



## St. Francis institute of Management and Research

### IQAC Meeting Minutes

Date: 18 April 2019

Time: 3 pm

Venue: MDP Room, First Floor, SFIMAR Campus.

#### The Agenda:

1. Periodic updates on:
  - Curricular Aspects
  - Teaching- Learning and Evaluation
  - Research, Consultancy and Extension
  - Infrastructure and Learning Resources
  - Student Support and Progression
  - Governance, Leadership and Management
  - Innovations and Best Practices
  - Customer feedback
2. Discussion on improvement strategies for academic and non-academic activities to achieve SFIMAR's Vision and Mission.

Serial No.	Category	Name of the participant	Present/Absent
1	Chairperson	Dr John Peter, Director SFIMAR	Present
2	IQAC Coordinator	Dr. Ms. Vaishali Kulkarni	Present
3	Administrative Officers/executives	Ms Blawita Rodrigues	Present
4		Mr Nilesh M.	Present
5		Mr Sabu V.	Present
		Mr Stephen Moras	Present
6	Members from the Management	Bro. Alphonse Nesamony, Chairman SFIMAR	Present

7		Bro. Xavier Munda- Registrar SFIMAR	Present
8		Bro. Mathew Thekkemury- Asst. Superior General, CMSF	Present
9	Teachers/Dept. Heads	Dr G. Ramesh	Present
10		Dr Sulbha Raorane	Present
11		Dr Natika Poddar	Present
12		Ms. Sanchayita Banerjee	Present
13		Mr Pushkar Parulekar	Present
14		Mr Jackson John	Present
15		Ms Sangeeta Varma- CMC Incharge	Present
16		Ms Papinder Kaur- Librarian	Present
17		Mr Prakash Lalwani, -IT Incharge	Present
18	Nominees from local society	Ms Reena George	Present
19		Ms Mabel R. Serrao	Present
20		Mr Raghavendra Rao	Absent
21		Ms Nayna K. Gimonkar	Present
22	Nominees from employers/ Industrialists/ Stakeholders	Mr Arpit Agrawal Director - Play Home Edutainment Pvt. Ltd.	Present
23		Mr. Vilas Kulkarni, GM HR & IR at Arkema	Present
24	External experts	Ms Bhuvaneshwari V.  Freelance Trainer, Instructor & Facilitator for ■ English Language ■ Soft Skills ■ Business Communication	Present

25		Mr Abhishek Salecha, Co-Founder Forevision	Present
26	Alumni Members	Ms Sheril D'Souza Freelance Trainer	Present
27		Ms Priyanka Chauhan	Present
28		Mr Ritesh Gulrajani	Absent
29		Mr Dilpesh Jain	Present
30	Student Members	Devavrat Ghag- MMS A I	Present
31		Vinisha Lobo – MMS B I	Present
32		Akanksha Shetye – PGDM I	Present

The Major points discussed during the IQAC Meeting were as follows:

The program heads presented the departmental updates in terms of the new initiatives taken during AY 2018-19 in the area of teaching-learning and examination policies.

A detailed overview regarding research activities was taken with the total number of research papers published, books published, university research projects. Bro. Alphonse Nesamony appreciated all the faculty members for publishing research papers in the ABDC category journal. The student's representatives namely Devavrat Ghag, Vinisha Lobo, Akansha Shetye expressed their views regarding the teaching-learning process and extracurricular activities conducted for the students.

#### **Training for students:**

Ms Bhuvaneshwari V. mentioned that more soft skill development training workshops to be conducted for MMS/PGDM students to improve their communication skills to get better placements. Also, the number of Group discuss sons and Mock interview sessions could be added to the Alumni Connect programme for weak students

Director. Dr John Peter suggested having a more structured student development programme for the coming year.

Ms Priyanka Chauhan mentioned that students should be encouraged to read more books and research articles so that they could perform better at the time of placement interviews and it would improve the overall personality of a student.

Mr Arpit Agrawal stated that the Institute should conduct more events or have tie-ups with external organizations to develop entrepreneurial spirit among students. He also suggested conducting a workshop on Intellectual property rights. Also, he mentioned that finance is a major concern for start-ups.

#### **IQAC Coordinator briefed about:**

##### **Overview of Customer Feedback**

Customer feedback was taken for Student-Faculty, Corporate, Guest lecture, resource person feedback, etc. during Feb-Mar 2019.

Customer feedback was taken. All the feedbacks were collected as per the feedback schedule and analyzed. The results were shared with the Director, Chairman and the stakeholders. Appropriate action was taken against the low performing areas. Feedback forms received from the corporate and shared with the students. The students receiving satisfactory and need improvement remarks were called and advised accordingly. This year again Google forms were administered because of which the Institute got a satisfactory response as compared to last year.

##### **Overview of Process performance**

Process performance of all the departments was discussed. Low performing areas were discussed and action taken to be points were prepared. Target dates for the actions were mentioned. The targets which were set for the actions were achieved. This year general admin and MMS admin functions were separated for the smooth functioning of the admin activities. The Chairman, Bro. Alphonse Nesamony mentioned that the job responsibilities should be designed according to the responsibilities. The canteen vendor was called and told about the Complaints regarding the high

price, availability of dry snacks. It was decided that the canteen vendor would take proper action and would arrange for dry snacks.

Service conformity regarding admissions, competency, academics, placements etc was discussed based on the periodic outputs produced by the concern departments and half-yearly objective monitoring. Again, the low performing areas and non-compliances were identified and discussed with the concerned HODs.

Targets dares were given to the concerned HODs to close the observations and non-compliances. Prepare as per the concerned standards of NBA & NAAC for further enhancement.

An overview of the Faculty members who attended various training programmes in their specialization area to build the competence was given FDP programme on Qualitative and quantitative data analysis conducted to enhance the research skills of faculty members. MDP on market simulation was conducted by Dr G Ramesh.

#### **Best Practices:**

Director Dr John Peter briefed that SFIMAR has followed the practice of PBL (Project Based Learning) and implemented it for almost all the subjects.

#### **Other issues pertaining to Academics and non-academics.**

1. Other issues like customer complaints other than written complaints were discussed. These complaints were mainly related to the canteen and non-working AC in PGDM dept. . . . The chairman told maintenance in-charge to look into the matter and come up with the solution. The proposal regarding the high internet lease line was in progress.
2. As per the statutory body's (AICTE) requirement, a smart classroom was required to set up. Lab 2013 is converted into a smart classroom.
3. IT in charge was told to update the Institute website regularly as obsolete and overlapping data is lying on the website. The grievance cell was formed as per AICTE requirement and

also the mechanism to collect and answer the grievances was devised. Also, a new dashboard framework is in process.

4. All the departmental heads presented the upcoming activities plans of their respective departments.
5. All the probable risks were discussed, and a possible mitigation plan was reviewed.
6. Statutory and regulatory bodies' requirement was discussed updated and filed.
7. The action plan for the upcoming event calendar was chalked out and the budget for the same was invited.

**Prepared by: Prof. Vaishali Kulkarni -IQAC Coordinator**



**Approved by: Bro. Alphonse Nesamony - Chairman**

