTA could be invited for College programmes. Subsequently, parents of the students participating in the Annual Day were invited for the same.

Organized Career Fair/Exhibition in association with the Counselling Cell. The programme was held on 14th March, 2015. A survey on career choices and skills required is planned for the final year students of all Faculty. Based on the data the Career Fair for the Academic Year 2015-2016 will be planned.

Module for interactive sessions for first year students with the College Counsellor to sensitize students to the available Counselling facilities has been prepared. Implementation of the same is in process.

For bettering the documentation of the cell an Intake Sheet has been designed and approved by the Officiating Principal. The same is in use.

The KRA will be concentrating on strengthening and intensifying its efforts in all areas of Student's Support.

Ms Vaishnavi Verma (Facilitator)

"Don't take rest after your first victory because if you fail in second, more lips are waiting to say that your first victory was just luck."

A.P.J. Abdul Kalam

Smt. Maniben M.P.Shah Women's College of Arts and Commerce

Smt. Parmeshwaridevi Gordhandas Garodia Educational Complex
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Matunga, Mumbai-400019

Vision

Empowerment of Women through Quality Education to make them Competent, Self-reliant and Responsible Home-makers, Professionals and Citizens

Mission

Education for a living and for making a better living

Quality Policy

We aim to make higher education available to women students belonging to all socio-economic strata of society. While maintaining excellent teaching quality, we make learning need-based, skill-based and value-based, improving our students' all-round performance. We believe that true academic training, which adapts to the changing times, will make our students competent, self-reliant and responsible citizens. At the core of our institution's governance, we place transparency; for aboveboard academic and administrative work will eventually withstand the challenges posed by the new competitive era.

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Glossary of Terms

Six sigma— is a set of techniques and tools to improve quality and remove the cause of errors in manufacturing and business processes.

Ishikawa diagram— also called as Fishbone diagram is used to identify significant factors causing an overall effect. They are grouped into major categories to identify the sources of variation.

Histogram — is a graphical representation of the distribution of the numerical data. It is an estimate of the probable distribution of a continuous variable.

CREATIVE ACCOUNTING

Creative Accounting refers to the use of accounting knowledge to influence the reported figures, while remaining within the jurisdiction of accounting rules and laws, so that instead of showing the actual performance or position of the company, they reflect what the management wants to tell the stakeholders.

Auditors and accountants with passing of exams and are encouraged to be creative too.

With the rapidly and constantly changing opportunities and threats, companies are dramatically adapting their strategies, with moves towards partnerships, joint venturing, core working, empowerment, franchising and the like. Unless accountants can keep pace by innovating appropriate systems of appraisal and management with which to measure the success or otherwise of their companies, they will become an extinct species. Good accountants need to understand when to follow the rules, and when to be creative.

Like a detective, a good accountant can develop creative ways to test controls and audit financial statements. A good accountant will know how to create good management accounting information that will help make better decisions. This requires creativity thinking about presenting information in ways that they are most useful and clear to users.

Accountancy training through subjects of accounts in commerce stream should offer an excellent foundation for accountants to make an important contribution to the commercial and industrial success of this country. They just need to develop themselves more as creative and visionary innovators.

Dr. Seema Gosher, Head, Department of Accountancy

KRA F: GOVERNANCE , MANAGEMENT AND LEADERSHIP
Team: Mr.Vasant Pansare (Team Leader), Dr. Anubha Mehta , Ms. Pinky Makwana (Team Members)
Mr. Avaneesh Bhatt, Ms. Alpa Doshi (Co-opted Members)

Based on NAAC Peer-Team and QAC recommendations two KRA's were identified and the objectives under each were defined:

1.To define and streamline all procedures and bettering documentation

*To define and streamlining all procedure and bettering documentation the following objectives were formed.
*To review the procedures for all the activities in the institution.
*To define Standard Operating Procedure for all activities.
*To continually monitor implementation of SOPs.
*To Explore possibilities for introducing Management Information Systems.

2. To improve adherence and accountability of the staff to set processes and procedures.

*To introduce appraisal systems for non-teaching staff.

*To consolidate job descriptions/ profiles , roles and responsibilities of all non- teaching staff.

Owing to the constant human interaction and extent of the identified areas the procedures were further broken down into 5 areas which encompassed the entire spectrum of institutional activities.
@ Student's Journey: Admission to Convocation
@ Academic Spectrum
@ Faculty Journey: Appointment to Superannuation
@ College Correspondence
@ College Finance

In the Team meetings it was decided to focus on our main stakeholder –
students and among all the activities related to students two key areas, that is Leaving Certificate & Bonafide Certificate were selected.

New forms for LC and Bonafide were designed based on feedback received from the IQAC. The Process for filling and documenting the forms were discussed with the administrative and support staff on 16th Feb. 2015 .

Post approval from the Officiating Principal it was introduced for testing to the concerned administrative staff on 21st Feb 2015.

Feedback forms for non-teaching staff were prepared and distributed on 21st Feb 2015 and they were asked to submit the filled forms by 3rd March 2015.

The Team along with the Head Peon worked on job description of the Class F4 employees. The draft has been submitted to the Officiating Principal for discussion and approval.

The team will also focus on Examination and Admission Procedure.

Ms Gouri Mohan (Facilitator)

KRA G: INNOVATIONS AND BEST PRACTICES
Team: Dr. Hina Shah (Team Leader) Ms. Jennifer Chandani (Team Member)

Based on NAAC Peer-Team recommendations and initiatives of the Facilitator the following actions were undertaken.

In return of the paper waste disposed off to Stree Mukti Sanghatana, an NGO, the college received 20 bundles of A4 size papers. The bundles were distributed to IQAC, NSS, NCC, Research Cell, College Office, Library and Computer Laboratory.

One more lot of paper waste was passed on to Stree Mukti Sanghatana on 16 February 2015. The college receives stationery worth 60% of the waste's value.

Following complaints by students, we decided to focus on better maintenance of college washrooms. For the first time in a decade, IQAC held a meeting to understand the washroom cleaners' problems. In the meeting, the cleaners listed the tools and material they required to do their work more efficiently. All the required material was immediately given to them.

A meeting of Cleanliness Committee was called to supervise the washroom cleaning work. The committee members will now on regularly visit the washrooms to monitor the cleanliness and hygiene of the toilets.

IQAC also interacted with students to discuss the cleanliness issue and the students suggested that an orientation should be held to teach students how to keep the washrooms clean.

The Vocabulary Improvement (Level I) course was completed for the FYBCom students. After passing a test, the students will receive a certificate for completing the course.

We invited Synergy Systems Ltd. for conducting a Green Audit (Energy Audit) of the college in February. The report was submitted and feasible action to make college energy efficient will be taken up. The Green Audit will be undertaken every alternate year.

Mr Avaneesh Bhatt (Facilitator)