



## Criterion VII

### Innovations and Best Practices

*“Small deeds done are better than great deeds planned”*  
**Peter Marshall**



## Criteria VII Innovations and Best Practices

### 7.1 Environment Consciousness

#### 7.1.1 Does the Institute conduct a Green Audit of its campus and facilities?

Yes. The College conducts a Green Audit of its campus and facilities. The audit is done in three phases.

- ✦ **Pre-Audit:** The scope of the audit is defined. Various initiatives during the academic year are confirmed.
- ✦ **Audit:** The College has been conducting Green Audit since July 2011, on a yearly basis.
- ✦ **Post-Audit:** The College (Internal Green Audit Team) reviews environment related initiatives that are implemented. It formulates the action plan for the next academic year in order to have better environmental sensitization.

#### 7.1.2 What are the initiatives taken by the college to make the campus eco-friendly?

The following are the major environmental initiatives undertaken by the College.

- ✦ **Energy Conservation**  
Implementing energy saving techniques is ensured that the lights and fans are switched off by floor peons and staff after completion of the last lecture of the day. Air-conditioners in staff room switched on at 08.45 a.m. and switched off when the faculty moves to lecture rooms. Further, all the A.C.s are with **Five star rating in Power saving**. Classrooms are made with sufficient cross ventilation and light so that the use of electricity can be minimized. This shows the institution's commitment towards energy conservation.
- ✦ **Use of Renewable Energy**  
The College is planning to install solar panel.
- ✦ **Water Harvesting**  
The College is contemplating installing the water harvesting. The drinking water and the washroom water in the campus is being analysed by the Microbiology department once in a semester.
- ✦ **Check Dam Construction**  
Not Applicable



✦ **Efforts for Carbon neutrality**

The College makes the student aware of the Carbon Credits, Carbon Neutrality; its advantages etc as a **curriculum** in the subjects of Foundation course and Environmental Studies in the first and second year programmes. Projects/assignments are also given to students based on topics like India's Carbon Credit policy, Earnings from Carbon Credit. Industrial waste, e-waste etc.

✦ **Plantation**

Various trees are planted and maintained to keep the campus green.

✦ **Hazardous waste management**

There are no hazardous chemicals used in the college laboratory. The minimal wastage is drained after reasonable treatment so as to make it non hazardous.

✦ **E-Waste management**

Non-working computers, monitors and printers are discarded and scrapped on a systematic basis. If some parts are useful, in other systems they are kept aside for future use.

Above all, **The Ministry of Earth Science and ICSSR sponsored International Conference on Society, Politics and Climate Change** was organized by the College in 2012. The conference was attended by eminent international delegates and resources persons who discussed climate related issues and presented papers on the varied subthemes.

## **7.2 Innovations**

### **7.2.1 Give details of innovations introduced during the last four years which have created a positive impact on the functioning of the College.**

✦ **Academic Innovation**

**Bridge Courses** have been started for students moving from HSC to Degree College and for the students enrolling for PG Courses. **Remedial teaching** and intensive coaching is offered to students who need extra and special attention. **Enrichment courses** like personality development programme and English speaking courses are conducted to improve students' personality.

✦ **Feedback System**

Student feedback is taken for all the courses B.Com, B.A. and all Self-financing at random. This feedback is collected on a regular basis on quality of education, provision of resources etc. Students' feedback are analysed and improvement plans are initiated to enhance quality of



education. The feedback is discussed and reviewed between teachers and the Principal in a confidential manner. Weak points are analysed and corrective actions are taken. Students can also give their feedback through the suggestion boxes placed in college premises.

#### ✦ Certificate Course on Online Information Sources, Tools and Techniques (COIST)

The Library and Information Centre of our College has started a Certificate Course on the theme **Online Information Sources, Tools and Techniques (COIST)**. It is a short-term programme specifically designed for research scholars and post graduate students of any college or university. The course helps the research scholars to learn some crucial and essential online information sources and online information tools and techniques.

#### ✦ Quality in teaching, learning and evaluation process

Focus is given to improve the quality of education and evaluation. The faculty are encouraged and sponsored to attend various seminars/conferences held in different colleges across the country so as to inculcate the best practices in education and for their self-development. Although no structured programme exist to estimate the efficacy of faculty participation an informal process exist wherein participants debrief the entire faculty on their experience and take away from attendance at the seminar. The management also sponsors participation in seminars abroad. Principal Dr (Mrs) Ancy Jose, Vice Principal Dr G.K.Kalkoti and Dr. Moushumi Datta visited USA in October, 2011 to participate in the 40<sup>th</sup> Annual Mid- Atlantic Regional Association for Asian Studies (MARAAS) Conference held at Princeton University in New Jersey, USA. The theme of the conference was “Human Rights and Social Justice in Asia”. This visit was totally sponsored by the management. The team visited Kings’ College in New York City, Elizabethtown College in Pennsylvania, and George Washington University in Washington D.C. It was an enriching experience with a realization that the world is truly a global village.

Principal Dr. (Mrs.) Ancy Jose, Vice-Principal (Self – Finance) Ms. Mona Bhatia, the faculty Dr. (Mrs.) Varsha Ainapure, Dr. Bharat Pithadia and Mr. C.M. Amin visited three autonomous colleges in Coimbatore to understand the benefits of Autonomy and to decide whether to implement Autonomy in our College. The visit helped the team to learn that autonomy enhances the quality of teaching and learning and offers a better placement opportunity to students. It also



made them realize that the institution should have the potential for offering programmes of higher standards. This visit too was sponsored by the management.

#### ✦ College Social Responsibility

Our College has adopted the policy of CSR- “College Social Responsibility”. The College has started Social Cell in the year 2009. Our aim is to bring a smile on the faces of those people and children who are deprived of the basic needs in the society. White Leaf- an association which is involved in social activities is engaged in several community development activities.

#### ✦ Earn While You Learn

Every year five deserving students are provided employment opportunities so that they can earn and pay for their expenses. Earn While You Learn has received very good response from the students and the plan is to increase the number of students in the next few years.

#### ✦ Certification under ISO 9001:2008

Our College has become fully aware of the need for quality and adopted ISO 9001:2008 to sustain and grow in this competitive world. It is of utmost necessity to have uniform standards and compliance to the same in order to facilitate our efforts to provide the best possible education to our students. With this in mind our College went for ISO certification in September, 2010. The Quality Manual was released on 31<sup>st</sup> May, 2010. The Internal Auditors training was held in June, 2010. It was a training of two days and twelve faculty members successfully completed the training. The first internal audit was held in July, 2010 followed by the first Management Review Meeting. Our College chose TUV Nord- Germany’s most reputed ISO certification body. The certification audit was held in two stages. The first stage audit all our documentation procedures were audited. In the second stage audit all the main processes were checked and matched to the process documentation as inlaid in the ISO manual. We got the certification without any non-conformity. This in itself was an achievement with everyone in the College contributing to this effort and the resultant success.



#### ✦ Internal Academic Audit

All the teaching staff members submitted semester plan for conduct of theory and practical classes to their respective head of departments. Monthly reports are collected from the teaching staff where in teachers give information regarding coverage of syllabus during that particular month. In case where syllabus was not covered as per schedule, the teachers were accordingly advised to take adequate steps. At the end of the semester (during the internal audit) the teaching staff submits the monthly monitoring sheets to the respective heads of departments and through the ISO Management Representative it is submitted to the Principal who examines whether the entire syllabus has been completed as per the initial planning and appropriate steps are initiated.

#### ✦ Quality Enhancement Circles

IQAC identifies different teams and prepares them as quality enhancement circles. These teams conduct projects for improvement of quality. The teams then offer their projects for external evaluation by authoritative bodies for appraisal and awards. We applied to NCQM (National Centre for Quality Management) and EET (Education Expo TV) for awards to ensure that the policies and plans are properly directed.

#### ✦ Formation of Quality Circles

Each Quality Circle session is a brainstorming session in which a topic is focused and discussed where students put forward their views and the members of the teaching faculty and the management respond to the views and suggestions of the students so that resolutions to challenges can be found and implemented.

#### ✦ To provide training of 6 man days per year

The institution also works out Competency Based Skill Matrix for different levels vis-à-vis area of operation. Training needs based on these competency needs and gaps observed are identified by the Department Heads. These training attended are then entered in Individual Training Record. The IQAC consolidates training needs and arranges for its completion either through in-house or external resources as considered appropriate. In addition to the above, teaching staff also has to undergo training as stipulated by University / Board at regular time intervals and also if new courses are introduced. The effectiveness of training is evaluated by the IQAC after a gap of six



months. This may be in the form of observing performance/output as well as by the use of simple statistical techniques.

#### ✦ Perspective Plan for a Five Year Period

The College has prepared a **Perspective Plan** for the period of five years commencing from the academic year 2008-2009 to the academic year 2013-2014 by taking into consideration the quality indicators of Seven Criteria determined by NAAC. In the preparation of the Perspective Plan, the IQAC of the College has taken initiatives. Inputs from all stakeholders, their expectations, management policies and goals and objectives of the college are considered as a base for formulation of the perspective plan. The draft of Perspective Plan has been discussed, reviewed and approved in the IQAC meetings. Every year IQAC devises a Perspective Plan in the beginning of the academic year and also gives an account of the outcome achieved by the end of the academic year.

#### ✦ Innovations in Library

- The Librarian has been lecturing the students from vernacular medium students to improve their language proficiency. The special collection of short stories, essays, and other fiction books are being issued to the students. More than hundred students are availing this facility.
- The Library is linking e-books (which are available free of cost on Internet) with their books. Any student accessing or checking the books details in the OPAC (Library catalogue) can also avail the link of e-books.
- With the successful use of advanced mobile scanners, the stock verification of the Library collection has become more effective and less time consuming.
- The Librarian, with the assistance of its staff, is providing consultancy service to the Libraries of other colleges and universities.
- The Library (comprised of Librarian, selected faculty and Library staff) is handing the College's official website as well as Khandwala Publishing House (an official publication unit of our College).
- The Library is building an Institutional Repository which is named as 'Lekhak'. The Lekhak is comprised of the bibliographic and abstract level research papers published/presented of the faculty.
- The Library is undertaking a national project called ICon-AD (Indian Conference Abstracting Database). ICon-AD is an abstracting database comprising the Abstracts submitted to the various international, national and state conferences organised by Indian colleges, universities, corporate firms, government agencies etc.



#### ✦ Centre of Edu Vision

The College also has a **Centre named “EduVision”** for the visually challenged students. This centre is used by the Federation for the Blind”. Hence, the College reaches out to the community with its services.

#### ✦ Management funded gratuity for the self-financed team

The Management has introduced a healthy practice of contributing to gratuity fund for the staff appointed for Self-Financed Courses.

#### ✦ MKES Parivar Education Fund

MKES Parivar Education Fund is setup to provide financial assistance to the children of the non-teaching staff to pursue higher education.

#### ✦ Interface with the alumni

Two alumni in a month are invited to the college to share their experience with the students.

#### ✦ Improvement of Infrastructure

The auditorium has been renovated with state-of-the-art equipment and facilities. A separate examination centre has been assigned.

#### ✦ Involving students in research

The College has realized that knowledge accumulation and assimilation are the two sides of the coin of higher education. The College encourages the faculty as well as the students to imbibe research culture by presenting research papers in national and international seminars / conferences. Some of the post graduate students from MA Economics and Geography streams have won awards for their excellent paper presentation.



### 7.3 Best Practices

#### 1. Title of the Practice

##### Improving Teaching and Learning Process

#### 2. Goal

To achieve the principles of the teaching / learning process which are multi-fold. The principles on the basis of which this best practice was decided was – to raise the curiosity of a student in a particular topic, to encourage the students to question the obvious and to increase the interaction in the class.

#### 3. The Context

Rapid advancement in technology is one of the major issues that affect the teaching/learning process. The facilitators find it difficult to keep pace with the techno-savvy learners. Further there is rapid change taking place in technology which aggravates the problem. Keeping the audience captivated throughout the lecture is another challenge. The facilitator is required to use a variety of tools to keep the learner engaged in the learning process. Having access to a variety of tools all the time may not be possible. Today knowledge is just a click away to the learner; a challenge faced by facilitators is to keep pace with the latest news and happenings.

The teaching/learning process is given immense importance in the institute. The institute is as good as its students. The students are as good as the teachers. The institute trains their facilitators continuously to help them enhance their teaching abilities. The learning imparted to the teachers is implemented in enhancing the learning experience of the learner.

#### 4. The Practice

The teaching /learning process starts with designing of a lecture plan by the facilitator. The lecture plan is given in advance to the learners. The facilitator initiates a discussion or tells a story or questions the learners before defining the objectives. The objectives of the lectures are defined to specify to the learner the learning outcomes. During the lecture, discussions and questioning is encouraged.



Holistic learning is encouraged through the continuous evaluation system. Various forms of assessment are used for continuous evaluation such as group discussions, assignments, PowerPoint presentations, class test to name a few. Various co-curricular activities are also organized for the learners. These activities give an opportunity to the students to put their knowledge into application.

An aspect very unique about our teaching /learning process is the freedom given to learners to share their views and ideas. Even ideas that sound impractical are discussed and a proper explanation is given to the learners why they cannot be implemented. The learner is the part of the learning process rather than just a spectator of the same.

A major limitation of the teaching /learning process is the time constraint. The facilitators have various ideas which they would like to implement in their class, however due to paucity of time all of them cannot be implemented.

### 5. Evidence of success

The evidence of success is visible, qualitatively as well as quantitatively. The qualitative indicators are a more positive outlook towards life, improvement in etiquettes and desire to understand things rather than learning by the rote. The quantitative indicators for learners who actively participate in co-curricular activities are that they show improvement in academic performance. Students who have passed out have done extremely well in the corporate world. Some students have put their learning into application by starting their own businesses.

The results bring some prominent factors to light. Some of the factors are that students when shown the right direction and given the right encouragement can achieve the goals they desire. Holistic development rather than only academic success contributes in creating socially sensitive individuals which is a prominent requirement of educational institute.

### 6. Problems encountered and Resources Required

The non-availability or non-workability of technology is one of the major problems encountered in the teaching learning process. Further, encouraging discussions in the lecture becomes self-obliterate towards its aim, at times. Questions posed by learners may not be to find an answer to the problem but to test the knowledge of the facilitator. The span of interest of the learners is very short. Teachers today have to



play the role of an educator and entertainer combined, rather than just an educator.

Resources in terms of finance are continuously required to upgrade technology requirements. This is not available consistently. In a city like Mumbai, space is another constraint. Activity based games cannot be implemented due to paucity of space.

### 7. Notes

The Academic Calendar is prepared before the beginning of the academic year. This aids the facilitators and the learners in understanding the time schedule for implementation of the learning process. Dedicated teaching and non-teaching staff are the pillars of strength of the teaching/learning process. Without a dedicated team, success cannot be achieved. The principal with her dynamic leadership style and constant guidance and support gives a prominent shape to the teaching/learning process.

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### 1. Title of the Practice:

#### **Building innovative Library Facilities**

### 2. Goal

The College aimed to implement innovative practices in the Library so as to make it of International standards. Some of the activities to fulfill this were to archive abstracts submitted to the organizers of the conferences through ICon-AD (Indian Conference Abstracting Database), which is an abstracting database. Creating a consultancy service that serves the needs of the librarians of other colleges. Helping the teachers, research scholars and the students to avail the excellence information service from our Library Referral Service to the Library Science professionals and teachers

### 3. The Context

Researchers need to refer to articles from authentic sources and the authors will benefit if they get citations. Through one of the best practices of the institution articles can be referred and the authors of the articles in the repository will receive citations by Indexed databases/journals. It acts as a link between user and the author of the abstracts and connects them for further sharing of information or intellectual discussion.

We feel, there is a need of sharing our skills acquired through various professional activities over the time. The skills shared with other Librarians help us understand the problems encountered by the Librarians and, while giving solutions, we also learn a lot from them. The queries received from the readers are analysed and based on the required time limit, the service is catered to the readers.

### 4. The Practice

As a Participating Institute, any Indian organization of any kind/sector, which had organized conferences and accepted abstracts for the same, can contribute the abstracts to ICon-AD. The abstracts are archived online using DSpace Open Source Software. The Library receives queries from the Librarians via e-mail. The solutions to their query/problems are intimated to them via e-mail. The Librarians also visit the Library to have detailed discussion on the issue. The practice helps the readers to know as where the information is located apart from our Library's collection. The Librarian directs the readers to the



adjacent college libraries, if the title is available in the same. The books are procured under Inter-Library Loan facility.

The library has also started a certificate course for research scholars. The research scholars need to know sources of information and also the search techniques. Such information is available in many of the open access full-text journals/databases online. Considering this, the Certificate Course in Online Information Sources, Tools and Techniques (COIST) is started. The course helps the research scholars learn some crucial and essential online information sources and online information tools and techniques. The course will enable the research scholars to use the Internet more effectively and efficiently for the research studies and any other academic pursuits.

### **5. Evidence of Success:**

The Colleges which had organised conferences are sharing the conference abstracts and the same is uploaded onto our website. The e-mails received by the Librarians are regularly documented. There are many Librarians of different Libraries are regularly contacting us to avail our consultancy service. The evidence of the practice is the increased number of referral queries. This also led to borrowing books from other libraries on Inter-Library Loan basis.

### **6. Problems Encountered and Resources Required**

The installation of the open source software and uploading the abstracts on to the database is time consuming. Creating awareness among the organizers of the conference is time consuming requires regular follow-ups.

Some Librarians who get solutions on phone do not send their queries via e-mail. Thus it becomes difficult to document their queries. The consultancy service is offered with no monetary expectation

The referral service helps the readers, but the readers rely on the Librarian to procure/ arrange the book from other Libraries. This requires man power.

### **8. Contact Details**

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## 1. Title of Practice

### Improving Academic Research

## 2. Goal

The goal of the practice was to achieve higher inclination towards research among the faculty, through updating their awareness about research and methods of conducting research. With the main aim of providing training to the teaching staff so as to increase the quality of education and research activities in the College.

## 3. The Context

Enhancement of research helps in increasing know-how of contemporary issues. This results in enrichment of educational quality percolating to students. With foreign university collaborations round the corner, the quantum and quality of research needs a fillip. The researcher has to be aware about the techniques first so that they are able to increase research inputs to pedagogy. Staff members attended only those training sessions that were mandatory as per University of Mumbai. Training imparted to individual faculty is assessed through Faculty Profile. Many conferences and seminars were also conducted to imbibe research culture

## 3. The Practice

The increase in research would lead to enriched education percolation to students. Research activities are of immense importance in higher educational institution. The College had decided to increase these activities so that the students and stakeholders could benefit out of this. The practice to be employed was of providing training to the teaching staff so as to increase the quality of education and research activities in the college. Initially, staff members attended only those training sessions that was mandatory as per University of Mumbai. Hence, we decided to take additional training man hours, which are recorded and monitored for effectiveness. However, external training imparted to individual faculty is assessed through Faculty Profile.

Year wise focus areas were defined and training held according to the plans made. Training in these areas was necessary to build a research environment among the staff. Moreover training needs of the faculty were identified through Competency Skill Matrix.



Areas of training that were conducted : “Personality Development by Skyler Institute of Management Studies”, “Communication Skills by Ms Sanjana Mishra and Ms. B.T. Sundari”, “Use of Web Tools by Ravindra Dastikop, Dharwad University”, “Guidance for writing Research Paper by Dr Kevin, Ex-Pro-Vice Chancellor, Kerala University”, the batch size was identified as 50, “Computer training by internal NIIT academy”, “Research Methodology in Social Science, Development of questionnaire by Dr Kevin, Ex-Pro-Vice Chancellor, Kerala University”, “Application of Knowledge by Jitendra Shah, Faculty IIT”

Other University curriculum and assessment evaluation methods were also included in the training like : “Credit based Grading System by S K Raju, Member BOS, Dr Madhu Nair, Dean, Commerce, University of Mumbai”, “Organisational Planning by Internal faculty, Dr Kalkoti”, “Autonomy Process”

The analysis of the impact was possible as each faculty member maintained an Individual training record of all internal training that they have undergone in a prescribed format.

#### 4. Evidence of success

Paper presentations in national and International conferences was 30 in January, 2010 and the target is to increase to 45 (50% more) by the end of the project in December 2012. Increase in academic research activity by faculty.

Academic research activity by faculty has increased. Paper presentations by faculty has increased more than the target of 50% (i.e. from 30 to 51)

Papers published have also increased from 3 (on project start) to 40 (on project closure).

The number of Ph.D holders were 07 (on project start). The number increased to 11 (on project closure).

Funded research projects from recognized academic bodies are now 11. This is indicative of the qualitative enhancement of research proposals and projects.



### 5. Problems encountered and resources required

The problems were more in nature of finalizing the dates so that the academic calendar was not disturbed. But as the academic calendar is prepared well in advance with the participation of the departmental heads, it was possible to overcome this hurdle after some consultations and minor adjustments. As regards finance some of the workshops were sponsored by the college management and some were UGC or NAAC funded. Some workshops were in collaboration with University.

Other alternatives like providing training on use of SPSS, new ICT based knowledge, were analysed before arriving at the best way to train the staff. Some workshops were conducted to develop soft skills to the faculty, research methodology to used.

### 6. Notes

The UGC and academic bodies have given weightage to research in the current plans. The teachers have to be encouraged to do research. Not only should they be asked to conduct research but they have to be informed and explained the methods of researching. Such proactive solutions help in improving research in the country and at the same time refining the research problems chosen, the work and project, through best research techniques.

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The above three are the best practices which have contributed to the achievement of the institutional objectives and have contributed to the quality improvement of the core activities of the College.