



Internal Quality Assurance Cell (IQAC)

Minutes of the Meeting

(20 A: Meeting 1 of 2020-21)

Date: 20th August 2020 Venue: Virtual Time: 2:00 PM – 4.15 PM

Agenda for the Meeting

1. Welcome remarks by the Chair.
2. Statutory Items.
3. Working of the IQAC - Chair
4. AQAR Submissions: Head- IQAC
5. Any other items allowed by the chair.

Members Present:

1. Mr. J. Mathew George, Principal (Chair)
2. Mr. J. Michael Preetham, Head – IQAC and New Initiatives
3. Mr. T. Joseph Christadoss, Head – Department of Social Sciences and Communication
4. Ms. Jaimole Cross, Head – Department of Sciences
5. Ms. D. Jaya Laxmi, Head – Department of Commerce
6. Mr. M. Bobby, Head – Department of Management
7. Dr. Maithry Shinde, Head – English & Languages
8. Dr. Ravi Kumar Tati, Head – Research & Consulting
9. Ms. Noor Unisa, Head – Examinations
10. Ms. Babita Rajmohan – PR and Placement Officer
11. Ms. D Sowjanya, Head – Student Activities & Alumni Relations
12. Ms. Deepa Agrawal, Chairperson – AAA Cell

Part-A (Statutory Items)

20A.1 The meeting commenced at 2:00 PM. The Principal, Mr. J Mathew George, presided over the meeting and the following item was taken up before the agenda:

The Principal welcomed all members to the meeting.

A.1.1 Leave of Absence, if any

1. Mr. B. Mahender Reddy, CEO, SMES (Management Representative)
2. Ms. Hilda Amalraj, Director, Industrial Motion India Pvt Ltd (External Member)
3. Ms. Pratyusha Sharma, Sr Director – HR & Learning, Cognizant (External Member)

Leave of Absence granted.

20A.1.2 Approval of the Previous Minutes

The minutes of the previous meeting held on 11th February, 2020 were approved by the members. Action Taken Report to be placed in the next quarterly meeting of the IQAC.

Part-B (Agenda Items)

20 A.3	Topic: Working of the IQAC – Chair Mr J.Mathew George
Discussion Summary	The Chair urged the members to reflect on what IQAC stands for. He also wanted them to understand the term quality in its entirety. Rather than trying to do things only because NAAC wants it to be done in a particular way, he emphasised on the members individually defining how they could enable the IQAC to enhance quality parameters still further and strengthen it. He wanted the HoDs to ensure that everything that departments have done thus far be reported in AQARs, without missing anything. The Principal also mentioned that the AAA Cell was already on the task of identifying what improvements could be made to the college website. Dr Maithry Shinde, Head- Department of English and Languages felt that there should a continuous audit process carried out and external audits conducted at least once a year. Ms Jayalaxmi, Head Department of Commerce too felt the same about external audits. Ms Noor Unissa, Head-Examinations enquired whether the same mode of operations would continue as far as collecting data from departments was concerned. Ms Jaimole Cross, Head- Sciences, Ms D Sowjanya, Head-Student Activities & Alumni Relations and Ms. Babita Rajmohan, PR and Placement Officer, felt that better planning and appropriate systems in place would ensure

	<p>better functioning of IQAC. Mr Bobby, Head- Management, called for focus on student projects and field trips to enhance quality. Mr Joseph Christadoss, Head- Department of Social Sciences and Communication felt that quality enhancement should start from each individual and then pass on to the department and the institution as a whole. If each individual ensures quality, then automatically, the institution would be known for its quality. The chair also felt that ensuring quality for the institution is not the responsibility of any single entity, but a collective responsibility of everyone involved. Dr Ravi Tati, Head- Research and Consulting wanted clarity on the point whether the institution wanted to just stick to ensuring quality measures expected by NAAC or had its own quality enhancement plan. Responding to the above listed statements, the Chair firmly stated that the institution was not treating quality enhancement as something driven because of NAAC recommendations or expectations alone. He said that there could be some recommendations of NAAC which given institutional priorities and constraints, may not be feasible to accomplish. At the same time, he made it very clear that there can be no compromise on raising the quality bar still further as the institution wants to accomplish its vision of becoming a globally acclaimed institution. Further, he also felt that the IQAC can only function at its best with the inputs and cooperation of all the HoDs. The Head- IQAC agreed totally with the statements made by the members that quality should indeed begin from individuals to departments and the college as a whole, and the institution already has a framework in place through the OKRs of individual teachers and Teacher Categorisation into Teacher Administrators, Teacher Researchers and Teacher Mentors. The Principal also felt that the HoDs should incorporate the OKRs in their respective Department strategic plans for the year 2020-21. The Principal also mentioned that the members need to have a relook of the KRA in order to enable all staff to understand what the institution expects from each of them. The Chairperson- AAA assured the members that AAA is not on a mission of fault finding, but rather works with the sole aim of enhancing quality through regular audits. Furthermore, the onus of creating the framework for the department audits, criteria, target group and mode of audit. henceforth will be on the department heads, according to the Principal. He asked them to come up with required outline of Audit at the earliest.</p>	
<p>Conclusion</p>	<p>The members gained clarity on the discussion pertaining to the third item on the agenda.</p>	
<p>Action Items</p>	<p>Responsible Person</p>	<p>Target Date</p>

Department Strategic plan for the academic year 2020-21	Heads of the Department	19 th September, 2020
College Website Quality Enhancement Recommendations	Chairperson- AAA	15 th September, 2020
Outline of the Department led Audits	Heads of the Department	15 th September
Discuss the KRA afresh after going through its components once more	Principal	Next IQAC Meeting

20 A.4	AQAR Submission: Head- IQAC	
Discussion Summary	<p>The Head- IQAC briefed the members about the AQAR submission and also the changes made to the latest AQAR format. He also brought to the fore the reporting format of the AQAR, which was like a mini SSR. Keeping the changes made to the latest AQAR which would be applicable from 2020-21 in mind, he requested the members to keep in mind the various areas in which NAAC wanted information. He listed the criteria and sub criteria and hoped that the departments would record all events, accomplishments and other related data in a systematic manner. The Principal stated that the institution does have data of all departmental activities which is sent to the HR department, but urged the IQAC to have a better mechanism to collect and store data. The Head- IQAC also assured the members that he would intimate the members of what information IQAC may further need apart from whatever is already available in a few days' time.</p>	
Conclusion	<p>The members were provided with all information pertaining to the present and future AQARs and were presented with the plan of action for the future.</p>	
Action Items	Responsible Person	Target Date
Scrutiny of the IQAC folder from the college Tech Centre for information	Head- IQAC	September 3
Notify the members of IQAC regarding the data required by IQAC	Head- IQAC	September 5

20 A.5	Topic: Any other matters of discussion	
Discussion Summary	<p>The chair felt that IQAC should meet in a month's time and asked the Head- IQAC, to include the following items on the Agenda of the next meeting.</p> <ol style="list-style-type: none"> 1. Department Strategic plans for presentation and discussion. 2. Consolidated Institution Plan to be derived. 3. Best Practices. 	
Conclusion	The members decided a tentative time frame for the meeting, from 21 st to 30 th September, based on the availability of the external members and the CEO.	
Action Items	Responsible Person	Target Date
Deciding the exact date of the meeting	Head- IQAC	September 10 th
Tentative IQAC strategic plan for finalisation by members	Head- IQAC	September 15 th

20 A. 6: The meeting ended at 4.15 PM with a decision to meet between 21st and 30th of September, 2020.



Internal Quality Assurance Cell (IQAC)

Minutes of the Meeting

(20 B: Meeting 2 of 2020-2021)

Date: 9th October 2020 Venue: Online Time: 2:00 PM – 5.00 PM

Agenda for the Meeting

1. Welcome remarks by the Chair.
2. Statutory Items.
3. Department Strategic Plans
4. Discussion of KRAs & Best Practices
5. Review of preparedness for next academic year.
6. Any other items allowed by the chair.

Members Present:

1. Mr. J. Mathew George, Principal (Chair)
2. Mr. B. Mahender Reddy, CEO, SMES (Management Representative)
3. Ms. Hilda Amalraj, Director, Industrial Motion India Pvt Ltd (External Member)
4. Ms. Pratyusha Sharma, Sr Director – HR & Learning, Cognizant (External Member)
5. Mr. J. Michael Preetham, Head – IQAC & New Initiatives
6. Mr. Joseph Christadoss, Head – Department of Social Sciences & Communication
7. Ms. Jaimole Cross, Head – Department of Sciences
8. Ms. D. Jaya Laxmi, Head – Department of Commerce
9. Mr M.Bobby, Head – Department of Management
10. Dr. Maithry Shinde, Head – Department of English & Languages
11. Dr Ravi Kumar Tati, Head – Research and Consultancy
12. Ms. Noor Unisa, Head – Examinations
13. Ms. D. Sowjanya, Head – Student Activities & Alumni Relations
14. Ms. Babita Rajmohan, PR & PO
15. Ms. Deepa Agrawal, Chairperson – AAA Cell

Part-A (Statutory Items)

20 B.1 The meeting commenced at 2:00 PM. The Principal, Mr. J Mathew George, presided over the meeting and the following items were taken up before the agenda.

The Principal welcomed all members to the meeting.

20 B.1.1 Leave of Absence, if any

Nil

20 B.1.2 Approval of the Previous Minutes

The minutes of the previous meeting held on 20th August 2020 were approved by the members, along with the Action Taken Report.

20 B.2	Topic: Action Taken Report	
Action Items	Responsible Person	Action Taken
Department Strategic plan for the academic year 2020-21	Heads of the Department	Submitted to IQAC for review. To be taken up in the present meeting
College Website Quality Enhancement	Chairperson- AAA	Recommendations made
Outline of the Department led Audits	Heads of the Department	Completed
Scrutiny of the IQAC folder from the college Tech Centre for information	Head – IQAC	Completed
Notify the members of the IQAC regarding the data required by IQAC	Head – IQAC	Notified. Data work in progress.
Institutional Strategic Plan to be drafted	IQAC Coordinator	First draft submitted. To be modified based on inputs from the discussion on Department Plans

Part-B (Agenda Items)

20 B.3	Topic: Department Strategic Plans
Discussion Summary	<p>The Chair requested the five academic Heads to present their department strategic plans. Presentations started with the Department of English & Languages. The primary focus of the Department was to augment the research and publication contribution of the Department. On the request of the PR&PO, the Department has also committed to focus on Placement Training, especially related to soft skills. External members felt that the Department can help train the trainers in a big way and that the Department can contribute to those outside the college community too. Based on various inputs, the Department Plan was approved. The second presentation was from the Department of Business Management. The Department was keen on offering electives in other areas beyond Finance and Marketing. However, the constraints of physical space were holding the department back. External members were of the opinion that the Department was not tapping external resources adequately. They also suggested that the Department offer more to the outside world, especially in terms of consultancy services and MDPs. The Chair agreed with the observations and opined that the best way to grow for a Management Department is by being connected in a mutually beneficial way with the industry. The Head of the Department agreed to modify the Plans factoring in the inputs received. The third presentation was by the Head of the Department of Social Sciences. The Department wanted to focus on practical training in mass communication and journalism as well as on equipping students for competitive exams. The CEO was clear that resource allocation wouldn't be a constraint if the plan is thought through. Industry members saw potential in the plan. The Chair asked for further details and the Department agreed to submit a more detailed and actionable plan. The presentation of strategic plans by the Department of Commerce saw members proposing a complete relook at the strategy to attract more academically-inclined students to Commerce programmes. Among the many proposals that were accepted after much discussion was one to introduce professional courses such as ACCA or CIMA to one section of BCom General. The Department was authorised to identify a suitable partner for this. The possibility of increasing the number of girl students in BCom programmes too was explored. This was followed by a presentation by the Head of the Department of Sciences. It was felt that completely different approaches need to be formulated for Physical Sciences and Life Sciences. The Department's proposal to enhance placement and competitive test training for students especially for Physical Sciences was unanimously accepted.</p>

Conclusion	The Chair and the External Members appreciated the Heads for coming up with strategic plans for their respective departments. The discussion saw many new ideas emerging. The Chair asked all the Departments to re-submit the plans to the IQAC Coordinator incorporating the inputs from the discussion. Based on the modified plans, IQAC was to come up with the Institutional Strategic Plan 2020-24.	
Action Items	Responsible Person	Target Date
Modified Department Plans to be submitted to IQAC	Heads of the Academic Departments.	31 st October 2020
Draft of the Institutional Strategic Plan to be submitted to the Principal	IQAC Coordinator	13 th November 2020
Revised Draft of the Institutional Strategic Plan 2020-24 to be circulated to the Management and External Members.	Principal	20 th November 2020

20 B.4	KRAs & Best Practices
Discussion Summary	<p>The Chair placed the context in front of the meeting. The question was how to align the KRAs of the key personnel, especially in leadership positions, with that of the organisational goals. Leadership at all Levels was a priority for the Group, but it was felt that the Heads were not able to groom next level leadership. The CEO weighed in on the matter and talked about the importance of creating a leadership pipeline. External members felt that this required a much more detailed discussion. It was proposed that a HR role be created within the institution. The Manager or Head of HR should then work out the KRA alignment with organisational vision and place the proposals in front of the Principal and the Management. The external members volunteered to provide inputs when a draft is circulated for the same.</p> <p>On Best Practices, Head – IQAC felt that the discussion be postponed to a later meeting as currently online classes were continuing. The meeting agreed that a discussion on Best Practices be held once campus returns to the physical mode and a semblance of normalcy is restored.</p>
Conclusion	A full-time HR role to be created, who will directly report to the Principal. KRAs to be reviewed first by HR.

Action Items	Responsible Person	Target Date
Place the proposal of full-time HR to the Board of Management	Principal	31 st January 2021
Review Best Practices and place the agenda again before IQAC	Head - IQAC	Once physical classes commence

20 B.5	Topic: Review of Preparedness for the new academic year	
Discussion Summary	<p>Heads of the Departments updated the meeting about the readiness of online content on Moodle for their respective programmes. The external members expressed satisfaction at the progress but opined that the student experience with respect to content between various courses is not consistent. The Chair agreed. It was suggested that teachers like Dr Ramesh Kumar who have created and placed exceptional content on Moodle be asked to mentor others. Head – Administration through Principal informed about the readiness in terms of infrastructure for online classes. On the whole, it was felt that the institution is prepared both academically and administratively for the semester ahead.</p>	
Conclusion	<p>There was overall satisfaction in the preparedness for the new academic year, despite the uncertainty and the gloom caused by the pandemic.</p> <p>No other matter was proposed to be taken up by the meeting.</p>	
Action Items	Responsible Person	Target Date
Deciding the exact date of the meeting	Head – IQAC	November 13 th

20 B. 6: The meeting ended at 5 PM with a decision to meet physically between 21st and 31st of December 2020.



Internal Quality Assurance Cell (IQAC)

Minutes of the Meeting

(20 C: Meeting 3 of 2020-2021)

Date: 12th February 2021 Venue: Conference Room-1 Time: 2:30 PM – 5:00 PM

Agenda for the Meeting

1. Welcome remarks by the Chair.
2. Statutory Items.
3. Institutional Strategic Plan 2020-24 Finalisation
4. Academic-Administrative Audit for 2020-21
5. Any other items allowed by the chair.

Members Present:

1. Mr. J. Mathew George, Principal (Chair)
2. Mr. J. Michael Preetham, Head – IQAC & New Initiatives
3. Mr. Joseph Christadoss, Head – Department of Social Sciences & Communication
4. Ms. Jaimole Cross, Head – Department of Sciences
5. Ms. D. Jaya Laxmi, Head – Department of Commerce
6. Mr M.Bobby, Head – Department of Management
7. Dr. Maithry Shinde, Head – Department of English & Languages
8. Dr Ravi Kumar Tati, Head – Research and Consultancy
9. Mr. Dayananda Babu V, Head I/c – Examinations
10. Ms. D. Sowjanya, Head – Student Activities & Alumni Relations
11. Ms. Babita Rajmohan, PR & PO
12. Ms. Deepa Agrawal, Chairperson – AAA Cell

Part-A (Statutory Items)

20 C.1 The meeting commenced at 2:30 PM. The Principal, Mr. J Mathew George, presided over the meeting and the following items were taken up before the agenda.

The Principal welcomed all members to the meeting.

20 C.1.1 Leave of Absence, if any

1. Mr. B. Mahender Reddy, CEO, SMES (Management Representative)
2. Ms. Hilda Amalraj, Director, Industrial Motion India Pvt Ltd (External Member)
3. Ms. Pratyusha Sharma, Sr Director – HR & Learning, Cognizant (External Member)

Leave of Absence granted.

20 C.1.2 Approval of the Previous Minutes

The minutes of the previous meeting held on 9th October 2020 were approved by the members, along with the Action Taken Report.

20 C.2	Topic: Action Taken Report	
Action Items	Responsible Person	Action Taken
Departmental Plan 2020-21 – English & Languages	Dr Maithry Shinde	Modified and re-submitted to IQAC
Departmental Plan 2020-21 – Business Management	Mr M Bobby	Modified and re-submitted to IQAC
Departmental Plan 2020-21 – Commerce	Ms D Jaya Laxmi	Modified and re-submitted to IQAC
Departmental Plan 2020-21 – Social Sciences & Comm.	Mr T Joseph Christadoss	Modified and re-submitted to IQAC
Departmental Plan 2020-21 – Sciences	Ms Jaimole Cross	Modified and re-submitted to IQAC
Draft of the Institutional Strategic Plan to be submitted to Principal	Mr J.Michael Preetham	Submitted, modified based on Principal's inputs and re-submitted for circulation.
Modified Strategic Plan 2020-24 to be circulated to the Management and External Members	Principal	Circulated. Comments received. Placed before the current meeting for final approval.
Full-time HR role to be created at the College-level	Principal	Proposal submitted to Board of Management of SMES Institutions for approval.

Part-B (Agenda Items)

20 C.3	Topic: Institutional Strategic Plan 2020-24 Finalisation	
Discussion Summary	<p>The Chair appreciated the academic heads for the prompt re-submission of annual departmental plans incorporating the suggestions and inputs of the previous IQAC meeting. He also appreciated and thanked the IQAC for framing the institutional strategic plan till 2024 based on (a) NAAC Peer Team recommendations (b) Organisational priorities in line with the vision and mission of the College, and (c) Department strategic plans as discussed in the previous IQAC meeting. The first draft of the institutional strategic plan was reviewed by the Principal. Once modifications were incorporated, the revised draft was circulated among the external members. The Chair placed on record his appreciation and gratitude to the external members for their inputs. IQAC has incorporated the suggestions and the final draft is placed before this meeting for approval. The Chair wanted the strategic plan to be ordered category-wise first and not year-wise first. The meeting approved the same. Some members were unsure about whether timelines should be mentioned or not. After discussion, it was decided to retain some broad timelines but not detailed timelines considering the uncertainty around academic years due to the pandemic. Despite the additional challenges due to financial constraints and other pandemic-induced difficulties, it was decided to boldly stick to the worked out strategic plan while prioritising critical day-to-day management and dealing with cash-flow challenges of the organisation. After a thread-bare discussion of each of the category-wise goals and strategies, the institutional strategic plan for 2020-24 was finalised and approved. The Chair, while noting that one academic-year was almost half-way, felt that the strategic plan should be included in the HR Policy as an annexure and Heads of the Departments were asked to ensure that all stakeholders were made aware of the Strategic Plan 2020-24 document.</p>	
Conclusion	<p>The finalised Strategic Plan document will form the basis of all future course of actions and initiatives till 2024. Departments will plan activities and prepare action plans in line with the plan.</p>	
Action Items	Responsible Person	Target Date
Strategic Plan 2020-24 to be presented to the Management for resource allocation.	Principal	20 th March 2021
HR Policy to be modified in line with the Strategic Plan.	Principal	30 th June 2021

Strategic Plan document to be shared with all team members and awareness created among staff.	Heads of the Departments	31 st March 2021
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20 C.4	Academic-Administrative Audit for 2020-21	
Discussion Summary	<p>The Chair requested Ms. Deepa Agrawal, the Chairperson of AAA Cell to update the meeting about the proposed Academic and Administrative Audit for the academic year. Prior to that, the Chair highlighted the importance of the audit process and the need to focus on both the outcomes and the processes in order to ensure quality at all levels. Ms. Deepa Agrawal presented the broad findings of the previous AAA process and explained how those helped the quality assurance process especially during these uncertain times. She also touched upon certain learnings from the past. Heads of the Departments then spoke about the various lessons they could gather from the past process. Head – IQAC spoke about the need to use AAA inputs on student satisfaction in conjunction with the regular teacher feedback that the College collects twice during each semester. Head I/c of Examinations spoke about the need to audit exam processes not only from the perspective of student satisfaction but also with respect to learning outcomes. AAA felt that such an elaborate exercise assessing learning outcomes required a far more detailed process and the support of Departments. Consequently, it was decided to form audit teams involving peer teams from academic departments. Chairperson – AAA Cell was authorised to come up with the terms of audit and circulate it to Heads of the Departments. Once the Heads’ inputs are taken, the terms and process document was to be submitted to the Principal for approval and action.</p>	
Conclusion	<p>Academic-Administrative Audit for 2020-21 was proposed and approved for the month of March 2021. AAA Cell to form peer teams involving teachers from other departments. Academic audit to go beyond student satisfaction and look at outcomes as well.</p>	
Action Items	Responsible Person	Target Date
Terms of AAA 2020-21	Ms. Deepa Agrawal	19 th February 2021
Formation of Peer Teams for AAA 2020-21	Ms. Deepa Agrawal	26 th February 2021
Audit Process – AAA Cell	AAA Cell & Peer Teams	31 st March 2021

20 C.5	Topic: Any other matters of discussion	
Discussion Summary	The progress of hybrid classes was reviewed. Members felt that it is better to have either physical classes or online classes as coordinating between students attending classes physically and students attending online was becoming difficult. Certain practices that were working well in some classes were suggested. Heads were authorised to review the processes. No other matter was proposed or taken up for discussion.	
Conclusion	The members decided a tentative time frame for a physical meeting in June or July 2021 based on the availability of the external members and the CEO.	
Action Items	Responsible Person	Target Date
Deciding the exact date of the meeting	Head – IQAC	May 31, 2021

20 C. 6: The meeting ended at 5 PM with a decision to meet in June or July 2021.