DCTs S. S. Dempo College of Commerce and Economics, Cujira, Bambolim- Goa

MINUTES OF THE MEETING OF
THE INTERNAL QUALITY ASSURANCE CELL (IQAC)

The first meeting of the IQAC for the academic year 2018-19 was held on 18th August, 2018 at 12:00 p.m. in the conference room of the college.

The agenda for the meeting was as under:

(i) Confirmation of minutes of the meeting held on September 12th 2017.

(ii) Review of accomplishments of 2017-18

(iii) Plans for 2018-19.

(iv) A.O.B

The following members of the IQAC were present at the meeting:

Sr. No.	Name and Designation
1.	Dr. Radhika S. Nayak, *Principal and Chairperson (IQAC)*
2.	Assoc. Prof. Gauri Tamba, *Vice Principal & Faculty Representative*
3.	Dr. Aruna Mesquita e Noronha, *IQAC Coordinator*
4.	Asst. Prof. Anand Naik Panvelkar, *NAAC Coordinator & Faculty Representative*
5.	Dr. Harip Khanapuri, *Faculty Representative*
6.	Asst. Prof. Sonya Angle, *Coordinator for BBA & Faculty Representative*
7.	Ms. Anjali Bhide, *Librarian*
8.	Mr. Kirit Maganlal, *Industry Nominee*
9.	Mr. Gaurav Kenkre, *Alumnus*
10.	Mr. Krushnan Naik, *Alumnus*
11.	Mr. Uday Kamat, *Administration Representative*
12.	Ms. Gautami Karapurkar, *Administration Representative*

The following business was transacted at the meeting: -

At the outset, the Principal welcomed the members for the first meeting of the academic year 2018-19. She also introduced and welcomed the new members of the IQAC viz: Chartered Accountant Mr. Gaurav Kenkre and Advertising professional Mr. Krishnan Naik, both Alumni of the college. The new members were briefed about their role as part of the IQAC.

1. Confirmation of minutes of the meeting held on September 12th 2017:

The minutes of the meeting held on 12th September 2017 were presented by the IQAC coordinator Dr. Aruna Mesquita e Noronha. Mr. Kirit Maganlal proposed the minutes which was seconded by Dr. Harip Khanapuri.

2. Review of accomplishments of 2017-18:

a) The Principal Dr. Radhika Nayak informed the house that the college had introduced the 4-year Integrated M.Com (I.M.Com) Programme under the post-graduate department of commerce which would focus on grooming students for professional careers specifically focusing on CA, CS, ICWA. She mentioned that 86 aspirants appeared for the entrance-cum-eligibility test and 39 students against the 40 permitted seats had enrolled for the programme which focuses on the 3-levels of Basic being taught by teachers and the Advanced and Professional levels being taught by Chartered Accountants, who would also be coaching the students for the CA/ CS Foundation and Intermediate courses.

b) CA Gaurav Kenkre inquired about whether the I.M.Com programme exclusively planned for CA/CS aspirants would be maintained for future batches as well. He also inquired about the lecture timings of the programme, it's suitability for CA aspirants and whether aspirants of the professional careers would aware of it. To this, the Principal replied that the programme has been designed for advanced learners and only those scoring a minimum of 60% and clearing the eligibility test had been granted admissions. She also said that for the Part-I students the schedule is planned for 8 am till 4 pm and from the following year the classes have been planned to begin from 7:30 am onwards allowing the students to pursue articleship. This, she said was informed to the ICAI, Goa chapter.

c) Dr. Radhika Nayak also informed about the introduction of the Masters programme in Tourism & Travel Management with an enrollment of 19 students, that has replaced the

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MA(T&HM) programme as the MA nomenclature was found to deter aspirants from taking up the same.

d) Another update provided by the Principal was about the 1-year PGDM-Event Management programme replacing the $1^{1/2}$ year PGDBA (EM) programme for the same reason as the MA programme. She mentioned that the programme is designed to offer 6-month lecture based teaching and the remaining 6 months of practical training on the field. In addition, it was also mentioned that the programme offers a 6-month certificate programme in Event Management for those interested in a course of a shorter duration.

e) The Principal mentioned that the M.Com programme was being offered by 11 colleges in Goa and while the Goa University has introduced entrance exams for aspirants of PG programmes across colleges, only 500 aspirants appeared for the same. She also said that the government colleges offer the same programme at subsidised fees of Rs 12,000/- as against around Rs 40,000 to Rs 45,000 by other colleges which poses as a challenge for the institution to attract students.

To this, Mr. Kirit Maganlal opined that the differentiator would be the placements offered by the college. He added that we need to make the industry aware of placements at the college and the area that has maximum job potential.

Mr. Anand Panvelkar said that the college, through its placement cell is preparing students for specific requirements in association with '*Enviro Skills*'

Mr.Krishnan Naik said that it was important to get students to face and respond well to the industry experts visiting the campus.

f) Dr. Harip Khanapuri said that despite offering skill based courses such as Business Analytics to students they appeared to be more inclined towards teaching jobs.

To this, Mr. Maganlal remarked that teachers are such good role models that their students wish to become teachers.

Mr. Gaurav Kenkre asked whether the teaching industry was in a position to absorb so many people. The Principal mentioned that the reason for students' inclination towards teaching jobs was due to the attractive pay offered even in contractual posts. She also observed that many such aspirants have been clearing NET/ SET exams (especially in the commerce stream) without having adequate knowledge.

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Mr. Maganlal said that the industry needs to be approached and asked to attract students. A discussion needs to take place with the placement cell in this regard so that the industry is the first choice for students.

Anand Panvelkar added that there is a need for a dialogue with the industry on developing skills for different areas.

g) The Principal mentioned that GCCI has asked the college to work on a project to assess commerce education in Goa and suggest requirements to fill in the gaps.

h) The IQAC coordinator, Dr. Aruna Mesquita e Noronha presented some of the accomplishments of the institution for the academic year 2017-18 relating to PhD degrees awarded, faculty publications, department achievements, certificate courses offered, workshops organized, projects undertaken, industry-academic linkage, student achievement, student placement initiatives, e-platform '*Prapti*', weekly IQAC and FDP sessions for the teaching faculty.

Mr. Kirit Maganlal lauded the college for its many achievements during the previous academic year.

3. Plans for 2018-19:

a) Dr. Aruna presented the college plans specific to each of the programmes/ departments, the Library, the Centre for Equal Opportunity as well as the Career guidance and Placement cell.

b) Mr. Krishnan Naik asked whether there could be weekend courses for professionals especially in the area of accounting in order to manage their business in a better way. The Principal said that such courses could be designed for the purpose.

c) Mr. Kenkre inquired about whether the skill development courses, planned by the college was open to industry professionals. Mr. Maganlal said that there would be industry persons interested in the Business Analytics course. To this, Dr. Khanapuri replied that there were queries from the industry on the Digital Marketing course that was being planned although the courses are presently being offered only to the college students. He also said that the college could work on offering the Business Analytics and Digital Marketing course to the industry.

d) With regard to the International student exchange programme being planned for by the BBA programme, Ms. Sonya Angle elaborated on the preliminary work being carried out. She said that the department was working towards finalizing the same and offering the exchange programme for the second year and final year BBA students with effect from the ensuing academic year.

e) CA Gaurav Kenkre inquired about whether the college offers any e-learning platform as professionals constantly look for such options. Dr. Harip Khanapuri replied that presently faculty members are creating e-modules for their specific subjects which have been uploaded available online. The Principal added that the college has already created suitable infrastructure for the faculty for creation of e-content in the '*Flash Studio*'.

4. A.O.B

a) Mr. Kirit Maganlal mentioned about job opportunities colleges at GMR which the college placement cell could take advantage of.

b) The Principal Dr. Nayak informed the house that if anyone has plans to dispose of their personal library collection pertaining to books on important personalities or icons, the college would be willing to accept such books to be added to the library collections.

c) The Principal mentioned that in addition to the community engagement programmes planned by the different departments, the college has also taken up the '*Unnat Bharat Abhiyaan*' of the central government whereby villages have been identified for adoption and the different college units like the CEO, NSS, IT and others shall be conducting a survey on the present status, conducting intervention programmes for improvement on those areas and finally measuring the outcomes of the intervention.

d) The Principal briefed the new members on the details of the NAAC assessment process.

e) Dr. Radhika Nayak also informed the house that DCT has invited the former Vice Chancellor of Avinashi University, Coimbatore for a 2-day session during the month of October 2018, on preparation for the 4th cycle of NAAC accreditation.

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Mr. Maganlal requested that a brief meeting be organized with the former VC and external IQAC members, to which the Principal agreed.

The next IQAC meeting was tentatively planned for Wednesday the 3rd of October 2018.

The meeting ended at 1:30 pm with a Vote of Thanks by the Principal.

03/10/2018
Dr Aruna Mesquita e Noronha
IQAC Co-ordinator

03/10/18
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MINUTES OF THE MEETING OF

THE INTERNAL QUALITY ASSURANCE CELL (IQAC)

The second meeting of the IQAC for the academic year 2018-19 was held on 3rd October 2018 at 11:30 a.m. in the conference room of the college.

The agenda for the meeting was as under:

(i) Confirmation of minutes of the meeting held on August 18th 2018.

(ii) Industry projects

(iii) Centre for 'Skills development & Employability training'

(iv) Setting up of an incubation centre

(v) A.O.B

The following members of the IQAC were present at the meeting:

Sr. No.	Name and Designation
1.	Dr. Radhika S. Nayak, *Principal and Chairperson (IQAC)*
2.	Assoc. Prof. Gauri Tamba, *Vice Principal & Faculty Representative*
3.	Dr. Aruna Mesquita e Noronha, *IQAC Coordinator*
4.	Asst. Prof. Anand Naik Panvelkar, *NAAC Coordinator & Faculty Representative*
5.	Dr. Harip Khanapuri, *Faculty Representative*
6.	Asst. Prof. Aditi Barve, *Faculty Representative*
7.	Mr. Rajesh Bhatikar, *Management representative*
8.	Dr. Krishna Gopal Rajanala, *Local Society Member*
9.	Mr. Kirit Maganlal, *Industry Nominee*
10.	Mr. Gaurav Kenkre, *Alumnus*
11.	Mr. Krushnan Naik, *Alumnus*
12.	Mr. Uday Kamat, *Administration Representative*
13.	Ms. Gautami Karapurkar, *Administration Representative*

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The following business was transacted at the meeting: -

At the outset, the Principal Dr Radhika Nayak welcomed the IQAC members to the meeting.

(i) Confirmation of minutes of the meeting held on August 18th 2018:

The minutes of the previous meeting were presented by the IQAC coordinator and confirmed by the house. As a follow-up on the minutes, the Principal briefed the house on the college being selected for the *Unnat Bharat Abhiyaan* programme of MHRD where 5 villages were being adopted. Members were also informed about an industrial visit to Bhutan being planned for the students of the BBA programme.

(ii) Industry projects:

Dr Harip Khanapuri spoke about the need to take up industry projects. He mentioned that there is lack of funding from the major funding sources viz; UGC and ICSSR while other funding agencies support Science & Technology based projects. Stressing on the importance of obtaining projects with or without funding, Dr Harip asked for suggestions from the members on the ways in which the college could source industry projects.

Dr Krishna Gopal said that in order to make a difference it was necessary to take up sectoral issues. He suggested approaching industry representatives of mining, tourism, retail and others to find out whether specific issues need to be studied be it in the area of socio-economic aspects, HR, laws or any other. Developing a liaison with GCCI, GMA would also help he said.

The Principal expressed her doubts on whether the institution would be recognized enough to be entrusted with research projects.

Mr Kirit Maganlal mentioned about the Taxi App issues that were being faced by GTDC. He also said that the Retail project of GCCI was still available for study. He also mentioned his willingness to be a part of discussions with regard to RERA.

Dr Krishna Gopal suggested the formation of teams to identify projects and then shortlist projects to be taken up immediately.

The administrator Mr Bhatikar said that in Maharashtra a major source of research projects is the 'Planning Board' and that the college could also approach such a forum in Goa.

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There were queries from some members and discussions on- the availability of a master list/ documentation of areas that could be studied, whether compilation of procedures could be taken up as research projects.

(iii) Centre for 'Skills development & Employability training':

The administrator Mr Bhatikar recognized the efforts of the college towards the introduction of various certificate courses like Business Analytics and Digital Marketing among other courses to the students of the college. He suggested that the college could offer a basket of the various certificate courses to tap students of other colleges, teachers of higher secondary schools, as well as others who would like to build up competencies. He also suggested that the college could make a beginning by approaching GCCI, CII and other such organizations to gauge the requirements in this regard.

Dr Rajanala inquired about the level of competence available within the institution for improvement of competencies / skill enhancement in others. To this, Mr Maganlal suggested that the college could appoint competent faculty from external sources for the purpose.

It was suggested that continuous weekend sessions be organized for specific certificate courses for industry persons in order to enable participants to bring their industry specific issues that could be addressed. For this, the curriculum should be well-designed for an aggressive and hands-on learning irrespective of whether the course is held on weekends or evenings.

Mr Gaurav Kenkre suggested that a meeting be scheduled with the faculty/ experts to design the curriculum so that practical training relevant to the course is offered rather than text-book knowledge. The experts/faculty could then be used for branding of the courses.

Mr Bhatikar said that the college could look into the possibility of getting industry support for the certificate courses in terms of a partnership stamp.

He mentioned that it is important to find out the areas where skill enhancement may be required. Dr Khanapuri said that research projects could be carried out to find out about the same.

(iv) Setting up of an incubation centre:

Dr Rajanala inquired about the need to set up an incubation centre considering the success rate of other incubation centres. He mentioned that the BBA programme was

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designed as a feeder for SSIs and the Event Management course offers professional training. He asked whether this aspectcould be an exemption area with regard to NAAC. Dr Rajanala mentioned that the college could first focus on Research, Consultancy and Incubation and that once research and consultancy are done we could think of incubation

Mr Kenkre inquired about the possibility of providing a facility such a co-working space.

(v) A.O.B:

It was suggested that the IQAC meetings be held on the 1st Wednesday of every alternate month. The next meeting was planned for 5th December 2018 at 11:30 am.

The meeting ended at 12:45 with a Vote of Thanks proposed by the Principal.

05/12/18

Dr Aruna Mesquita e Noronha
IQAC coordinator

05/12/18

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MINUTES OF THE MEETING OF

THE INTERNAL QUALITY ASSURANCE CELL (IQAC)

The third meeting of the IQAC for the academic year 2018-19 was held on 5th December 2018 at 11:30 a.m. in the conference room of the college.

The agenda for the meeting was as under:

(i) Confirmation of minutes of the meeting held on October 3rd 2018

(ii) Review of initiatives on industry projects

(iii) Reforms in Continuous Internal Evaluation (CIE)

(iv) Alumni contribution (monetary & non-monetary)

(v) A.O.B

The following members of the IQAC were present at the meeting:

Sr. No.	Name and Designation
1	Assoc. Prof. Gauri Tamba, *Vice Principal & Faculty Representative*
2	Dr. Aruna Mesquita e Noronha, *IQAC Coordinator*
3	Asst. Prof. Anand Naik Panvelkar, *NAAC Coordinator & Faculty Representative*
4	Dr. Harip Khanapuri, *Faculty Representative*
5	Mr. Rajesh Bhatikar, *Management representative*
6	Mr. Gaurav Kenkre, *Alumnus*
7	Mr. Krushnan Naik, *Alumnus*
8	Mr. Uday Kamat, *Administration Representative*
9	Ms. Gautami Karapurkar, *Administration Representative*

The following business was transacted at the meeting:

At the outset, the Vice Principal Gauri Tamba welcomed the IQAC members to the meeting.

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(i) Confirmation of minutes of the meeting held on October 3rd 2018:

A copy of the minutes of the previous meeting was circulated by the IQAC coordinator which was then proposed by Dr Harip Khanapuri and seconded by Ms Gautami Karapurkar.

(ii) Review of initiatives on industry projects:

a) Dr Harip Khanapuri briefed the house on the white paper on 'Commerce education in Goa vis-s-vis the commerce education in the A-listed colleges in India', prepared for the purpose of submission to the GCCI where a positive feedback on the initial work was received by the education committee head, Mr Raghuvir Vernekar. Dr Khanapuri mentioned that the college was awaiting further intimation on the next meeting.

Elaborating on the white paper, Dr Khanapuri said that the paper listed out platforms that could be exploited for development of commerce education in Goa. He also stated that the paper made a comparison of Goa based colleges with those of Delhi's Sriram College which seemed unfair given the difference in scores/ percentage of students at the entry stage, the nature of student participation in various platforms and the nature and level of industry interaction.

CA.Gaurav Kenkre suggested that we could find out about what students do after graduation (student progression) as our students may be prepared for a role that differs from those of their counterparts in Delhi. Mr Kenkre also said that it would be more appropriate to compare Goa based commerce colleges with branded colleges like those in Pune which would not be tottaly different in terms of student exposure and other important aspects.

Dr Khanapuri agreed that it would be a good idea to look at the other segments as well in this regard.

Mr Krushnan Naik said that we need to change the general attitude towards commerce education as it is not usually taken as the first choice at the HSS.

Ms Gauri Tamba remarked that the foundation/ base formed at the HSS level has not been strong.

Mr Kenkre mentioned that there should be an inclusion of case studies in the teaching pedagogy. He added that CA internship of a short period of 2 months does not train the student enough for work.

Mr Bhatikar mentioned the teachers at the school and HSS level were not well paid. He also said that there is no connect in the education system as each level (viz; school, HSS and Higher education) appears to be functioning in compartments. He added that

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commerce education has the largest group of students at the HSS level but most of the commerce students don't appear to know why there are there as there is no goal orientation.

Dr Khanapuri agreed to add the following suggested dimensions to the white paper on commerce education in Goa:

(i) Student progression,

(ii) Different segments,

(iii) Teaching methodology and extent of coverage,

(iv) Connect between the educational institutions at the school, HSS and college levels,

(v) Goal orientation of commerce students

b) Mr Anand Panvelkar briefed the house on the 3 projects planned/ initiated by the department of commerce viz; Formulation of a Retail Policy for Goa through the GCCI, Block chain and SSI.

Dr Harip Khanapuri informed the house about attending a meeting with the Retai committee of GCCI through Mr Kirit Maganlal and having been given the opportunity to work on a Retail Policy for the state,, the work for which has already been initiated.

With regard to the project on Black Chains, Mr Kenkre said that in some cases the existing systems may be better than adopting block chains.

Dr Aruna Mesquita informed the house that the department of Economics has planned for a workshop to orient the faculty on the areas that may have scope for consultancy and that the resource persons were to be selected from the industry.

(iii) Reforms in Continuous Internal Evaluation (CIE):

Dr Noronha briefed the external members on the type of evaluation methods used for internal assessment of students and requested for suggestions on new methods/ reforms that could be adopted by the faculty for the same.

The Administrator remarked that there was not much scope for reforms in the area when the university made it mandatory to conduct one ISA in written form. The members from the teaching faculty agreed on the same.

Mr Naik suggested that students be made to speak on the resource persons invited for talks and also be given encouragement to interaction with such persons. He added that this could help students acquire more knowledge than that acquired from books.

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Dr Khanapuri requested the external members to provide suggestions on reforms in CIE whenever possible.

(iv) Alumni contribution (monetary & non-monetary):

Mr Panvelkar informed the house that although the college collects Rs 200 from all the alumni towards the Alumni Association, there was still a need for a formalized plan for allocation of funds for the association. He said that the activities to be carried out by the body need to be defined clearly.

Mr Kenkre inquired about the number of alumni that are contactable and said that there is a need for a larger pool of alumni through platforms such as social media for proper marketing of the cause. This he said was necessary so that there would be no pressure on a few alumni for funds and organizing activites.

It was suggested that a virtual alumni get-together through the use of free platforms would be good enough.

(v) A.O.B

The house was briefed about the following activities planned for the month:

a) Talk on ***Financial Literacy*** for the residents of villages adopted under the 'Unnat Bharat' programme.

b) A 3-day programme on ***MS-Excel*** @Rs 800 for S.Y and T.Y students, to be extended to Business Intelligence.

c) A ***GST*** certificate course with the assistance of CA Gaurav Kenkre, to be launched on Founder's Day.

d) A 42-hour ***Business Analytics*** course for students @ Rs 6,500 using the format Training-Assignment-Training-Exam, through the expertise of Bangaluru based *Skill Venue*.

e) A 30-hour certificate course on ***Retail Analytics*** for industry professionals through the expertise of Bangaluru based *Business Toys* run by NIT and IIM graduates. A fee of Rs 10,000 was planned for the same.

The next meeting was planned for Wednesday, 6th February 2018 at 11:30 am.

The meeting ended at 12:45 with a Vote of Thanks proposed by the Vice-Principal.

06/02/19
Dr Aruna Mesquita e Noronha
IQAC Coordinator

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06/02/19
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MINUTES OF THE MEETING OF

THE INTERNAL QUALITY ASSURANCE CELL (IQAC)

The fourth meeting of the IQAC for the academic year 2018-19 was held on 6th February 2019 at 11:30 a.m. in the conference room of the college.

The agenda for the meeting was as under:

(i) Confirmation of minutes of the meeting held on December 5th 2018

(ii) Training need assessment for administrative staff

(iii) Mentoring practices

(iv) Introduction of 'Learning Management Systems'

(v) Defining a mechanism for obtaining feedback from stakeholders

(vi) AoB

The following members of the IQAC were present at the meeting:

Sr. No.	Name and Designation
1	Dr. Radhika S. Nayak, *Principal and Chairperson (IQAC)*
2	Assoc. Prof. Gauri Tamba, *Vice Principal & Faculty Representative*
3	Dr. Aruna Mesquita e Noronha, *IQAC Coordinator*
4	Asst. Prof. Anand Naik Panvelkar, *NAAC Coordinator & Faculty Representative*
5	Dr. Harip Khanapuri, *Faculty Representative*
6	Dr. Krishna Gopal Rajanala, *Local Society Member*
7	Mr. Kirit Maganlal, *Industry Nominee*
8	Mr. Krushnan Naik, *Alumnus*
9	Mr. Uday Kamat, *Administration Representative*
10	Ms. Gautami Karapurkar, *Administration Representative*
11	Ignacio Zuzarte, *Administration Representative*
12	Ms Anjali Bhide, *Librarian*

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The following business was transacted at the meeting:

At the outset, the Vice Principal Gauri Tamba welcomed the IQAC members to the meeting.

(i) **Confirmation of minutes of the meeting held on December 5th 2018**

The minutes of the previous meeting which was circulated to all members was put up for discussion on matters arising therefrom. The certificate course on 'Retail Analytics' was discussed where Mr Kirit Maganlal sought clarifications on the critical mass of participants. Dr Harip Khanapuri mentioned that the course was planned for 20 participants from the industry for fee of Rs 10,000, to which Mr Maganlal said that the course appeared to be an attractive one and that the college should go ahead with the plan. He also suggested that the course be discussed at the GCCI meeting with scheduled for 7th February'19. Mr Krushnan Naik inquired about the curriculum designed for the course and Mr Maganlal pointed out that the quality of the programme and curriculum should set a precedent.

The minutes of the previous meeting was then proposed by Mr Krushnan Naik and seconded by Asst. Prof. Anand Panvelkar.

(ii) **Training need assessment for administrative staff**

Dr Aruna Mesquita e Noronha informed the house that the college had identified the training needs for the teaching and administrative staff to RUSA which was accepted.

Dr Harip Khanapuri mentioned that the document approved by RUSA was prepared on the basis of observation.

Dr Gopal suggested that the college follow a structured/ formal system to asses training needs of the staff. This system he said, should be based on the job description, purpose of the job and skills required. This should then be followed by an annual appraisal to assess performance. He also suggested that a training calendar be prepared and decisions on training be made on the basis of the existing vacuum.

Dr Khanapuri highlighted the urgent need for training in the areas of MS-Office (Excel, Word), ERP and Accounting/Tally packages. He mentioned that resource persons for training in 'Excel' have been identified.

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Mr Uday Kamat updated the house on the sanction for contract posts in the administrative section under 'Government Recruitment Rules'.

Dr Radhika Nayak stressed on the fact that every LDC and UDC needs to be competent to meet the changing needs and that Goa University had already moved towards automation requiring a lot of information to be communicated through digital means.

Dr Gopal stressed that we need to report to NAAC where the college has progressed after the assessment of training needs.

Mr Maganlal inquired as to who would assess the training needs. Dr Gopal agreed to this saying that there should be a structured system with a person in-charge and that there will always be new training requirements.

The Principal then proposed that Dr Sonya Angle be made in charge of assessment of training need for the administrative staff along with Ms Gautami Karapurkar.

(iii) Mentoring practices

Dr Mesquita e Noronha briefed the house on the mentoring practices adopted by the college where each B.Com class was divided into two groups each of which was under a class teacher and mentor, the mentor-mentee ratio being 1:30. The house was also informed that NAAC categorizes students into advanced learners and slow learners for mentorship purpose.

Dr Khanapuri highlighted that the categorization was based on academic needs.

Mr Krushnan Naik asked whether the college teachers were trained to mentor students as lack of proper mentoring could be detrimental to the interest of the student.

Dr Gopal said that most mentoring systems can be successful when there is an ideal ratio of 1:1 and when mentors have a certain level of professional training in the area. He advised the college not to use the same class teacher as the mentor of that class and suggested that the faculty could mentor students at the '*First Year*' level and then move on to the next batch the following year.

He suggested that college begins by:

a) Putting the objectives of mentorship in place

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b) Define what is expected from the mentors
c) Identify the mentor : mentee ratio
d) Have a training session on the mentoring system
e) Conduct meeting between the mentor and mentee. First begin with frequent meetings and then monthly meetings.
f) Evaluation measures to be carried out.

Dr Gopal suggested that the college begins by trying to get students to complete the course successfully.

The Principal, Dr Nayak mentioned that the mentor should be there to lend a ear and guide the student.

Mr Krushnan Naik said that the ratio of 1:30 was not ideal for a good mentoring system.

Dr Gopal suggested that the capabilities of the mentor be assessed to avoid negative impact on the student/ mentees. Mentors should first be trained he said and the records of '*before and after*' mentorship should be maintained.

(iv) Introduction of 'Learning Management Systems'

Dr Aruna briefed the house on the practices adopted by the teaching faculty through the use of *google sites* and *google classroom*, which was specific to an individual teacher and his/ her class of students.

Dr Harip mentioned about the plan to introduce *Moodle* with the assistance of Mr Ramrao Wagh of the IT department of Goa University.

Dr Gopal said that learning management system should be a software for evaluation of the system/ course and that *Moodle* only offers a communication system and not evaluation and the effectiveness of the course cannot be checked.

Mr Anand Panvelkar mentioned that individual options for google classroom provides reports on the number of views and that perhaps the institution subscription to the same would offers more options.

Dr Harip mentioned that the learning management system of '*Advaaita*' follows Blooms taxonomy and also links student scores in terms of learning outcomes.

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Dr Radhika Nayak suggested that the college could try out *google classroom* first.
Dr Gopal also agreed that google classroom could be tried out as it could be cheaper option. He also said that other software may also be checked before arriving at a decision.

(v) Defining a mechanism for obtaining feedback from stakeholders

On obtaining feedback from the employer on the curriculum, Dr Gopal said that the employer could assess the conceptual clarity and skills of the employee and thus judge the effectiveness of the curriculum.

Mr Krushnan Naik said that the college needs to find a database of alumni and contact those who have passed out during the previous 2-5 years so as to get accurate feedback on the curriculum in question.
To this Dr Harip said that the college would able to contact over 500 alumni from whom information/ feedback could be collected.

(vi) AoB

- The Principal informed the house that the vision and mission of the college was in need of a revision in keeping with the changes in higher education and also to reflect the core values. She mentioned that the college would carry out brainstorming sessions and invited the suggestions and inputs of the IQAC towards the same.
- Dr Radhika Nayak updated the house on the International (pre-Olympic) Sports Conference to be organized by the college in February 2020
- The newly appointed Accountant was introduced to the external IQAC members.
- The house was updated on the progress made on the formulation of the 'Retail Policy' for Goa in collaboration with GCCI.

Noronha 09/04/19
Dr Irina Mesquita e Noronha
IQAC coordinator

09/04/19
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DCTs S. S. Dempo College of Commerce and Economics, Cujira, Bambolim, Goa.

MINUTES OF THE MEETING OF

THE INTERNAL QUALITY ASSURANCE CELL (IQAC)

The fifth meeting of the IQAC for the academic year 2018-19 was held on 9th April 2019 at 11:30 a.m. in the conference room of the college.

The agenda for the meeting was as under:

(i) Confirmation of minutes of the meeting held on February 6th 2019

(ii) Matters arising out of minutes

(iii) New short-term courses under DCSD

(iv) ICT enabled learning through remote linking with institutions of eminence

(v) AoB

The following members of the IQAC were present at the meeting:

Sr. No.	Name and Designation
1	Dr. Radhika S. Nayak, *Principal and Chairperson (IQAC)*
2	Assoc. Prof. Gauri Tamba, *Vice Principal & Faculty Representative*
3	Dr. Aruna Mesquita e Noronha, *IQAC Coordinator*
4	Asst. Prof. Anand Naik Panvelkar, *NAAC Coordinator & Faculty Representative*
5	Dr. Harip Khanapuri, *Faculty Representative*
6	Dr. Sonya Angle, *Faculty Representative*
7	Asst. Prof. Aditi Barve, *Faculty Representative*
8	Mr. Rajesh Bhatikar, *Management Representative*
9	Ms Anjali Bhide, *Librarian*
10	Dr. Krishna Gopal Rajanala, *Local Society Member*
11	Mr. Krushnan Naik, *Alumnus*
12	Mr. Hemant Patil, *Student Representative*

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13	Ms. Nidhi Korgaonkar, *Student Representative*

The following business was transacted at the meeting:

At the outset, the Vice Principal Gauri Tamba welcomed the IQAC members to the meeting.

(i) Confirmation of minutes of the meeting held on February 6th 2019

The minutes of the previous meeting which was circulated to all members was put up for confirmation.

The minutes of the previous meeting was then proposed by Dr Krishna Gopal Rajanala and seconded by Mr Krushnan Naik.

(ii) Matters arising out of minutes

Dr Aruna Mesquita e Noronha informed the house that the training needs assessment of the administrative staff as well as work on the mentoring practices shall be undertaken during the ensuing semester.

With regard to the learning management systems, Dr Harip Khanapuri informed the house that Google classroom was tested out for its suitability to the college requirements and that the paid version which was taken on a trial basis was found to be expensive for student usage and it also did not incorporate Bloom's Taxonomy, thus not allowing for an effective analysis. Dr Khanapuri also mentioned that the college was in the process of incorporating '*CAMU*' by *Advaitaa* which is a complete ERP that includes learning management systems that is in line with Bloom's Taxonomy.

The Principal Dr Radhika Nayak informed the house that the college would be conducting a 2-day training programme on learning outcomes, for all members of the teaching faculty.

Dr Gopal Rajanala mentioned about intensive programmes on learning management systems that go on for up to a year.

(iii) New short-term courses under DCSD

(a) Dr Khanapuri informed that the college would be offering new courses by Bajaj Allianz that would include soft skills, business and banking where the company

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would bear the faculty cost and also pay ₹ 550 per student enrolled. He asked the house to suggest new courses and/ or industry through which courses could be offered through DCSD.

Dr Rajanala enquired about the beneficiaries of the training programmes as well as the prospects for placement to which Dr Khanapuri replied that the students of the college were the beneficiaries for almost all courses while plans are being made to offer some courses for the industry, *Retail Analytics* being an example of the same. With regard placement opportunities, Dr Khanapuri mentioned that *SkillVenue* offered to assist in placement of the students in cities like Bangaluru if the beneficiaries of their courses so desire.

Dr Radhika Nayak added that courses such as Portfolio Management as well as the others, along with the B.Com degree enhance the prospects of placement for the course beneficiaries. She also mentioned that the college plans to start a full-fledged independent centre for training with a coordinator, through which future training programmes would be planned.

Dr Gopal Rajanala suggested for the college to look at industry requirements for new courses while appreciating the fact the college does offer a decent set of skill development programmes. He also said that it was important to motivate students to work out Goa to ensure that there is added value to the course being undertaken by them through the college.

(b) Dr Khanapuri enquired as to whether the college could consider catering to the training needs of the missing segment namely; the government staff. To this, the Vice Principal Gauri Tamba suggested that a survey be conducted to assess the skills requirements for the purpose. Dr Gopal agreed that this would be a good approach.

Dr. Sonya Angle suggested that courses catering to the needs of the small scale industry should be offered by the college and Goa Small Industry Association may be approached to discuss the nature and requirements of such courses.

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Mr Krushnan Naik suggested that that training programmes for the industry could be considered in the areas such as Tax Planning and GST among others as business houses would be willing to pay.

Dr Radhika Nayak mentioned that the director of DHE shall be insisting on a 3-month training for the administrative staff for every college.

(c) Dr Harip suggested that the college could take up training programmes for HSSC teachers that would also include updating their knowledge and sharing the same with their students as, the students at the HSSC level are being taught from textbooks alone which also contain outdated information. Vice-Principal Gauri Tamba mentioned that the teachers currently follow compulsory 21-day in-service training for the HSSC teachers which is now conducted by SCERT.

The administrator, Mr Bhatikar suggested that the college designs a programme for the HSSC teachers and propose the same to the government.

(d) Dr Harip enquired about whether the college could play a role in managerial training. To this, Dr Gopal suggested that this may be done in partnership with another organization such as the GMA.

(iv) ICT enabled learning through remote linking with institutions of eminence

The Principal, Dr Nayak mentioned that the DHE was focused on the enhancement of the use of ICT for the improvement of teaching learning from the academic year 2019-20.

It was also mentioned that the government colleges in Goa already have in place the 'Smart Class' systems that enable interactive student learning through any of the institutions and that DHE plans to offer the same system to the government aided colleges as well.

Dr Harip Khanapuri enquired into the possibility of a linkage with institutions of eminence for enhanced student learning through ICT. To this, Dr Gopal said that the college needs to consider the type of institutions that linkage needs to be established with; whether they should be management institutions, the kind of collaborations that

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the college would prefer, among other aspects and concerns. MoU's may be entered into for the purpose, he said.

Mr Krushnan Naik said that the collaborating institution would be interested in the benefits they would derive from the collaboration.

Dr Gopal said that management institutions may show interest in the idea of a collaborative learning as they would get a feeder for the courses offered by them.
He opined that the college would do better by improving on the capabilities and exposure of the students.

Dr Khanapuri mentioned that the college could start working on the video-conferencing facilities that may be used to connect with institutions of eminence.

(v) AoB

- The Principal Dr Radhika Nayak updated the house on the application being made by the college to acquire a government certification through HRDF for the 6-month certificate course in Event Management.

The meeting concluded at 1:15 pm with a Vote of Thanks by the Principal Dr Radhika Nayak who also thanked all the IQAC members for their active participation through the year.
The next meeting was planned for the ensuing academic year, in July 2019.

16/07/19
Dr Anna Mesquita e Noronha
(IQAC Coordinator)

16/07/19
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INTERNAL QUALITY ASSURANCE CELL
Action-Taken Report of the IQAC for the Academic Year 2018-19

Sr. No	Recommendations of IQAC	Action Taken

1	**Industry-Institution linkage through project consultancy as follows:**
	• Developing a liaison with organisations / bodies like GCCI, GMA.
	• Formation of faculty teams to identify and take up industry (consultancy) projects
	• Suggested areas were:
	  ◦ Formulation of Retail Policy for the State of Goa, in collaboration with GCCI.
	  ◦ Study of the issues relating to the opposition of the 'Goa Tourist Taxi Association' against the app-based Taxi service (Goa Miles) of GTDC and providing suggestions to the government on resolving the issues.
	  ◦ Organising a platform for discussions on regulations of the Real Estate Regulatory Authority (RERA) with stakeholders
		• Consultancy areas/ Projects and teams comprising faculty members from the department of commerce were identified for the following areas based on the preference of the faculty members:
		  ◦ Block Chain- Dr Vinod Joshua (In-charge),
		  ◦ Issues relating to SSI- Amit Naik (in-charge),
		  ◦ Retail Policy formulation- Dr Aruna Mesquita e Noronha (in-charge.
		• Preparation of the draft Retail Policy for Goa in collaboration with the Retail Committee of GCCI commenced in November 2018 (work-in-progress)
		• Seminars/ Workshops planned to work on Block Chain (in progress)
		• White paper on "Commerce education in Goa vis-à-vis top commerce colleges in the country" – submitted to the education committee (GCCI)

2	**Setting up a centre for 'Skills development & employability training' for the purpose of:** • Offering skill development courses to students to enhance employability and industry professionals for career development. • Look for industry involvement in designing and conducting courses.	• Dempo Centre for Skill Development (DCSD) launched during the academic year 2018-19 • Full-time Centre coordinator appointed

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Sr. No	Recommendations of IQAC	Action Taken
		• New short-term courses planned under the DCSD
3	**Setting up of an incubation centre:** • Plan for incubation centre after working on research & consultancy. • Possibility of providing a co-working space within the campus.	• Discussion with CIBA- Goa for collaboration with regard to Ideation-Innovation-Mentorship under the Institutional Innovation Council (IIC) (for students and other budding entrepreneurs)
4	**Reforms in Continuous Internal Evaluation:** • Invitation to industry experts as resource persons for interaction with students • Explore other platforms to encourage student interaction with industry	• For the BCom programme, a minimum 4-week internship (after college hours) was incorporated into the ISA for students of semester III in 'Retail Management' paper. Students of semester IV in 'Event Management' were deputed as volunteers at various events organised by the State (Serendipity), University and college, as part of ISA evaluation component. • Budgetary allocations initiated for resource persons for Alumni/ Industry interaction.
5	**Alumni contribution (monetary & non-monetary):** • Need for a formalised plan for allocation of funds for the alumni association. • Use of social media to connect with a larger network of institutional alumni for marketing towards a larger pool of alumni	• Alumni contribution of ₹11,800 was raised during the year • Internal members of the alumni committee met in January 2019 and planned for a general body meeting. Subsequently the general body met in April 2019 and planned for activities.

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Sr. No	Recommendations of IQAC	Action Taken
6	**Training need assessment for administrative staff:** • Follow a structured/ formal system to assess training needs based on the job description, job purpose & skills required. Followed by an annual appraisal to assess performance. A training calendar to be prepared and decisions on training be made on the basis of the existing vacuum.	• A 3-member committee appointed consisting of IQAC members Ms. Gautami Karapurkar (in-charge) Dr Sonya Angle, and Dr Krishna Gopal Rajanala (advisor) for the purpose of conducting the training needs assessment • Training needs assessment plan prepared with expertise shared by Dr Krishna Gopal Rajanala, General Manager (Human Resources) Dempo Group of Companies and member of the IQAC of the college.
7	**Mentoring process:** Prepare mentoring plan with the following modus operandi: a) Putting the objectives of mentorship in place b) Define what is expected from the mentors c) Identify the mentor-mentee ratio d) Have a training session on the mentoring system e) Conduct meeting between the mentor and mentee. First begin with frequent meetings and then monthly meetings. f) Evaluation measures to be carried out.	• Mentoring policy of the institution has been drafted and shared with all faculty members. • Sessions for faculty members were conducted by the college counsellor

Sr. No	Recommendations of IQAC	Action Taken
8	**Introduction 'Learning Management Systems':** • Subscription to G-Suite that included 'Google classroom' and other related apps to facilitate teaching-learning • LMS by Advaitaa may be favourably considered for adoption	• The use of 'Google classroom' (free version) incorporated by faculty members for some papers • In the process of incorporating '*CAMU*' by *Advaitaa* – an ERP that includes learning management systems in line with Bloom's Taxonomy. • A Two-day workshop on 'Outcome-based learning in higher education' (Outcome Based Education-OBE) was organised on 12th -13th April 2019 for the teaching faculty for the purpose of preparing Programme, course and learning outcomes as per Bloom's taxonomy. This was a follow-up to the session on OBE using Bloom's Taxonomy titled – Theories in learning and curricula design "Begin with the end in mind", conducted by in-house faculty at the commencement of the academic year on 23rd June 2018
9	**Defining a mechanism for obtaining feedback from stakeholders:** • Obtain feedback from employers through alumni	• Feedback of stakeholders viz; students, teachers, parents, alumni as well as employers was obtained through Google forms

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Sr. No	Recommendations of IQAC	Action Taken
10	**New short-term courses under DSDC:** • New courses in soft skills, business & banking • Retail Analytics, • Equity Research and Portfolio Management • Programmes for the HSSC teachers • Obtain Government certification through HRDF for the 6-month certificate course in Event Management	• Certificate course (30 hours) on Equity Research and Portfolio Management was organised • DCSD coordinator appointed (**point 2*) • The process was initiated for a 6-month certificate course in Event management for under-graduates, in association with the Human Resource Development Foundation (HRDF) society under the Directorate of Skill Development & Entrepreneurship
11	**ICT enabled learning through remote linking with institutions with institutions of eminence:** • Seek collaborations/ MoU's with institutions for enhanced student learning	• Smart LEDs -Proposal to the management • TISS, Mumbai & Shri Ram college, Delhi finalised for collaboration

DR ARUNA MESQUITA e NORONHA
IQAC COORDINATOR

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