

## **Focusing on Quality Enhancement: The Internal Quality Assurance Cell 2018-19**

*Keep your dreams alive. Understand to achieve anything requires faith and belief in yourself, vision, hard work, determination, and dedication. Remember all things are possible for those who believe.*

*Gail Devers*

Armed with the objective of – “promoting the academic and administrative performance of our College, through conscious, consistent and catalytic action” the IQAC apart from the regular quality enhancement processes initiated and encouraged the following activities:

**Theme of the year** – Relational Value. A number of activities were conducted keeping this theme in mind. The student Research Cell conference was titled: Youth and Relational Value. The BMS Department conducted programme called ‘Talkology’ in an attempt to know the views of the Principal and Vice Principals on a personal level. The quality Circle conducted ‘Man se Man Ki Baat’ wherein they interviewed the support staff of our college. The administrative staff organised ‘Adminotsav’, an Utsav celebrating the enthusiasm and zest of togetherness and being united in relational ties at the workplace. Workshops were conducted for both the teaching and administrative staff that focused on knowing each other better as human beings. The workshop on Gender and Sexuality for the staff busted the myths that have held its grip over our mindsets, freeing our mind from prejudice and bias.

**Orientation Programme:** All First Year students were welcomed and oriented to the culture of the Institution. The various rules and regulations, activities and programmes that the college provides them with were explained to them through a PowerPoint presentation.

Some of the Third year batches wherein a change in syllabus had taken place were also oriented to the changes.

**Remedial lectures and Bridge courses:** Bridge courses for first year students in the subject of Business Communication, EVS, Mathematics and Statistics were conducted. Remedial lectures in all subjects especially for ATKT students were conducted in every semester.

**ISO 9001:2015 Certification:** Our College was issued the ISO 9001: 2015 Certificate by Intertek, an UK based International Management System certification body on 13<sup>th</sup> March, 2019. The IQAC Cell played an important role in getting the certification.

**The PDCA Cycle:** All activities followed the PDCA Cycle – Plan . . . Do. . Check.... Act. Facilitation of planning of all Departmental activities was initiated and its implementation was

kept under regular check and control. All documents were formatted in accordance with the requirements of ISO 9001:2015.

**Audits:** Internal Audits as per ISO 9001: 2015 standard are now a regular annual feature.

Trained internal auditors conducted audits on the following dates: 9<sup>th</sup> October –10<sup>th</sup> October, 2018 and 25<sup>th</sup> & 26<sup>th</sup> March, 2019.

External Audits were conducted on 10<sup>th</sup> September and 17<sup>th</sup> December & 18<sup>th</sup> December, 2018 by Lead Auditors from Intertek, the UK based International Management System certification body.

**Quality Circle:** The Quality Circle of students that was established last year was consolidated this year and these students not only were the logistic support for the data collection (Feedback), analysis of raw data, compiling files, etc. The senior members of the Quality Circle are: Deepak Jha, Shubham Shukla, Aman Agarwal, Alok Dubey, Vishal Jain, Rohit Jha and Bhupendra Vishwakarma, the new members that were added to the Circle this year are : Poonam Gupta, Sujeet Dubey, Karishma Mewara, Shivani Kotian, Bhakti Joshi, Ritika Gaur, Viraj Chavan, Nidhi Dogra, Rudra Oza, Tananjit Kaur, Vaishnavi Wadekar, Kusum Daya, Gayatri Gupta, Anjali Gupta, Sanjana Bhansali, Neha Dubey, Hinal Chawda, Ruchee Gossain, Tahir Idrisi, Mahak Sarawagi, Monisha Bohra, Diksha, Nishat Shaikh, Prerana Buggarapu, Amar Dubey, Joanne Liza Matthew and Deepali Kushwaha.

The Quality Circle of IQAC organized a programme for support staff of our college 'Man Se Man Ki Baat'. It was an attempt to know our support staff and appreciate their contribution. They felicitated the all members of the support staff and interviewed each of them.

The Department of Secretarial Practice of the Junior College, as a Best practice of their department collected around 1500 biscuit packets from students of SYJC and FYJC to be handed over to the needy people. The members of the Quality Circle played a crucial role in distributing these biscuit packets to the needy between Junior College on 27<sup>th</sup> September to 4<sup>th</sup> of November 2018. They offered these biscuit packets to children from orphanages, elderly people at old age homes and street children and needy people on railway platforms and streets.

**Student Research Cell:** Conference by student researchers on 'Youth and Relational Values' was organized by Department of Business Communication and Student Research Cell under the aegis of IQAC. Key note speaker was Prof. Meet Tara Dyaneshwar, Psychology Dept. SNDTC College, Ghatkopar. Student Researchers all over Mumbai and the suburbs sent 31 research papers and 26 papers were presented. Total 74 students participated in the conference. The trophies sponsored by the Dalmia Lions College Alumni Association were bagged by the following Colleges:

Best Researcher Trophy-Model College

2<sup>nd</sup> Best Researcher Trophy -SIA College

3<sup>rd</sup> Best Researcher Trophy - CHM College

**Adminotsav:** An Intercollegiate Event 'Adminotsav 2k19' was organized by our college for the first time on 19th January 2019. The Chief Guest for the inaugural session was: Cricketer Shivam Dubey a well-known Ranji Trophy and IPL RCB Player & Guest of honour Shri Satish Mishra a well known Journalist. Lion Kamal S Ruia, Vice Chairman of Governing Council also graced the occasion. Seven events were conducted, 228 participants from 23 colleges University of Mumbai/ SNDT University.

The Dalmia Lions College Alumni Association conducted their Alumni Meet.

**360 Degree Feedback System** – Best practice of the institution this year. This year Feedback was taken from all stakeholders at every level- students, parents, alumni and analysis of the feedback was forwarded to the Principal for further action. The feedback on the curriculum, student feedback on teaching learning process and Student Satisfaction Level was given top priority.

#### **MOUs Signed:**

1. **StreeMuktiSanghatana:** StreeMuktiSanghatana (Women's liberation organization) is a Non-Governmental Organization founded in 1975 working for the empowerment of women, chiefly by creating awareness in the society about women's issues and improving the lives of women through education, healthcare, and gender equality. It is an autonomous, registered organization that is not affiliated with any political party or political group. It has centers in Dadar, Chembur, Parel, and Govandi in Mumbai, Vashi and Koparkhairane in Navi Mumbai and Thane. Other cities like Pune, Buldana and Osmanabad also have centres. They have family counseling centres, in-house monthly publication "PrerakLalkari", programs for adolescents, day care centres, programs for waste pickers and solid waste management commenced operations to enable sustainable livelihood for women. The college has in continuation of the earlier MOU with StreeMuktiSanghatana this year too we renewed the MOU.
2. **Praja Foundation:** Praja is a non-partisan organization working towards enabling accountable governance since 1999. Praja empowers citizens to participate in governance by providing knowledge and perspective so that they can become politically active and involved beyond the ballot box. It undertakes extensive research and highlights civic issues to build the awareness of, and mobilize action by the government and elected representatives (ERs). It trained our students on various projects.
3. **IQAC Cluster India:** This is group of IQAC coordinators from various colleges in Maharashtra who took an initiative to work for Quality insistence, maintenance, Promotion, assurance and to encourage Quality culture in and other organizations. The tag line of the Cluster is "Co-operation and not competition for successful academics within colleges." The objectives of this cluster are:

- To create an awareness about the processes and procedures of IQAC for creating a healthy work culture.
  - To standardize the procedures and processes of IQAC to segregate different activities of Quality Assurance, quality control, and quality planning.
  - To create a trained IQAC for application of quality tools.
  - To control and monitor processes for continuous improvement at workplace
  - To create a neighborhood assistance to the IQAC coordinators by creating a network of trained force.
  - To change the thought process of faulty competition within the colleges that creates complex within the organization and in the students.
  - To reduce the hype of “NAAC” and create a thought process where NAAC is a routine standard accreditation process necessary for the organizational work culture.
4. **Kinging Youths:** Kinging Youths is an NGO, an India Suicide Prevention Squad. Their Vision is to make "SUICIDE FREE INDIA by 2025 " & our MISSION is to "Raise 50 Lakhs Volunteers. Our students are part of their Squad that runs a program tagged ‘Jeevan Mein Ashja Hain’ (There is hope in life.). All our students attended workshops conducted by them.
  5. **Technoserve:** Technoserve as part of the MOU conducted a free-of-cost placement training programme for the third-year students of our college. Funded by Citi Foundation, the training took place within the college premises from Monday to Friday (2 hours each day), thus covering 60 hours of in-classroom experiential learning over 30 days from 05<sup>th</sup> to 25<sup>th</sup> March 2019.
  6. **Qknit :** The QKnitis founded by Mr. Sumit Pawar, our former student. The QKnit is a LGBTQIA+ collaborative, aimed at facilitating conversations about Queer life in India through social media, youth leadership, and advocacy. The QKnit believes in working towards the achievement of the Sustainable Development Goals (SDGs), in an attempt to leave no one behind. To achieve progress, The QKnit aims at building leadership through advocacy, providing access to health facilities, engaging with young people in educational institutions through support groups, and by creating meaningful partnerships in order to provide safe and inclusive spaces for LGBTQIA+ persons.

#### **Seminars and Conferences:**

- The Department of Accountancy, Self Financing Courses & IQAC in Association with Board of Studies, University of Mumbai organised a workshop on Revised Syllabus of Third year BCom, BBI, BAF & BMS (Semester V and VI) on 30th June 2018.
- IQAC organised a workshop for administrative staff on ‘Paperless Office - the need of the hour & Document Control and Record management’ By Ms. Keya Mukherjee, Office Superintendent, Maniben Nanavati Women’s College Vile Parle on 12th July 2018.

- Intercollegiate Conference on ‘Women Empowerment’ was organised by BMM Department on 8<sup>th</sup> March 2018 wherein more than 10 colleges participated. The Chairperson of the Conference was Mr. Surendra Tanna, Former NSS Programme Officer, and University of Mumbai. The Chief Guest was Dr. Neha Shah - Obstetrician gynecologist and the Keynote Speaker was Dr. Aarti Agrawal Bahuva – ophthalmologist. 100 students were present out of which 25 participants presented research papers. Certificates were awarded to all.
- ICT Training programme for Administrative staff: The admin staff was trained with regards to the examination process by the staff of CCMS Software.
- All academic seminars and workshops in the institution were facilitated by IQAC.

### **Extending a helping hand:**

The NGO ‘Voice Vision & Life Supporters’ along with our college conducted a workshop aimed at empowering persons with across disabilities become efficient first-Responders in their own right on 10<sup>th</sup> June, 2018.

**Encouraging National Integration:** Students from Sikkim, Assam, Andaman and Nicobar islands visited our college campus on a national integration programme organized by SAIL on 21<sup>st</sup> January, 2019.

**Fare Forward - The IQAC Newsletter:** With the support of the Quality Circle, the IQAC disseminates news of its activities to its stakeholders after every six months. The Newsletter is available on the college website.

The Annual Quality Assurance Report (AQAR) 2017-18 was sent to NAAC Office, Bangalore on 22<sup>nd</sup> October, 2018.



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