Utthaan
Internal Quality Assurance Cell

RETHINKING GOVERNANCE

The strategies of governance we may apply to an educational institute should be thought of in a new light. First, we must understand that the ideas of governance, efficiency and productivity that reverberate around us and on the world wide web work for the profit-oriented companies or the units that are 'manufacturing' products. Profit, high production and growth don't drive an educational institute. We do not function to beat a rival in producing more number of something; we don't compare our balance-sheet with other companies.

Our institute provides educational service to the next generation of teachers, accountants, journalists, sales assistants, counsellors and so on; most important of all, however, we teach and train tomorrow's mothers and homemakers. This fact must reflect in our ideas of governance. By effective governance, we ought to achieve efficiency and productivity, but all this must eventually result in quality services to students: their dealings with us should be stress-free, their time in college should be fruitful and their learning should be from all the sources of the college. We also teach students as they witness how the college functions.

Besides, the college should turn into a pleasant place to work. This is significant because most activities we conduct for students succeed only if we can work as a 'team'. Teachers are intelligent, well-informed and good at applying reason to issues. But often, the bright minds are also prone to silly ego-conflicts and absurd one-upmanship. Such behavior results in a toxic staff-room. All over, soft-skills like functioning well in a team have acquired more value these days than that all A+ grade-sheet. Earlier we learn it, better for our students and the institution at large.

If successful, better governance of our college will attract better students, even as more and more private players dominate higher education. We shall make government-aided education relevant and effective.

This issue of *Uthaan* focuses on various issues related to better governance of our college. The topic 'paperless office' was often discussed throughout the last year as our principal believes that a digital record of new and old data will bring transparency and efficiency; ageing books and their lives trouble all colleges; teenagers in college-committees seem debatable to many; dealings with the non-teaching staff has often led us to friction. Whereas, topics like time-management and work-related stress are perennial concerns. We are sure you all will appreciate this comprehensive issue of IQAC newsletter that focuses on innovative governance.

Avaneesh Bhatt

THE WEALTH OF TIME

Time-management plays an important role in innovative and effective governance. The key to successful time-management lies in planning your daily tasks, allotting them specific time and then protecting the planned schedule. People who say that they don't have a strategy to prepare a schedule fail to achieve their goals within a specific time-frame. Time management begins with the commitment to change the way you function personally and professionally. Management of your precious hours improves if you are determined to change your way of life. We can begin this exercise by implementing following simple tactics:

- Maintaining a diary and a to-do list
- Prioritizing daily tasks
- Setting daily and weekly targets
- Delegating work
- Avoiding distractions, especially of smart phones
- Saying 'No' to work that disturbs your schedule
- Dividing the work in 'urgent' and 'non-urgent' tasks
- Allocating time for short-term and long-term goals

These simple strategies will show an immediate improvement in your daily output; and, this will certainly reflect in the way you will be able to do quality work at home and workplace.

Dr Jyotsana Lal

From the Principal's Desk

Good governance is the basic foundation on which success of autonomy of higher educational institutions rests. It is an entry point to raising institutional performance in every sphere, be it academic performance or delivery of education services to various stake holders. Excellence in performance in HEI is governed by fine work ethics and sharing of important information. poor governance results in inefficient service provision or simply mismanagement in all the areas of work-life. It is important to have a clear set of objectives that we can achieve with proper planning.

The following objectives can lead us to superior governance: 1. Optimizing students satisfaction 2. Setting up more smart classrooms 3. Arranging frequent interactions between staff and subject experts 4. Improving teachers' quality through effective delegation and increasing accountability 5 Promoting research 6. Training of administrative staff for efficiency and to make the office student-friendly 7. Strengthening the alumni association 8. Benchmarking our institution with the best in the country.

Dr. Leena Raje

THE ROLE OF STUDENTS IN COLLEGE COMMITTEES

Good management consists in showing average people how to do the work of the superior people.

John D. Rockefeller

The primary goal of an educational institution is to improve the experience of the 'learning communities'. NAAC declared 2006 as the year of "Students participation in quality enhancement" of higher education institutes. 'Nothing for us without us' was the slogan given by NAAC, to convey the importance of students' participation in college.

Thus, while the participation of all stakeholders is important, students participation in the institutional quality enhancement processes is crucial. One of the quality enhancement processes, therefore, is student participation/representation in college committees.

It is important in ensuring effective communication between students and the college administration. The function of the Student Representative Committees is to provide students with an opportunity to voice their views and of their peers through the most appropriate channels. Staff-Student committees, thus, strengthen understanding and improve the flow of communication. Students should be encouraged both to express any concern they may have, and to highlight experiences they have enjoyed, or any other points which they consider to be beneficial to others. It is important for student representatives to canvass views from the students they represent, to ensure that the outcome of the opinions reach the wider student community. Student participation in committees enrich students' experiences and develop their soft skills. Participating in these out-of-the-classroom activities helps students to understand the importance of critical thinking, time management, and academic competence.

On the other hand, college, too, will learn how it can best serve the young students.

Darshana Buch

THE LATEST CONTROVERSY

Recently, an employee at Google, USA, wrote a memo stating that fewer women opt for the job in the world of computer technology because they are 'biologically different' form men, and hence unable to perform in the profession.

Google CEO Sunder Pichai had to make a tough decision, sacking the employee for voicing his biased opinions about why women are less represented in a company dominated by men.

In his email written in response to the controversy, Pichai said, 'To suggest that a group of our colleagues have traits that make them less biologically suited to work is offensive...there is a lot more to discuss as a group, including how we make a more inclusive environment for all.'

Strangely, the sacked employee also had issues with women being more 'social', inclined to talking at workplace.

This objection to 'sociability' manifests the common myths of a 'nerd' techie, a loner scientist, an isolated 'genius' (a male, of course) who appears from nowhere after inventing an unseen machine or formulating a theory of everything. We must overcome stereotypes that make a workplace exclusive and boringly uniform. At our college, we must think about gender-roles from the other pole. Mustn't we?

Avaneesh Bhatt

EUSTRESS AND DISTRESS

Stress is a physical and a psychological response to stimulus in the environment. Whenever we feel that our body or mind cannot cope with the demands, we experience stress. Every individual has a threshold which, when passed, can cause significant physical and psychological manifestations. It is the resilience and hardiness within the person which will determine how the external factors affect the person. The interpretation of events can be a significant reason for the experience of stress. What I perceive as stress, may not be experienced similarly by others. Hence, the experience of stress is largely subjective. This aspect of studies on stress has been ground-breaking in helping people cope with their anxiety issues.

But is stress always bad? Our psychological wellbeing, physical health, and rational thinking are three important determinants of experiences of stress. If our psychological and physical make up is capable of handling pressure, if our mind is empowered to make logical interpretations, we would be well equipped to deal with all kinds of stress. This kind of stress is called EUSTRESS which evokes a positive physical and psychological reaction to stress. An employee may feel motivated and pumped up by eustress. However, the same task may be DISTRESSING for some. The demands of achieving that goal may seem overwhelming. A sense of control over the situation helps people cope better. For employees to experience a positive stress related to work, they must be empowered and given autonomy to take decisions and meet their goals.

Vaishnavi Verma

FEASIBILITY OF A PAPERLESS OFFICE

Can e-governance bring innovation in managing Higher Educational Institutions (HEIs)? Will it bring about transparency and accountability and help to empower its stakeholders? When colleges are broadening their horizons and hosting a variety of activities to provide enriching experiences to students, the number of managerial tasks also increase.

Data needs to be shared by different departments and college committees. Various reports have to be sent to the university and government. Right from the admission of a student till her graduation and beyond, the college needs to maintain her records.

With availability of technology, maintenance of records has become easier and convenient, saving time, paper, space. The data becomes available anytime and anywhere. Digitisation helps in streamlining processes, improving efficiency and improving procedures within departments and the college. Converting documents and other papers into digital form makes the office environment-friendly as well.

The NAAC expects every HEI to have a functional website and a Management Information System (MIS). The feasibility of a paperless office depends on the willingness of the administrative and academic staff to put in efforts for a better work environment. Cost-effectiveness and reduction in manpower recruitment are benefits to think about for the college management. The effectiveness of a paperless office depends on the expertise available for continuous training of staff for keeping them abreast of rapidly advancing technology. E-Governance is a step towards empowering citizens through sharing information, making services available 24 hours and making government offices accountable. Let us be a part of digital India by turning our administrative processes paperless.

Madhavi Sathe

Connectivity enables transparency for better government, education and health.
Bill Gates

NON-TEACHING STAFF: OUR INDIVISIBLE PARTNERS

In colleges, teaching staff takes up the responsibility of imparting education through various learning processes besides updating their knowledge and research activities. Non-teaching staff plays dual role of facilitating students as well as teaching staff.

Non-teaching staff are the means to provide ancillary services which support teachers to serve the students. The scope of their work comprises the admission of students, meeting day-to-day requirements of students, contacting outside authorities and handling enquiries. They also have to maintain all types of records of teaching staff starting from appointment till superannuation. They need to maintain better human relations with the institution as well as external agencies like education department, the office of joint director, various departments of the university and so on. In this context, they have to deal with different people from various fields. They can be righty termed as our 'indivisible partners' since they are essential in all that teachers want to do for students.

If innovative practices are implemented by the non-teaching staff, their tasks will be enjoyable. Non-teaching staff need to have a combination of latest technical knowledge, ability to maintain good human relations and good communication skills.

The efficiency of an institution depends directly on the capability and talent of its personnel; whereas, the capability of a person depends on the type of training he receives. Effective training to the non-teaching staff of the college is considered to be the responsibility of management of the institution. The 'corporate world' has already recognized the importance of training and development. They have been reaping the fruits of well-planned and implemented training programmes.

Dr. Shobha Dedhia

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.

THE LIVES OF BOOKS: A LIBRARIAN'S DILEMMA

"Library is a growing organism" – says the fifth law of library science put forth by Dr. S.R. Ranganathan, the father of Library Science in India. The statement may be true; however, all librarians have to undertake the inevitable and painful task of weeding out or withdrawing books from the library's collection.

Weeding out in simple terms is the systematic removal of resources from a library, based on select criteria. It involves discarding obsolete or damaged material, thus ensuring that the collections remain useful and current. In case of an academic library, multiple copies of out-of-syllabus text books and mutilated books may be the prospective candidates for disposal.

An important side effect of weeding is that the process also highlights areas where there is room for growth. An up-to-date collection, even if small, is better than one filled with outdated material. Weeding is a vital process for an active collection because it ensures that the collection stays current, relevant, and in good condition.

However, to some book-lovers who believe libraries are all about books, weeding may appear to be a pernicious exercise. Melvil Dewey has rightly said, "When a librarian goes through the collection selecting books thought to be no longer useful it will happen that the very next week perhaps some man will come in and want that very book that has been thrown away. It is a nice question to determine what to add. To decide what to reject after it is received, paid for, and cataloged is infinitely more difficult." In addition, there are the proponents of the philosophy which assumes that books never lose their value. Sometimes objections to weeding come from the authorities that govern a library, be it the local management or the government. Those in power often think that a large number of books is a testimony of excellence. Librarians often have to deny gift books, always offending the donor. Ethical weeding of books is the best practice, but the selection of books remains highly subjective and debatable.

Ashwini Prabhu

THE YEAR THAT WAS: A REPORT OF IQAC ACTIVITIES (2016-17)

API Evaluation: *API verification of 5 faculty members as potential candidates for the post of the Principal was carried out in the months of May-June 2016.
*API verification of 2 faculty members for CAS and PBAS was carried out in July-August 2016.
Infrastructure: *Through an earlier proposal, 3 Basic and 3 Advanced classrooms were developed in college with sponsorship from SAS to train students in Employability Skills and also use the smart classrooms for making teaching-learning more effective. The IQAC then arranged training sessions for teachers in the use of the smart classrooms. *The IQAC designed the SNEH Training programme and arranged training sessions for the third year students in association with the Placement Cell . Altogether, 36 sessions were held last year. *Another proposal for a further grant was planned and submitted to SAS for development of additional 3 smart classrooms. The College has received the additional grant. *The utilization of the UGC XII Plan Advance Grant was submitted to the UGC Regional Office. Budget for the remaining UGC XII Plan Grant received by the college was planned. *Purchases of a desktop computer, a laptop, an additional printer, camera with tripod, speakers, microphone and headphones were made under the UGC-IQAC Grant.

Key Result Area: *The work of the KRA teams was monitored through regular meetings. A report of each KRA team was presented by the facilitators during the IQAC meeting held on 31st March 2017. Management members and QAC experts Mr. Uday Gaitonde and Mr. Sunil Mantri were present to give feedback.

Workshops: *Dr Mina Kute, Principal, College of Education, SNDTWU and member on University API Panel, was invited as a Resource person to conduct a workshop on the New API format . * Dr Ashok Salve and CA Shri Gunwant Racch, IQAC members, Smt. PN Doshi College were invited to conduct a workshop on Academic and Administrative Audit for the IQAC, * Ms. Keyaa Mukherjee, Office Superintendent, Maniben Nanavati College was invited to conduct a session on "Towards A Paperless Office" . * Principal Dr Leena Raje conducted a session on 'Filling Up the Annual Confidential Report' for all the teaching faculty members. * Academic Calendar, AQAR were prepared on time. * TAQ was conducted as scheduled. *IQAC newsletter was published and uploaded on the college website.