

Annual Quality Assurance Report

Report for the AY 2016-17

Submitted by



St. Francis Institute of Management & Research

Mt. Painsur, SVP Road, Borivali-West, Mumbai- 400103, Maharashtra

Submitted to

National Assessment and Accreditation Council, Bangalore

Table of Contents

Contents	Page Nos.
1. The Annual Quality Assurance Report (AQAR) of the IQAC	03
<u>Part – A</u>	
2. Details of the Institute	03
3. IQAC Composition and Activities.....	06
<u>Part – B</u>	
4. Criterion – I: Curricular Aspects	14
5. Criterion – II: Teaching, Learning and Evaluation	16
6. Criterion – III: Research, Consultancy and Extensio.....	19
7. Criterion – IV: Infrastructure and Learning Resources.....	24
8. Criterion – V: Student Support and Progression	29
9. Criterion – VI: Governance, Leadership and Management	33
10. Criterion – VII: Innovations and Best Practices.....	41
11. Annexures.....	48

Part – A

1. Details of the Institution

1.1 Name of the Institution

St. Francis Institute of Management
and Research

1.2 Address Line 1

Gate no. 5, Mount Poincur,

Address Line 2

S.V.P. Road, Borivali (W)

City/Town

Mumbai

State

Maharashtra

Pin Code

400103

Institution e-mail address

info@sfimar.org

Contact Nos.

022-28958403, 022-28929156, 022-28917096

Name of the Head of the Institution:

Dr .S.S. Mohanty

Tel. No. with STD Code:

022- 28929156

Mobile:

09987225321

Name of the IQAC Co-ordinator:

Prof. Vaishali Kulkarni

Mobile:

09167254199

IQAC e-mail address:

iqac@sfimar.org

1.3 NAAC Track ID (For ex. MHCOGN 18879)

MHCOGN23885

1.4 NAAC Executive Committee No. & Date:

(For Example EC/32/A&A/143 dated 3-5-2004.

This EC no. is available in the right corner- bottom of your institution's Accreditation Certificate)

EC (SC)/13/A&A/15.1

1.5 Website address:

www.sfimar.org

Web-link of the AQAR:

<http://sfimar.org/documents/SFIMAR-IQAR.pdf>

For ex. <http://www.ladykeanecollege.edu.in/AQAR2012-13.doc>

1.6 Accreditation Details

Sl. No.	Cycle	Grade	CGPA	Year of Accreditation	Validity Period
1	1 st Cycle	A	3.01	2016	5 Years
2	2 nd Cycle	N/A	N/A	N/A	N/A
3	3 rd Cycle	N/A	N/A	N/A	N/A
4	4 th Cycle	N/A	N/A	N/A	N/A

1.7 Date of Establishment of IQAC :DD/MM/YYYY

2nd May 2015

1.8 AQAR for the year (for example 2010-11)

2016-2017

1.9 Details of the previous year's AQAR submitted to NAAC after the latest Assessment and Accreditation by NAAC ((for example AQAR 2010-11 submitted to NAAC on 12-10-2011)

i. AQAR _____ N/A _____ (DD/MM/YYYY)

ii. AQAR _____ N/A _____ (DD/MM/YYYY)

iii.AQAR_____N/A_____ (DD/MM/YYYY)

iv.AQAR_____ N/A_____ (DD/MM/YYYY)

1.10 Institutional Status

University State Central deemed Private

Affiliated College Yes No

Constituent College Yes No

Autonomous college of UGC Yes No

Regulatory Agency approved Institution Yes No

(eg. AICTE, BCI, MCI, PCI, NCI)

Type of Institution Co-education Men Women

Urban Rural Tribal

Financial Status Grant-in-aid UGC 2(f) UGC 12B

Grant-in-aid + Self Financing Totally Self-financing

1.11 Type of Faculty/Programme

Arts Science Commerce Law PEI (Phys. Edu.)

TEI (Edu) Engineering Health Science Management

Others (Specify)

1.12 Name of the Affiliating University (for the Colleges)

University of Mumbai

1.13 Special status conferred by Central/ State Government-- UGC/CSIR/DST/DBT/ICMR etc – N/A

Autonomy by State/Central Govt. / University

University with Potential for Excellence

UGC-CPE

DST Star Scheme

UGC-CE

UGC-Special Assistance Programme

DST-FIST

UGC-Innovative PG programmes

any other (*Specify*)

UGC-COP Programmes

2. IQAC Composition and Activities

2.1 No. of Teachers

2.2 No. of Administrative/Technical staff

2.3 No. of students

2.4 No. of Management representatives

2.5 No. of Alumni

2.6 No. of any other stakeholder and

Community representatives

2.7 No. of Employers/ Industrialists

2.8 No. of other External Experts

2.9 Total No. of members

2.10 No. of IQAC meetings held

2.11 No. of meetings with various stakeholders:

No.

Faculty

Non-Teaching Staff

Students

Alumni

Others

2.12 Has IQAC received any funding from UGC during the year? Yes No

If yes, mention the amount

N/A

2.13 Seminars and Conferences (only quality related)

(i) No. of Seminars/Conferences/ Workshops/Symposia organized by the IQAC

Total Nos. International National State Institution Level

(ii) Themes

Research, Analytics, Personality Grooming, Digital marketing, Entrepreneurship, Mindfulness etc.

2.14 Significant Activities and contributions made by IQAC

1. Initiated activities of Entrepreneurship Incubation Centre
2. Initiated and implemented Peer Review
3. Mentoring process strengthened
4. Designed and implemented a Research Policy
5. Designed new procedure for Research
6. Designed a new procedure for Inter and Intra Collegiate activities of students
7. Introduced a new form for the RDC : No Objection Form from students
8. Introduced two levels of Viva for MMS and PGDM students.
9. Implementation of URKUND – Anti Plagiarism software in the Library
10. Development of Online Examination policy
11. Implementation of a Video conferencing system for better communication with corporate and other professional bodies.
12. Numbering for Admin Dept. files/documents is completed for effective record keeping and retrieval of records.

13. Founded Board of Studies (BOS) for PGDM Course and prepared syllabus for all subjects.
14. Prepared and implemented new Examination Policy for PGDM course
15. Modified and implemented new Consulting Policy
16. Installed smoke detectors in the campus.
17. Hostel accommodation form redesigned.
18. Replaced the Canteen vendor.
19. Initiated the Canteen Feedback
20. Redesigned the LIRC feedback form for staff and students separately
21. ERP team formation for speedy implementation of ERP system
22. Implementation of Alumni Feedback
23. Introduced French Language Training
24. Formation of MMS Admin and General Admin departments separately.
25. Restructuring of various admin committees for effective operations
26. Well-designed Orientation Programme to incorporate industry needs
27. Initiated and successfully implemented MDP/FDP/SDP on Business Analytics
28. Designed and implemented a Comprehensive Student Development Programme for overall student development, their personality, Attitude and Aptitude

2.15 Plan of Action by IQAC/Outcome

The plan of action chalked out by the IQAC in the beginning of the year towards quality Enhancement and the outcome achieved by the end of the year *

Plan of Action	Achievements
<p>► To develop and implement innovative pedagogy in MMS /PGDM and Part time Courses.</p>	<p>1. Implemented Project based pedagogy for MMS and PGDM students. The evaluation criteria for the same is included in the session plan for internal evaluation.</p> <p>2. Implemented Simulation pedagogy for Marketing and Operations specialization using Simulation</p>

<ul style="list-style-type: none"> ▶ To form Board of Studies for PGDM course and streamline syllabus and examination activities . ▶ To inculcate social values in students by involving them in at least four ISR (Institute Social Responsibility)activities per year. ▶ To ensure 100 % placements of students as per the Institute Placement Policy. ▶ To instill an entrepreneurial spirit among the students by conducting minimum four activities every year on entrepreneurial ideas and development. ▶ To develop competency of faculty and staff through minimum two FDPs per year and by conducting 	<p>software.</p> <p>BOS(Board of Studies) was formed for PGDM course. Syllabus for 1st and 2nd year (PGDM)was revised. Also new subjects were added in the curriculum as per the need of corporate.</p> <p>SFIMAR Conducted the following activities for the AY 2016-17:</p> <ol style="list-style-type: none"> 1. Blood Donation Camp 2. Visit to Shaantidaan 3. Donation towards White Stick and Child Fee 4. SFIMAR Marathon – Run for better Health <ol style="list-style-type: none"> 1. Summer Placement of 2015-2017 Batch : 100% 2. Final Placement of 2014-2016 Batch : 100% <p>SFIMAR conducted following activities to develop an entrepreneurial spirit among the students</p> <ol style="list-style-type: none"> 1. Business Model Development 2. Business Plan Development and Presentation 3. Workshop by Mr. Ishwar Jha on Entrepreneurship Development ‘ Zero to one Crore’ 4. Activation of the Incubation Centre <p>Following training programmes and workshops were conducted to develop competency of faculty and staff members:</p> <ol style="list-style-type: none"> 1. FDP /SDP on 'Basic and Advanced Excel'. By
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<p>outbound training .</p> <p>▶ Continuous quality improvement by monitoring every activity in the Institute through the IQAC.</p> <p>▶ To upgrade the IT Infrastructure of the Institute</p>	<p>Dr. Tushar Paanigrahi & Mr. Cyrus Lentin</p> <ol style="list-style-type: none"> 2. FDP/SDP on Research Methodology by Dr. Vidya Naik. 3. FDP on Big Data Analytics by Anshul Gupta & Dr. Samantray 4. FDP on Consultancy by Dr. Mohan Mathew 5. FDP on Research Methodology (Data Analysis Techniques) 6. MDP on Big data Analytics for Corporates <p>Monitoring of IQAC clauses through Internal audits, various meetings, stakeholders' feedback, Institute's development plan , departmental calendar & budget</p> <p>Up gradation of IT Infrastructure through:</p> <ol style="list-style-type: none"> 1. Up gradation of Lease line from 8Mbps to 16 Mbps which has increased the performance accessibility of Internet across institute. 2. Complete Installation of Cloud Office 365 (Office 2013) on Staff & Faculty desktop and laptops. 3. Procurement of New Desktop for Staff Members (Core i3 Processor, 4GB RAM and 500GB Hard Disk) and New Laptop for Faculty Members (Core i5 Processor, 8GB RAM and 1 TB Hard Disk). 4. Installation of ERP Client Setup on New Desktop and Laptop for Staff & Faculty system for accessing ERP Application across campus. 5. Initiated additional 4 Desktop and Infrastructure setup for Library and 1 Desktop specially installed with ERP System (OPAC and Dynamic Report for students to search the books available in library). 6. New Network Activity for Hostel 7th Floor – Room No. 702 for Incubation Activity for accessing Local Network and Internet facility.
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- ▶ To develop the skill set of the students through various training programmes and project work.

7. Up gradation of Network from CAT5 to CAT6 for 105 Lab to improve the Performance of the Network.

SFIMAR Conducted following training and workshops for the development of skill set of students:

CAII Certification - *Corporate On Boarding Program*

1. Training as per the job profiles to the students –Tie up with SS&C GLOBEOP for Training & Placement.

- No. of Students trained:42
- No. of students appeared for Interview : 32
- No. of students Selected : 13

2. HRM Automation Certification : Training by Professional to HR Students

3. Basic and Advanced Excel Certification: Training by professional for All the students

4. Digital Marketing Certification – Training by Professional to Marketing students

GROOMING PROGRAMS

1. Aptitude Test Training
2. Workshop : Appearance, Body language & Communication (ABC)
3. Public Speaking & Elevator Speech
4. Resume Building
5. Workshop on Personal Branding
6. Corporate Communication - Verbal & Non Verbal
7. Business News Analysis
8. Workshop -"A Date with Self"
9. Mock Interviews
10. Finance Technical Training - Derivatives/ Mutual Fund
11. Careers in Finance , Marketing, HR, IT &

<p>► To conduct Extension activities through Dept. of Lifelong Learning and extension –Mumbai university</p> <p>► To Upgrade LIRC (Library and Information Resource Center)</p>	<p>Operations</p> <p>12. Guest talks :</p> <p>13. "Sales as a Career"</p> <p>14. "Intercultural Differences Across Countries" - German Business Practices & Entrepreneurship</p> <p>Following Conducted DLLE activities were conducted by SFIMAR:</p> <p>Health is Wealth – Health Check-up camp :</p> <ol style="list-style-type: none"> 1. A Health Check camp is organised by SFIMAR DLLE (Department of Life Long Learning and Extension) Group. Expert doctors from Wochardt Hospital, Mira Road guided students for health related queries and offered free advice. 2. Visit to Shailendra College, Dahisar 3. Poster Making Competition at SFIMAR 4. Visit to P.D. Lions College 5. Career Guidance Workshop for DLLE Students 6. Street play competition at G. Saraf college & L.R.M. Night College <ol style="list-style-type: none"> 1. Installed Plagiarism software URKUND (Sweden based Co.) 2. Proquest database access is given off-campus to students & faculty members. 3. Training LIRC team on Urkund Plagiarism Software 4. Renewal of books through email/phone 5. Acquired Membership of Business Line On Campus for faculty and students Membership of National Digital Library for faculty, staff and students 6. Acquired Current Awareness Service
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<p>► To implement ERP software (MIS) at Institutional level</p>	<p>(CAS)</p> <p>Implemented ERP software at the institutional level for academic and administrative activities.</p>
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** Attach the Academic Calendar of the year as Annexure.*

2.15 Whether the AQAR was placed in statutory body Yes No

Management Syndicate any other body

Provide the details of the action taken

AQAR was placed in the meeting of statutory body in Sept. /2017. The Governing body members (SFIMAR) .SFIMAR Executive council members reviewed and discussed the AQAR 2016-2017.

Following areas were suggested as an action plan for the Academic year 2017-18:

1. Revision of IQAC committee for the Y 2016-17
2. Inclusion of / Replacement of new members in IQAC
3. Enhancement of Consultancy work
4. Improve Institute's visibility
5. Collaboration with corporate and educational Institutes at National and International level

Part – B

Criterion – I

1. Curricular Aspects

1.1 Details about Academic Programmes

Level of the Programme	Number of existing Programmes	Number of programmes added during the year	Number of self-financing programmes	Number of value added / Career Oriented programmes
PhD				
PG	3	0	3	0
UG				
PG Diploma				
Advanced Diploma				
Diploma				
Certificate				
Others				
Total	3	0	3	0

Interdisciplinary				
Innovative				

1.2 (i) Flexibility of the Curriculum: CBCS/Core/Elective option / Open options

(ii) Pattern of programmes:

Pattern	Number of programmes
Semester	2
Trimester	1
Annual	0

1.3 Feedback from stakeholders* Alumni Parents Employers Students
(On all aspects)

Mode of feedback : Online Manual Co-operating schools (for PEI)

*Please provide an analysis of the feedback in the Annexure

1.4 Whether there is any revision/update of regulation or syllabi, if yes, mention their salient aspects.

1. The course syllabi for MMS has been re-designed by the Mumbai University to make it more Industry and Application oriented.
2. The Institute also provides additional certificate courses to make students prepare for Industry.
3. PGDM course has formed BOS (Board of Studies) in the AY 2016-17 and has revised syllabus for the following subjects to incorporate the need of corporate :

1.5 Any new Department/Centre introduced during the year. If yes, give details.

1. Initiated Incubation Centre at SFIMAR to promote Entrepreneurship among students and alumni.
2. Separated General Administration activities and MMS Administration activities by physically separating the office location as well as roles and responsibilities.

Criterion – II

2. Teaching, Learning and Evaluation

2.1 Total No. of permanent faculty

Total	Asst. Professors	Associate Professors	Professors	Others
26	17	4	1	4

2.2 No. of permanent faculty with Ph.D.

7

2.3 No. of Faculty Positions Recruited (R) and Vacant (V) during the year

Asst. Professors		Associate Professors		Professors		Others		Total	
R	V	R	V	R	V	R	V	R	V
3	0							3	0

2.4 No. of Guest and Visiting faculty and Temporary faculty

35

1

0

2.5 Faculty participation in conferences and symposia:

No. of Faculty	International level	National level	State level
Attended	5	10	6
Presented papers			
Resource Persons			31

2.6 Innovative processes adopted by the institution in Teaching and Learning:

1. Project based learning, Simulation based teaching and learning.
2. Alumni Mentoring on Job profiles & industry sectors
3. Training by Alumni members – Excel/ digital marketing/ GD & PI
4. Two fold subject viva for MMS & PGDM course
5. Initiated Student class room participation assessment by programme associates.

2.7 Total No. of actual teaching days during this academic year:

225

2.8 Examination/ Evaluation Reforms initiated by the Institution (for example: Open Book examination, Bar Coding, Double Valuation, Photocopy and Online Multiple Choice Questions)

1. Double Valuation (Moderation),
2. Online Multiple Choice Questions

2.9 No. of faculty members involved in curriculum restructuring/revision/syllabus development as member of Board of Study/Faculty/Curriculum Development workshop

1. At University Level: 3 Faculty Members
2. At Institution Level : 14

2.10 Average percentage of attendance of students

75%

2.11 Course/Programme wise distribution of pass percentage:

Title of the Programme	Total no. of students appeared	Division				
		Distinction %	I %	II %	III %	Pass %
MMS SEM 1	121		109	12		
SEM 2	121		97	24		
SEM 3	122		89	32		
SEM 4	120		76	21		

2.12 How does IQAC Contribute/Monitor/Evaluate the Teaching & Learning processes:

IQAC Monitors and Evaluates the Teaching & Learning processes through following mechanisms:

1. Preparation and monitoring of session plans
2. Continuous Internal evaluation
3. Introducing new pedagogies in IDEA (Innovation & Development for Excellence in Academics)Committee Meetings
4. Periodical Review of new pedagogies and existing pedagogies.
5. Periodic feedback from students
6. Arranging Special tutorial classes/lectures for weak students
7. Feedback from parents, Corporate and Alumni
8. Review of Teaching learning mechanisms in Academic Council Meetings
9. Conducting meetings with the Student Development Committee

2.13 Initiatives undertaken towards faculty development

<i>Faculty / Staff Development Programmes</i>	<i>Number of faculty benefitted</i>
Refresher courses	NIL
UGC – Faculty Improvement Programme	NIL
HRD programmes	1
Orientation programmes	NIL
Faculty exchange programme	NIL
Staff training conducted by the university	NIL
Staff training conducted by other institutions	NIL
Summer / Winter schools, Workshops, etc.	5
Others	NIL

2.14 Details of Administrative and Technical staff

Category	Number of Permanent Employees	Number of Vacant Positions	Number of permanent positions filled during the Year	Number of positions filled temporarily
Administrative Staff	25		2	
Technical Staff	3			

Criterion – III

3. Research, Consultancy and Extension

3.1 Initiatives of the IQAC in Sensitizing/Promoting Research Climate in the institution

1. Providing optimum resources and Infrastructure for research activities.
2. Fortnightly review of research activities carried out by faculty members and their PH.D. Work in RDC (Research & Development Committee) meetings.
3. Providing special leaves for research and development activities.
4. Providing financial aid to the faculty members for Ph.D. work.
5. The Institute has created a conducive environment for research. The Institute has allocated seed money of Rs 3,00,000 to faculty members for conducting research sponsored by the Company for whom the research is conducted.
6. Rs 15,000 per faculty member is allocated to enhance the skills required for research and for attending seminars, conferences and paper presentations by faculty members.
7. The Institute also encourages collaborative research work with faculty members of other Institutes/ Universities.
8. The Institute encourages students to undertake research. The Institute promotes Summer Excellence competition wherein the best Summer Internship Research project is awarded.
9. The faculty members are also encouraged to publish papers with students as co-authors.
10. Approximately 5% of the total budget of the Institute has been earmarked for Research and Development.
11. The Institute conducts National Level Paper Presentation Conference for Students and faculty members.
12. The Institute awards the Best Researcher (faculty member) every year.
13. The Institute conducts training programmes on Research Methodology /research techniques /other research areas.
14. The Institute provides incentives for outstanding research
15. Conducts research seminars and workshops for students
16. Publishing research periodicals: SFIMAR Research Review and SPANDAN.

3.2 Details regarding major projects- NIL

	Completed	Ongoing	Sanctioned	Submitted
Number	0	0	0	0
Outlay in Rs. Lakhs	0	0	0	0

3.3 Details regarding minor projects- NIL

	Completed	Ongoing	Sanctioned	Submitted
Number	0	0	0	0
Outlay in Rs. Lakhs	0	0	0	0

3.4 Details on research publications

	International	National	Others
Peer Review Journals	2	16	
Non-Peer Review Journals			
e-Journals		7	
Conference proceedings		2	

3.5 Details on Impact factor of publications:

Range Average h-index Nos. in SCOPUS

- Scopus listed - 4
- Scopus Evaluated -3
- Peer Reviewed - 12
- E-journal & International - 4
- International Journal- 13
- National journals – 4
- Conference proceedings-2

3.6 Research funds sanctioned and received from various funding agencies, industry and other organisations- NIL

Nature of the Project	Duration Year	Name of the funding Agency	Total grant Sanctioned	Received
Major projects				
Minor Projects				
Interdisciplinary Projects				
Industry sponsored				
Projects sponsored by the University/ College				
Students research projects (other than compulsory by the University)				
Any other(Specify)				
Total			0	0

3.7 No. of books published i) With ISBN No. Chapters in Edited Books

ii) Without ISBN No.

3.8 No. of University Departments receiving funds from - NIL

UGC-SAP CAS DST-FIST
DPE DBT Scheme/funds

3.9 For colleges Autonomy CPE DBT Star Scheme
INSPIRE CE Any Other (specify)

3.10 Revenue generated through consultancy

3.11 No. of conferences organized by the Institution :

Level	International	National	State	University	College
Number	1	1			
Sponsoring agencies	0	0	0	0	0

3.12 No. of faculty served as experts, chairpersons or resource persons

3.13 No. of collaborations International National Any other

3.14 No. of linkages created during this year

3.15 Total budget for research for current year in lakhs:

From funding agency From Management of University/College

Total

3.16 No. of patents received this year

Type of Patent		Number
National	Applied	0
	Granted	0
International	Applied	0
	Granted	0
Commercialised	Applied	0
	Granted	0

**3.17 No. of research awards/ recognitions received by faculty and research fellows
Of the institute in the year**

Total	International	National	State	University	Dist.	College
6	2	2	0	0	0	2

**3.18 No. of faculty from the Institution who are Ph. D. Guides
and students registered under them**

3.19 No. of Ph.D. awarded by faculty from the Institution: N/A

3.20 No. of Research scholars receiving the Fellowships (Newly enrolled + existing ones) NIL

JRF SRF Project Fellows Any other

3.21 No. of students Participated in NSS events: NIL N/A

University level State level
 National level International level

3.22 No. of students participated in NCC events: NIL N/A

University level State level
 National level International level

3.23 No. of Awards won in NSS: NIL N/A

University level State level
 National level International level

3.24 No. of Awards won in NCC: NIL N/A

University level State level National level International level

3.25 No. of Extension activities organized

University forum College forum
NCC NSS Any other

3.26 Major Activities during the year in the sphere of extension activities and Institutional Social Responsibility

1. Blood Donation Camp,
2. Donation to Orphanages,
3. Career guidance workshop,
4. Health check- up, camp
5. Survey of status of women, awareness session on Ice breaking,
6. Poster competition on female foetus,
7. Participation in UDAAN- Inter collegiate Festival at University level ,
8. Marathon for Road Safety Awareness

Criterion – IV

4. Infrastructure and Learning Resources

4.1 Details of increase in infrastructure facilities:

Facilities	Existing	Newly created	Source of Fund	Total
Campus area	12060Sq.mts	NIL		12060Sq.mts
Class rooms	12	NIL		12
Laboratories(computer Labs)	5			5
Seminar Halls	3			3
No. of important equipment's purchased (\geq 1-0 lakh) during the current year. ICT equipment, Air conditioners, Furniture		9		9
Value of the equipment purchased during the year (Rs. in Lakhs)	7503529		7503529	15lac
Others				

4.2 Computerization of administration and library:

The entire campus is Wi-Fi enabled. All the laptops of students and faculty are Wi-Fi enabled. Orientation is given on use of WIFI facilities, network and laptops to all students during induction. A dedicated IT team is supporting the network, computers and the equipment.

SFIMAR LIRC has become a member of INFLIBNET N-LIST Consortia, through which it can access about 6000 peer reviewed e-journals and over 97000 E-Books from reputed publishers and institutions. The Institute's Library has 5 subscribed online databases which provide access to Industry/ Company/statistical information.. All e-Journals and databases are available for students and staff through wi-fi facility and through SFIMAR's Digital Library.

OPAC (Online Public Access Catalogue)	The Online Public Access Catalogue (OPAC) has been provided to the students, faculty and library staff. The OPAC is accessible from 19 computers in the Library premises. The Web OPAC is also available on our College website. Users can remotely search the list of books with their own key words. The OPAC is accessed by all the users and through library home page or given URL. http://www.sfimar.org/erp-login.html
Electronic Resource Management package for e-	The e-journals and database are accessed through the websites of the publisher individually. Library has subscribed Databases, e-journals

journals & Company Database	package to motivate the researchers, students, and faculty. Presently library has the following e-journals databases. 1. J-Gate 2. ProQuest online Journals database and 3. Capitaline (Company Information Database) 4. Legal Pundit 5. N-List 6. BLOC – Business Line On Campus
Federated searching tools to search articles in multiple databases	The online journals and database, we subscribe, are accessed by logging on to their websites. However, we use meta search engines, which acts as a federated search engine, in catering the information.
Library Website	The Library’s presence on our College website (www.sfimar.org) is sufficiently covered as one of the main menus. Following Library features are covered in the website 1. About LIRC a. Library Timing (Working Hours) b. LIRC Team c. LIRC Advisory Committee 2. LIRC Resources (Collection) a. Online Catalogue (Web OPAC) b. DSpace: Institutional Repository c. Online Databases 3. LIRC Services a. LIRC Rules and Regulations 4. List of useful resources Websites: Free and Open Sources of Information 5. Gallery
In-house/remote access to e-publications	The e-resources like online journals and online database are accessed remotely by the faculty. The access to such e-resources, as well as CDROMs and DVDs, has been given to the students and faculty in the Library through NAS (http://192.168.2.243/dspace)
Library automation	The Library is fully automated with SLIM21 software, ERP and all supporting latest technology. The following three prominent sections are automated which are the thrust areas for computerization. Library House Keeping Operations

	<p>The technical section is fully computerized which comprises of Acquisition, Cataloguing, Indexing, Abstracting, Serial Control, and Stock Verification modules.</p> <p>Circulation Desk</p> <p>The charging (Issue) and discharging (Return) of documents at circulation desk is also computerized.</p> <p>Online Public Access Catalogue (OPAC)</p> <p>Ten computers are dedicated exclusively for OPAC wherein the students and teachers retrieve the bibliographic details of the documents to locate the books. However, the OPAC is also accessible from 19 computers in the Library premises. For the remote users, the Web OPAC is also available onto our College website.</p>
Total number of computers for public access	19 PC's are in library and 250 PC's are available in the campus (Computer Laboratory) and all the resources made available to easy access to the user's community on intranet.
Total numbers of printers for public access	02 Printers and 02 Scanners (Canon MP258 & HP DeskJet F4288 All in One)
Internet band width/ speed 2mbps 10 mbps 1 gb (GB)	Internet bandwidth of <u>16MBPS 1:1 fiber optics</u> leased line is available.
Institutional Repository	User's community can access the Institutional Repository using http://192.168.2.243/dspace . In this Institutional repository users can access Syllabus, Question Papers , Articles Year book, some important video lectures and e-books etc.
Content management system for e-learning	The Library is planning to have content management system to deliver e-learning tools and source.(In the process of implementing Moodle)
Participation in Resource sharing networks/consortia (like Inflibnet)	SFIMAR Library has membership with <ol style="list-style-type: none"> 1. DELNET, New Delhi 2. Tata Institute of Social Sciences, SDTM Library, Mumbai 3. N-List: National Library and Information Services Infrastructure for Scholarly Content. The N-LIST project provides access to e-resources to students, researchers and faculty from colleges and other beneficiary institutions through server(s) installed at the INFLIBNET Centre. The authorized users from colleges can now access e-resources and download articles required by them directly from the publisher's website once they are duly authenticated as authorized users through servers deployed at the INFLIBNET Centre.

	<p>NLIST programme, providing seamless access to the e-resources (6000+ e-journals and 135000+ e-books)</p> <p>4. National Digital Library (NDL) Membership for Faculty, Staff & Students. NDL has been designed to benefit all kinds of users like students (of all levels), teachers, researchers, librarians, library users, professionals, differently abled users and all other lifelong learners.</p> <p>5. Urkund Plagiarism Software, an INFLIBNET initiative to check plagiarism procured free of charge.</p>
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4.3 Library services:

	Existing		Newly added		Total	
	No.	Value	No.	Value	No.	Value
Text Books	353	73989	428	1,38,853	781	2,12,842
Reference Books	68	22013	127	1,62,806	195	1,84,819
e-Books	97000+		38010		135000+	
Journals	56	58000	56	68709	56	1,26709
e-Journals	14660	292418	551	10582	15211	303000
Digital Database	5	81050	2	13450	7	94500
CD & Video	39		56		95	
Others (specify)	14	60000	2	296	16	60296

4.4 Technology up gradation (overall)

	Total Computers	Computer Labs	Internet	Browsing Centres	Computer Centres	Office	Departments	Others
Existing	383	264	16MBPS		6	1	8	
Added								
Total	383	264	16MBPS		6	1	8	

4.5 Computer, Internet access, training to teachers and students and any other programme for technology up gradation (Networking, e-Governance etc.)

1. Training Programme on ERP conducted for students
2. Training Programme on ERP conducted for faculty and staff for academic and Administrative modules
3. Training Programme for new video conferencing system was conducted for faculty and staff members.
4. Training programme for advance MS-Excel conducted for Administrative staff.

- 5. Implementation of on line examination through ERP
- 6. ERP access to parents to monitor the progress of the ward.

4.6 Amount spent on maintenance in lakhs:

i) ICT	6,86,699.00
ii) Campus Infrastructure and facilities	695492.00
iii) Equipments	2300685.00
iv) Others	00
Total:	3682876.00

Criterion – V

5. Student Support and Progression

5.1 Contribution of IQAC in enhancing awareness about Student Support Services

1. Orientation Programme for students on the Mentoring Initiative
2. Formation of the Students' Development Committee at the institutional level
3. PTA Meetings at the Institutional level
4. Inclusion of student members in the IQAC committee
5. Informing students of the policy on 'substance abuse', Anti- Ragging, Student Grievance
6. Periodic feedback about the facilities and support provided by the Institute
7. Sessions by the IT Department on proper usage of IT facilities in the Campus, including the usage of laptop, Wi-Fi facility and other online resources of the Institute.
8. Sessions by the Library Department on proper usage of library facilities.
9. Inclusion of Helpline session during Induction. Also display of Helpline numbers at various places in the campus.

5.2 Efforts made by the institution for tracking the progression

1. Continuous evaluation through session plan monitoring.
2. Updating the details of students from day one on the institute ERP system and displaying the attendance once in in a month. Also monitoring the attendance record on a weekly basis by the Programme Heads.
3. Communicating the Continuous Internal Evaluation and Term-End Exam results from time to time.
4. Identification of weaker students and arranging extra classes/mentoring sessions for them.
5. Mentor-Mentee sessions to identify the student progress.
6. Assessing student's progress through Student's Participation by Programme Associates.
7. Mentoring sessions by Alumni.
8. Assessment of Summer Internship programme and Winter Projects and elevation of the best projects to the next level.

5.3 (a) Total Number of students

UG	PG	Ph. D.	Others
	437		

(b) No. of students outside the state

15

(c) No. of international students

0

Men	No	%	Women	No	%
	243	55		194	44

Last Year						This Year					
General	SC	ST	OBC	Physically Challenged	Total	General	SC	ST	OBC	Physically Challenged	Total
402	2		3	407		431	5		1		437

Demand ratio Dropout % 0

5.4 Details of student support mechanism for coaching for competitive examinations (If any)

PGDM course conducted Mock Entrance test for the admission for MBA aspirants to prepare them for the

No. of students beneficiaries

30

5.5 No. of students qualified in these examinations - NIL

NET SET/SLET GATE CAT
IAS/IPS etc State PSC UPSC Others

5.6 Details of student counselling and career guidance

SFIMAR ensures extensive mentoring & coaching for its students. Each student is allotted a Mentor for the informal transmission of knowledge, social capital, and the emotional support perceived by the student as relevant to work, career, or professional development. Extensive Mentoring allows the mentee to explore new ideas with confidence. All mentoring activities and interactions between individual mentors and mentees are recorded in a standard format and monitored.

Counselling is conducted for every student in the campus. SFIMAR has appointed a counsellor whereas all faculty members have 10 students each for mentoring for a span of 2 years.

Students are counselled at CMC for the choice of Specialization in 1st Year and then in 2nd year again for the relevant profile and industry sector by doing their skill set Analysis. Students are free to approach CMC for any further Guidance and support during these 2 years and even later after passing out from the institute.

No. of students benefitted

5.7 Details of campus placement

<i>On campus</i>			<i>Off Campus</i>
Number of Organizations Visited	Number of Students Participated	Number of Students Placed	Number of Students Placed
225	106	38	68

5.8 Details of gender sensitization programmes

The Institute conducts advocacy workshops on women self-worth, Personality grooming, Women empowerment, awareness generation and capacity building.

The Women’s Development Cell of the Institute takes care of the rights of women both students and staff. The Institute has formulated the College Women Development Cell (CWDC) in accordance with the requirements of the University of Mumbai.

The following Sessions were conducted in the Institute on gender sensitization:

1. Guest lecture on Cyber Crime by Adv. Pankaj Bafna
2. Workshop on Self Defence by Dr. Manoj Nair
3. International Women’s Day- Be Bold for Yourself

5.9 Students Activities -

5.9.1 No. of students participated in Sports, Games and other events-

State/ University level National level International level

No. of students participated in cultural events

State/ University level National level International level

5.9.2 No. of medals /awards won by students in Sports, Games and other events

Sports: State/ University level National level International level

Cultural: State/ University level National level International level

No. of Students who won medals in management Games competitions at Tier -1 B schools and Professional bodies:

1. IIM Ahmedabad—3 students
2. NMIMS Hyderabad-- 1 student
3. Nirma University.-- 3 students
4. IIM Indore-- 2 student
5. IIFM Bhopal-- 2 students
6. NITIE-- 1 student
7. BMA- 1 student

5.10 Scholarships and Financial Support

	Number of students	Amount
Financial support from institution		
Financial support from government	54	16,63,559.00
Financial support from other sources		
Number of students who received International/ National recognitions		

5.11 Student organised / initiatives

Fairs : State/ University level National level International level

Exhibition: State/ University level National level International level

5.12 No. of social initiatives undertaken by the students

1. Blood Donation Camp- Oct 2016
2. Visit to Shaantidaan- Aug 2016
3. Donation towards White Stick and Child Fee- Sept 2016
4. SFIMAR Marathon – Run for better Health.- Jan 2017

5.13 Major grievances of students (if any) redressed:

There are no major grievances during the year under report.

Criterion – VI

6. Governance, Leadership and Management

6.1 State the Vision and Mission of the institution

VISION

To flourish as a seat of learning of international standards for developing an entrepreneurial class of value based industrial leaders empowered with techno-managerial competence to sustain innovation for building global business of the future.

MISSION:

To enter the realm of globally successful B-schools by imparting value based education for creating responsible and thoughtful citizens who would lead the world by example and excel through innovation, an entrepreneurial spirit and a humanitarian attitude.

6.2 Does the Institution has a management Information System

Yes. SFIMAR has an ERP System with the following modules:

1. Students Class Attendance,
2. Faculty Attendance and Leave management
3. Marks Evaluation and Result generation
4. Students Mentoring
5. Students records for participation in Extracurricular activities
6. Accounting system (Tally)
7. Online Examination
8. Online feedback system
9. E-Learning

6.3 Quality improvement strategies adopted by the institution for each of the following:

6.3.1 Curriculum Development

1. Review of the syllabus by BoS and updating the syllabus.
2. New certificate courses introduced in the area of Digital Marketing and Project Management.

3. Regular reviews regarding Curriculum development in the faculty and IDEA meetings.
4. Course content formulated to match requirements of Corporate.

6.3.2 Teaching and Learning

1. in campus Training for faculty members in the area of Research, data analytics and Advance technical aspects.
2. Special lectures by teachers invited from other institutions.
3. Encouraging faculty members and students to carry out Research Projects.
4. E-Learning assignments for students.
5. Project based learning for students.

6.3.3 Examination and Evaluation

1. Evaluation as per the evaluation criteria mentioned in the session plan .
2. Continuous Internal Assessment.
3. Mid-term examination to assess the interim progress of the students.
4. Answer sheet Moderation by the faculty members of other colleges.
5. Periodic reviews regarding Examination activities in the SFIMAR's Attendance and Examination committee Meeting which is conducted on a quarterly basis.
6. Online examination option available for Mid-term as well as for Final examination

6.3.4 Research and Development

1. Promotion policy based on Research publications by the faculty members.
2. Incentives for faculty members for obtaining funding from external agencies for research.
3. Faculty Development Programmes/ Training programmes by Experts on Research Methodology and techniques used in research using latest technology.
4. Periodic review of research activities done by the faculty members in the RDC (Research and Development Committee) meetings which is conducted fortnightly.
5. Two Research Publications – SFIMAR Research Review (For Academicians and Corporate) SPANDAN (For Students)
6. Regular review and updating the Research procedure and Research Policy

6.3.5 Library, ICT and physical infrastructure / instrumentation

1. Library:

1. Installed Plagiarism software URKUND (Sweden based Co.)
2. PROQUEST database access is given off-campus to students & faculty members.
3. Training LIRC team on Urkund Plagiarism Software
4. Renewal of books through email/phone
5. Acquired Membership of Business Line On Campus for faculty and students Membership of National Digital Library for faculty, staff and students
6. Acquired Current Awareness Service (CAS)

2. IT Infrastructure:

1. Up gradation of Lease line from 8Mbps to 16 Mbps which has increased the performance accessibility of Internet across the institute.
2. Complete Installation of Cloud Office 365 (Office 2013) on Staff & Faculty desktop and laptops.
3. Procurement of New Desktops for Staff Members (Core i3 Processor, 4GB RAM and 500GB Hard Disk) and New Laptops for Faculty Members (Core i5 Processor, 8GB RAM and 1 TB Hard Disk).
4. Installation of ERP Client Setup on New Desktop and Laptop for Staff & Faculty system for accessing the ERP Application across campus.
5. Initiated additional 4 Desktop and Infrastructure setup for Library and 1 Desktop specially installed with ERP System (OPAC and Dynamic Report for students to search the books available in library).
6. New Network Activity for Hostel 7th Floor – Room No. 702 for Incubation Activity for accessing Local Network and Internet facility.
7. Up gradation of Network from CAT5 to CAT6 for 105 Lab to improve the Performance of the Network.
8. Up gradation of Lab Computers from Dual System to i5 Core and i7 Core System,
9. Security Policy Updated to provide internet access,
10. Training on ERP for the batch of New Students
11. Continuous Update on ERP System

12. Students Feedback taken on ERP System.

Physical Infrastructure:

1. New 7 storey building plan under approval
2. Restructuring of Admin dept. (MMS admin and General Admin distinction)
3. Restructuring of PGDM office to provide more space and operation comfort.
4. Continuous building maintenance work as per the maintenance schedule.
5. Installed smoke detectors in the college building.

6.3.6 Human Resource Management

1. Recruitment of faculty members in the area of Finance and Marketing
2. Recruitment of staff in the administrative office
3. Incentives for faculty members for Research Work
4. Training Programmes for faculty and staff members for skill set development
5. Performance based promotions
6. Periodic review and updation of Institute's HR policy
7. Provision of infrastructural facilities to faculty and staff members.

6.3.7 Faculty and Staff recruitment

1. SFIMAR's selection Recruitment board has external experts from corporate and other educational institutions on its panel.
2. The Institute fulfils the statutory requirements regarding the faculty /staff appointments for better management.

6.3.8 Industry Interaction / Collaboration

1. Tie up and MOU with SS&C GLOBEOP for Finance students for training for MMS and PGDM students for CAII Certification - *Corporate On Boarding Program*
2. Initiated revival process of MoU with International University for research, staff and student exchange
3. Tie ups and collaborations with International and National Libraries

6.3.9 Admission of Students

The institute extensively used online promotion techniques through various social media and networking sites. Additionally, it has also commissioned an exclusive team for capturing the data of the visitors to these sites and the institute's websites using analytics. This has helped in gaining wide publicity and good response from the aspirants.

The Institute's Admission panel consists of industry and education experts for the selection of the students.

The selection process is transparent and based on merit points. The Institute's admission process has three levels namely:

- Entrance exam score
- Group Discussion
- Personal Interview

Institute also conducts Mock CET for MBA aspirants.

The institute reviews the admission process every year and adopts new strategies for improving the image and attracting aspirants to the management courses.

6.4 Welfare schemes for:

Teaching staff:

1. Accommodation, deputation for conferences etc
2. PF, gratuity, medical facilities, children education support
3. Provision of special leaves for study and research
4. Special provision for higher studies and research
5. Special Allowances for Research paper publication at International and National level

Non-Teaching Staff:

1. Accommodation, free transport facility, fee concession for higher studies.
2. PF, gratuity, medical facilities, transportation and children education support

Students:

1. Medical / Hospital services.
2. Reimbursement of expenses incurred for research paper presentations and other co-curricular and extracurricular activities.
3. Scholarship / fee concession for meritorious and economically poor students.

6.5 Total corpus fund generated: Rs. 15852030/-**6.6 Whether annual financial audit has been done** yes**6.7 Whether Academic and Administrative Audit (AAA) has been done?**

Audit Type	External		Internal	
	Yes/No	Agency	Yes/No	Authority
Academic	Yes	DNV-ISO 9001-2015	Yes	Internal Audit Committee constituted by the Institute
Administrative	Yes	DNV-ISO 9001-2015	Yes	Internal Audit Committee constituted by the Institute

6.8 Does the University/ Autonomous College declares results within 30 days?

For UG Programmes- Not Applicable

For PG Programmes Yes No

6.9 What efforts are made by the University/ Autonomous College for Examination Reforms?

1. Initiated On line examination pattern
2. Marks assessment and mark sheet generation through ERP system
3. Developed Examination policy for PGDM Course
4. Added more evaluation criteria for internal /continuous evaluation

6.10 What efforts are made by the University to promote autonomy in the affiliated/constituent colleges?

The authority of choosing the electives for all the semesters of MMS in consultation with the student's representatives has been given to the Institute.

6.11 Activities and support from the Alumni Association

1. Alumni Connect – knowledge sharing platform about various profiles and industry Sectors.
2. Alumni mentoring: Based on Specific job Profiles
3. Alumni Guest lectures – on specific topics relevant to the job profiles
4. As Summer Guide
5. Judges in Summer Excellence Program & Other Events
6. Annual Alumni Meet “SAMPARK”
7. Alumni participation Association Managing Committee meetings
8. Members of Placement Advisory Council meetings
9. Alumni Recognition & Motivation: At Annual Alumni Meet

SFIMAR has a registered Alumni Association and conducts quarterly meetings and one Annual General Meeting in an academic year.

6.12 Activities and support from the Parent – Teacher Association

SFIMAR has strong Parent – Teacher association. SFIMAR has taken initiatives to interact with the parents in the following manner:

1. The parents of MMS and PGDM are the members of IQAC
2. Parents and teachers meeting on a quarterly basis.

3. Share their opinions and advice in the process of Institutional development activities.

4. SFIMAR conducts yearly feedback from the parents on:

Infrastructure provided, Placement assistance, encouragement for extracurricular activities of their wards, industry exposure, personality grooming, academic progress and mentoring by the faculty members.

This feedback is analysed and action plan is prepared if any discrepancy is found. Parents are called to the Institute to discuss the issues of their interest.

Students' attendance and academic progress is shared with the parents on a regular basis via emails, SMS system and ERP system.

Support and Assistance in Institutional activities.

The Institute has maintained a database of all the parents regarding their personal as well as professional information. SFIMAR consults parents in case support is required, in placement assistance, training programmes by parents or in case of event sponsorship.

6.13 Development programmes for support staff

Training Programs on office management, use of computers, interpersonal relations, Team work and Fire fighting.

6.14 Initiatives taken by the institution to make the campus eco-friendly

Eco friendly Initiatives of SFIMAR.-

1. Majority of the Records are maintained as a soft copy.
2. Printing of Placement Brochure: Reduced by 70 %
3. Printing of Monthly Planners: Reduced by 25 %
4. Most of the forms are shared as soft copy with students/ Alumni and Corporate.
5. Tree plantation in the campus.
6. Use of Solar panels in the hostel building
7. Use of eco-friendly electrical devices in the campus.
8. Conducted awareness programmes by the SFIMAR Green Club to make the campus eco-friendly.
9. Participation in Swacch Bharat Abhiyan
10. Well managed Waste disposable system
11. Rain water harvesting

Criterion – VII

7. Innovations and Best Practices

7.1 Innovations introduced during this academic year which have created a positive impact on the functioning of the institution. Give details.

1. Initiated activities of Entrepreneurship Incubation Centre
2. Initiated and implemented Peer Review System
3. Mentoring process strengthened
4. Designed a new procedure for Research
5. Designed and implemented Research Policy
6. Designed a new procedure for Inter and Intra Collegiate activities of students
7. Introduced two levels of Viva for MMS and PGDM students.
8. Implementation of URKUND – Anti Plagiarism software in the Library
9. Development of Online Examination policy
10. Implementation of Video conferencing system for better communication with corporate and other professional bodies.
11. Launched Well defined Student development program (SDP) based on HR feedback- Students are more confident with enhanced employability skills
12. Made Advanced Excel as mandatory training program for the students- Enhancement in Employability skills
13. HRMS certificate training to HR students- Enhancement in Employability skills added value in CV & also in understanding HRMS. Thus better performance is expected at work place.
14. Summer Guide feedback form sent through Google link to help them fill it in much lesser time and expecting better number of responses. 50 % forms received in just 10 days' time as compared to 25 % forms received previous A.Y. in spite of rigorous follow-ups.
15. Alumni Registrations taken online through Google link for "Sampark" The Annual Alumni Meet.- Time saving, Real time report on registration & Get Alumni authentic data
16. Introduced Alumni feedback – helpful in the development of the institute.
17. Issuance of ID Cards to Alumni members- Alumni can be easily identified in case want to use the Institute's facilities and also inculcates a feeling of belongingness.
18. Market research project given to students to understand the placement trend for the next Academic year- Mileage in tapping relevant companies for placement.
19. Combined Academic & Placement Advisory committee meetings.- identification of industry relevant academic requirements.
20. Formed Board of Studies (BOS) for PGDM Course.

7.2 Provide the Action Taken Report (ATR) based on the plan of action decided upon at the beginning of the year :

- **Enhancing SFIMAR Incubation centre activities:**

SFIMAR Entrepreneurship and Business Incubation Zone (“SFIMARbiz”) was formally inaugurated on 9 th October, 2015. In the year 2016-2017 SFIMAR is facilitating its support to two entrepreneurs under its Incubation centre by providing them the facilities like physical infrastructure i.e. furniture and other facilities for the office set up, IT infrastructure, library facility and expert guidance/ mentoring.

- **Formation of Board of studies (BOS) and Designing of Examination Policy for PGDM course**

As suggested by the NAAC Peer Team during NAAC peer Team visit at SFIMAR in Feb 2016, Board of studies (BOS) has been formed for PGDM Course with the objectives of:

Ensuring that the content of various courses is relevant and forward-thinking with appropriate need-of-the-hour inputs from experts in the industry and academia, in line with national and global trends;

Enhancing the pedagogy and teaching-learning process to create an environment conducive for achieving high academic standards with particular focus on students’ active participation through case studies, role plays, management games, project-based assignments, etc. so that students get an opportunity to develop their inherent skills, explore their creativity and expand their knowledge of management ideas and practices;

To ensure that the student evaluation process is fair and logical with an appropriate mechanism for assisting student’s under-performing set standards, through additional course work, assignments and performance improvement techniques.

- **Examination policy for PGDM course was also designed to meet the following objectives:**

The Examination Policy of the SFIMAR-PGDM is designed to test systematically the student’s progress in class, industry and field-work through continuous evaluation in place of the conventional evaluation system. Students are evaluated continuously through assignments, case studies, role plays, project work, management games, class participation, and term paper in addition to the examination at the end of each trimester.

The purpose of this Policy and the associated procedures is to achieve coordinated and consistent examination practices across SFIMAR – PGDM.

- **Designing a policy and a procedure for Research Development centre**

SFIMAR developed its Research procedure in the AY 2016-17 with keeping following objectives on priority:

Objectives

This policy provides a broad framework to guide research at the Institute. The objectives of policy are as follows:

1. To encourage research activities among faculty members and students
2. To instil long term growth of the Institute through research
3. To promote research and innovation for excellence in work and betterment of all stakeholders.

- **Subscription of International Journals to enhance SFIMAR Knowledge base.**

In the AY 2016-17 SFIMAR subscribed two more International Journals to strengthen its knowledge base. The details are as follows:

1. Membership of National Digital Library
2. Subscription of 2 international Journals i.e. 1. Journal of Investment Management 2. MIT Sloan Management Review

- **Strengthen SFIMAR stakeholders' feedback system**

SFIMAR has a well-established system to collect and analyse the feedback from its stakeholders. The Institute conducts total 15 types feedback from its stakeholders as per the feedback schedule.

In the AY 2016-2017 SFIMAR strengthened its feedback system by:

1. Adding Peer Review/feedback
2. Conducting and analysing all the feedbacks online, using the Institute's ERP system /Google link.
3. Revising the Alumni feedback form and mechanism
4. Obtained Corporate using Google link to get maximum responses.

7.3 Give two Best Practices of the institution (please see the format in the NAAC Self-study Manuals)

Activity -1 : Project based learning

Project Based Learning is a teaching method in which students gain knowledge and skills by working for an extended period of time to investigate and respond to an authentic, engaging and complex question, problem, or challenge. The core idea of project-based learning is that real-world problems capture students' interest and provoke serious thinking as the students acquire and apply new knowledge in a problem-solving context. The teacher plays the role of facilitator, working with students to frame worthwhile questions, structuring meaningful tasks, coaching both knowledge development and social skills, and carefully assessing what students have learned from the experience.

To reap the advantages of this teaching learning method, SFIMAR initiated PBL (Project Based learning approach) in its pedagogy in the academic year 2016-2017.

This approach was introduced in the Institute's IDEA Meeting (Meeting of Innovation & Development for Excellence in Academics) in the beginning of the academic year. All the faculty members gave their valuable inputs to build the PBL execution procedure and evaluation pattern.

It was decided to implement PBL in all the specializations i.e Finance, Marketing, HR, Operations and IT for MMS and PGDM courses.

The evaluation criteria was well mentioned in the session plan in the beginning of the academic year. Continuous evaluation was carried out on a periodic basis to monitor the project execution.

Activity -2 : Assessment Of Students Participation In The Class By Programme Associate

Introduction

Many a times, it is observed that the level of observation by the faculty members on the students in the class participation is limited owing to the limitation in the time duration available with the faculty members or focused concentration towards completion of topic of discussion/ coverage of syllabus, etc., Ultimately, this lack of keen observation of the participating/Non-participating students leads to wayward approach in giving internal assessment marks to the appropriate students. Hence an administrative person who is responsible in observing the participation of students as an exclusive approach is very much needed.

Objective

In order to bring in a sense of increasing participation among those already participating or compelling the non-participants to participate, a third party approach involving an associate whose task is only to observe and record the participation among the students is adopted.

This approach is in line with that of the best practices adopted by higher reputed B-Schools such as IIM, IIT/NIT.

The Observation by the Programme Associate involved not only observing the participatory level among the students but also recording the level of participation on a scale of 4 with respect to specific parameters. On the basis of a written report of observation submitted by the associates to the concerned faculty members, the faculty members prepare their expert report and submit the same to the mentors of those students who were identified by the faculty members.

Outcome expected

The outcome of this approach expected are as follows

1. Increase in the level of participation among the students
2. Owing to an increased level of participation, possible increase in the attendance percentage.
3. Overall increase in the quality of discussion and learning.

Conclusion

It is expected to reach higher level of understanding in the learning process in the higher education system such as MBA/MMS/PGDM and innovative approaches/best practices such as the class assessment through associates will certainly increase the overall quality of the student participants and the area of discussion in the class.

7.4 Contribution to environmental awareness / protection

Green Club Initiatives in 2016-17

1. Medicinal tree Planation on 1st July 2016. Planted trees like Tulsi, Neem, Aloe Vera, Gotu Kola, Lemon Grass, Khus etc.
2. Debate competition - “Swachh Bharat Abhyan: Publicity Stunt or Making a Difference?” held on 7th October 2016.

3. Purchased energy efficient hardware for IT lab
4. By Encouraging telecommuting activities in the Institute
5. Reduced paper consumption : Initiative taken by the SFIMAR Career and Management Centre (CMC)
6. Use thin clients to reduce GPU power usage
7. Use of virtualization technology to consolidate servers for SFIMAR's Website operations
8. Conducted Green Audit for the Academic year 2016-2017

7.5 Whether environmental audit was conducted? Yes

7.6 Any other relevant information the institution wishes to add. (for example SWOT Analysis)

“Certificate in Youth Leadership and People Skills” from NUSSD, TISS

SFIMAR has signed a MOU with TISS for the Certification programme by TISS. This certification programme is recognized by Industry for skills and competencies, and will help in enhancing employability of the graduates both locally and nationally. Students will also acquire a sense of involvement in the community development that enhances entrepreneurship and well-being on successful completion of the program participants will receive “Certificate in Youth Leadership and People Skills” from NUSSD (National University of Social Skills Development and TISS (Tata Institute of Social Science)

8. Plans of institution for next year

1. Enhancing the area of Consultancy work
2. Enhance Entrepreneurship and Business Incubation footprints
3. Enrich the scope of Corporate Training and Management Development Programmes
4. Augment Institute visibility and branding
5. Collaboration with corporate and educational Institutes at National and International level

Name : Prof Vaishali Kulkarni

Coordinator, IQAC

Name : Dr. S. S. Mohanty

Chairperson, IQAC

Annexures

Annex-1: Feedback Analysis.....Page No. 48

Annex-2: SFIMAR's Best Practices

1 .Project based learning-----Page No. 55

2. Assessment of students' participation In the class by Programme Associates.....Page No. 57

Annex-3 : Academic Calendar – (MMS- PGDM- PART-TIME: MFM & MMM) as an attachment to the email in PDF format.

Annex-1

Feedback Analysis:

SFIMAR takes total 15 types of feedbacks as per the specified frequency. All the feedbacks are analysed and action to be taken report is prepared. The Action to be taken report is presented in the Management review meeting for the suggestions for further improvement.

List of Feedback taken during AY 2016-17

Sr. No.	Type	About	From	Frequency
1	Faculty Members	Faculty Members	Students	Six monthly
2	Institute-1	Institute	Students	Yearly
3	Institute-2	Institute	Employees	Yearly
4	Institute-3	Institute	Society	Programme/event based
5	Institute-4	Institute	Guest Lectures	Programme/event based
6	Institute-5	Institute	Parents	Yearly
7	Canteen-1	Canteen facilities	Students	Yearly
8	Canteen-2	Canteen facilities	Staff	Yearly
9	Guest Lecture	Lecture/workshop	Students	Programme/event based
10	LIRC-1	LIRC Facilities	Staff	Yearly
11	LIRC-1	LIRC Facilities	Students	Yearly
12	MDP	MDP Programme	Participants	Programme/event based
13	FDP/SDP	FDP programme	Participants	Programme/event based
14	Resource Person	Institute	Resource Person	Programme/event based
15	Peer Review	Peers	Employees	Yearly

Following are some feedback analysis and action taken reports for AY-2016-17

Students Feedback:

At the end of every semester and trimester, students are asked to give feedback about the faculty members on the following parameters:

1. Learning Environment in the classroom sessions
2. Ability to integrate course material with practical issues
3. Encouragement for excellence in academics
4. Learning Environment in the classroom sessions
5. Audio visual presentation and teaching methodology etc.

Feedback is conducted using numerical with the following scale for the various parameters.

1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

Observation:

Faculty-wise feedback reveals that the students are happy with the teaching and expertise of the faculty members. Majority of the students expressed satisfaction about the teaching learning experience of the students i.e. 96%

The following suggestions have been given by the students:

1. More number of live projects,
2. Workshops on specialization subjects
3. Certification Courses

Action taken:

1. Students were encouraged to take up live projects. Placement department acquired live projects from the corporate on a flexi-time basis.
2. The following workshops were conducted for the students :
 - MMM workshop in association with Chairperson, Board of Studies -Marketing, University of Mumbai for Strategic Marketing Management and Integrated Marketing Communication Subject.(U.A. 2016-17)
 - Workshop : Appearance, Body language & Communication (ABC)
 - Workshop on Personal Branding
 - Workshop -"A Date with Self"
 - Memory Magic Workshop

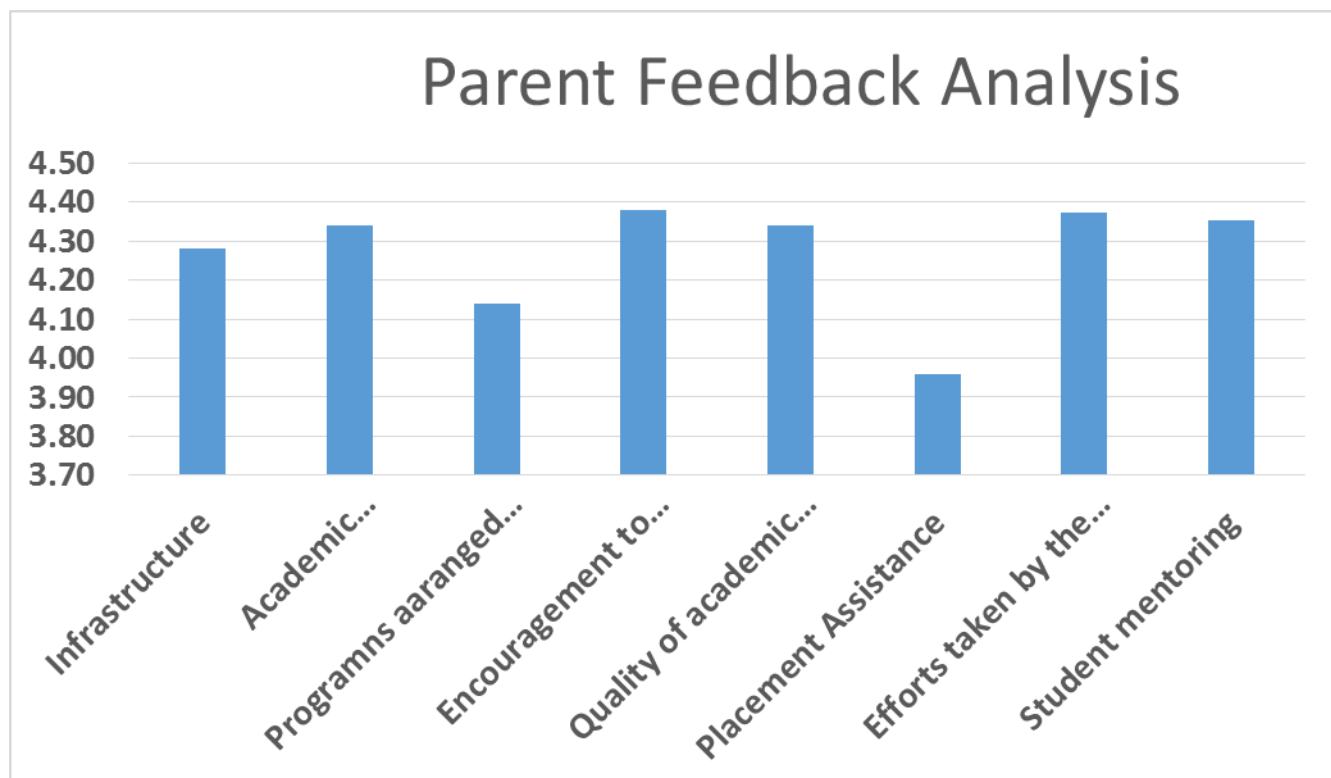
- Image Building Workshop :Ms. Juthika Dcruz - Chief Consultant at White Canvas Image Management
- Workshop on Yoga & Mind power by Mr. Gautam Utekar – Certified Yoga Trainer.
- Career Guidance Workshop
- Workshop on Self Defence by Dr. Manoj Nair
- Workshop by Mr. Ishwar Jha on Entrepreneurship Development ‘ Zero to one Crore’

3. Certification Courses for the students:

Following certifications programmes were conducted for the students:

- CAII Certification - *Corporate On Boarding Program*
- HRM Automation Certification
- Basic and Advanced Excel Certification
- Digital Marketing Certification

Parents Feedback:



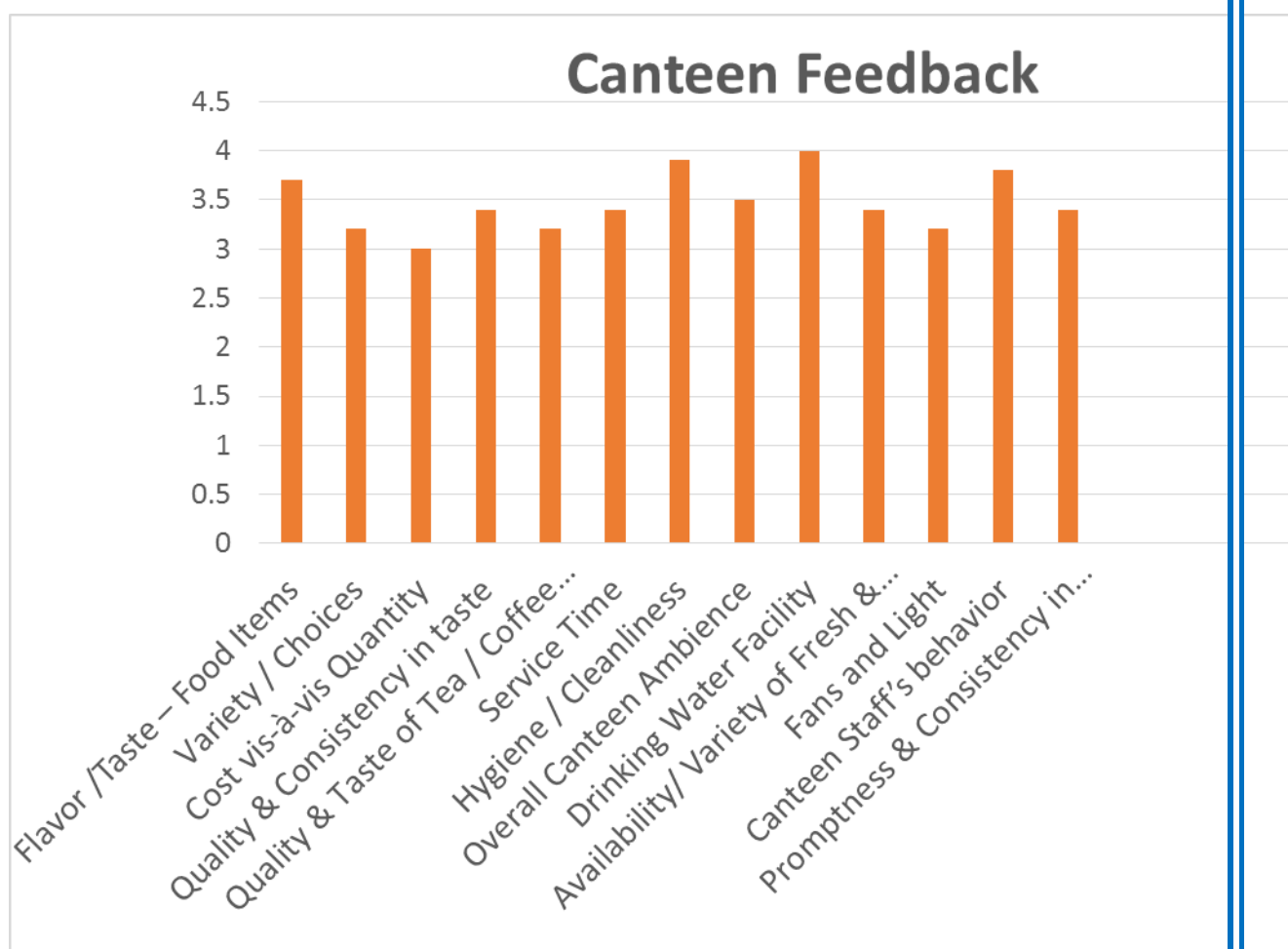
1. The Institute has received an average score of 4.27 on a scale of 5

2. The highest parameter is for encouraging students to participate in extra-curricular activities which has a score of 4.38 on 5
3. The lowest parameter is for placement assistance which is at 3.94 out of 5

Parents feedback was collected from the MMS & PGDM First Year Second year students' parents. The feedback was taken on total eight parameters. The lowest feedback was achieved for the placement assistance which is at 3.94 out of 5.

Action Plan: Share the feedback with the concerned departments and find out the reasons for low grades, if any.

Canteen Feedback:



Canteen feedback was taken for the A Y 2016-17 from the staff and students. Feedback was analyzed for quality further improvement.

Significant observations were recorded for the action plan were as follows:

1. Canteen feedback has an overall average of 3.5 on 5
2. Canteen Highest parameter is Hygiene and Cleanliness is 4.2 and lowest point is cost vis-à-vis quantity at 3.0.
3. Efforts to be taken to improve cost Vs quality parameter through regular student meetings.

Lowest feedback was given for the parameter – cost vis-à-vis quantity. It shows that customers are not satisfied with the quantity served and the price paid for the quantity ordered.

Action Plan:

Canteen vendor to be informed about the feedback output where low score is achieved. Canteen committee to communicate the same to the vendor with the immediate effect. Canteen committee to take informal feedback / verbal feedback from the students and staff about the quantity and cost in the beginning of the new academic year. Canteen committee to maintain the record in the canteen complaint register for the same. If canteen vendor is continuing with the same practice then issue him a letter / written communication stating the problem.

Canteen vendor was informed about the discrepancies in the canteen and a letter was issued to the canteen vendor stating the same.

Action Taken: Changed the canteen vendor based on the feedback given by the students and staff.

Institute Feedback

Action Plan for Institutional Feedback

Institute feedback is taken from the resource persons, students, and faculty and staff members, society.

Action Plan: Concerned coordinator to analyse the feedback as per the Feedback schedule and share the feedback with the Director, Management and staff for the improvement purpose with the immediate effect.

Institute feedback from students, employees, society, resource persons was presented in the management review meeting for the discussion and the action plan for further improvement was prepared. The suggestions made in the feedback from various stakeholders were further included in the Academic plan of AY 2017-18

MDP/FDP Feedback

Action Plan for Guest Lecture / MDP/FDP feedback

Guest Lecture / MDP / FDP feedback is taken immediately after the lecture is over and compiled for the record purpose. Feedback for the A Y 2016-17 is taken and analysed.

Action Plan: Programme Heads/FDP/MDP Coordinators to share the feedback with the Director and Chairman for further decision. Also share the feedback with all the faculty and staff members during faculty meetings.

Feedback was presented in Management review meeting with the top management as well as in the faculty meeting to discuss further improvement opportunities where low score was identified.

LIRC feedback

LIRC Feedback (2016 – 17) – Action points

(Implemented on consultation with LAC and Chairman)

1. How important to you is the availability of following LIRC services

- a. CDs/DVDs – Compared to overall rating of 3.978 for CD/DVDs importance rating is 3.074
Reason of low rating could be: AV material is available on the internet. Members can download content from the internet, shared through different social media.

Action points: CDs/DVDs displayed on open access. Display of AV material once in a year to make members aware of the collection. AV material is issued for use in the library. New collection to be added on regular basis. Membership with public libraries like British Council Library (BCL) to procure books (Subject/s in addition to literature)/E-books/AV material.

2. More computers in library as suggested by 5 members

Action points: In-process

3. New Arrival rack at entry

Action points: Modular compact stand to be purchased for display of new arrivals

4. Purchase Fiction and autobiography books

Action points: Membership of BCL. Books to be displayed during book exhibition, interested members can select books of their choice.

5. Library/Reading room timings to be extended suggested by 1/3 members respectively.

Reading room is kept after library closing time that is 8 pm, readers can make use of the same. All the libraries close at scheduled time with 10 – 15 min. prior notice to the users to save their work. LIRC staff has extended help during exams and to part-time students by issuing books after 8 pm and operating on Sundays, irrespective of less number of students present in LIRC over weekend.

6. Collection in consultation with faculty

Process is already in place and followed on regular basis as and when new subject is introduced in the syllabus. Books are procured in consultation and requisition from the faculty relevant to their subject of interest. Staff/students are given equal opportunity to select and recommend books.

Annex-2

SFIMAR's Best Practices

1. Project based learning (Kindly refer : 7.3 for the conceptual details)

Project based learning activity was implemented for various subjects, like: Service Marketing, Rural Marketing, International Business, Entrepreneurship management etc.

Following mentioned is a sample Case study of Service Marketing subject Project based learning activity.

Students were asked to work in groups comprising of 4 members and visit any service of their choice. All groups were asked to take different types of services so that we can compare and also get insights about different services. Students went for field work in order to collect primary data, did the tabulation and analysed the data through graphs, charts, descriptive statistics and statistical tests on service quality and 7Ps of service marketing. Students applied the theoretical knowledge learned in class in practical world.

Our Objectives of the Project based study were

1. To study the various gaps in service quality, if any
2. To study the service quality of the service
3. To study the 7 Ps of the service

In order to study the service quality students used the standard scale given by parsuraman, Zeithmal and Berry.

Major Learning

1. Students got to know about the different gaps of service quality model happening in the service which they have chosen and the measures adopted by service firm to fill those gaps.
2. Also learned to prepare the flower of service (Core and supplementary services).
3. Got knowledge about the different pricing strategy adopted by Service Company.
4. Role of service providers and customers in enhancing and facilitating services and Service Company empowering their employees to deliver quality service.
5. Learned about the different physical evidence and their importance in services.

6. Learned to make the blueprint of services.
7. Students learned about the various dimension of service quality which the different services has to take care and also which dimensions are more important in different services.
8. Students learned about the differences in customers' expectations and their perception of service received.

Other Learning

1. People adjust themselves to the level of services according to price they pay. They self-segment themselves and expect less quality for less price.
2. Customers' wants are unlimited and there is always a scope for improvement.
3. Students understood that loyalty of customers depend on the service quality and its consistency
4. The service providers should understand the need and wants of customers and accordingly make strategies to implement those.
5. Business values are impractical until and unless they are communicated well
6. Overall the knowledge gained through this project was tremendous.

SFIMAR's Best Practices

2. Assessment Of Students Participation In The Class By Programme Associate – A sample assessment report of PGDM students (Kindly refer : 7.3 for the conceptual details)

On the basis of grading report for three lectures of Quantitative methods done by Prof. Akhilesh yadav and Ms. Chhaya Kamble (Programme Associate-PGDM) for PGDM (Trim - I) students, attached is the list of students who have been identified as weak students and needs to be given special attention by all the faculty members for their respective subjects.

The list has been finalized on the basis of grading report for the said three lectures on the basis of class room behaviour, Class participation and marks obtained in the class tests.

Roll no	Name	Remarks
SFPGD M1719 0001	Aditya Ashok Bane	On asking question related to data type and different measures of Central tendency applicable to each data type, he was not able to answer the question. He is very talkative and doesn't pay attention in the class also.
SFPGD M1719 0003	Anagha Rajkumar Potdar	She is really weak in Mathematics. She doesn't understand the basic rules of mathematics as well. She doesn't participate in class activities. Never ask any questions. Every time if I ask her whether she has understood the question or not then only she will tell that she has not understood and ask her queries otherwise she will never ask any queries by her own.
SFPGD M1719 0006	Anupama Kishor Pramanick	She is very talkative and doesn't pay attention in the lecture. Many time I have asked her to sit in front, but there has been no improvement.
SFPGD M1719 0007	Arvind Munnaprasa d Gupta	He is also weak in mathematics but he is very attentive and takes efforts to understand the concept. He is sincere and had shown good improvement. However at times he tries to look for shortcuts rather than putting efforts to learn the concepts.
SFPGD M1719 0009	Azlan Aslam Shaikh	He has been very irregular because of his family problems. I had asked him that if you find any problem in any particular area related to subject then kindly let me know, but he never came to with his doubts.
SFPGD M1719 0011	Bhavesh Jayanti Bhai Waghela	Bhavesh is Class Representative. He is very talkative boy. He doesn't do the sums in the class. Even if, he has doubts then also he will never ask it. Up on asking question he hardly gives right answers.
SFPGD M1719 0015	Dhanashree Shamrao Chavan	She is weak in mathematics but she is sincere girl. Pays attention in the class and tries to understand the concepts.
SFPGD M1719 0037	Parichay Sebaknath De	He is weak in mathematics, low in confidence. Never ask any questions. He will ask queries only when he is being asked any question.
SFPGD M1719 0043	Usha Narendra Gawade	She is sincere girl. But very confused. She tries to remember the formulae without understanding the concepts. However she takes initiatives to get her doubts cleared.
SFPGD M1719 0045	Rebekah Gerard Rodrigues	She is sincere girl. But very confused. She tries to remember the formulae without understanding the concepts. However she takes initiatives to get her doubts cleared.
		He took late admission. He is good in communication but low in confidence. He is weak in concepts and never ask any questions also.

SFPGD M1719 0051	Savio Jerry Lobo	He is really low in confidence and never tries to understand the concept also. He is not at all sincere. He is weak in mathematics and English as well.
SFPGD M1719 0053	Sanket Krishna Bagwe	He said right from school days he has been really weak in mathematics and he has developed phobia for it. Up on explaining also he doesn't tries to understand the concept and just tries to remember the formulae.
SFPGD M1719 0056	Suryavijay Sankathapra sad Sharma	He is very talkative and never pays attention in the class. Never does the sums also. He hardly answers any question. Up on repeated warnings also there has been no improvement in his conduct.
SFPGD M1719 0059		



St. Francis Institute of Management & Research (SFIMAR)

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Gate No. 5, Mt. Painsur, SVP Road, Borivali (W), Mumbai 400 103, Maharashtra, India.

Tel.: 022 28917089 Website: www.sfimar.org Email: info@sfimar.org