Guru Nanak Khalsa College of Arts, Science & Commerce Matunga, Mumbai - 400019

Annual Quality Assurance Report (AQAR) of the IQAC: 2017-18

1.	Details of the Institution:	
1.1	Name of the Institution	Guru Nanak Khalsa College of Arts, Science & Commerce
1.2	Address Line 1	Nathalal Parekh Marg,
	Address Line 2	King's Circle, Matunga (E)
	City/Town	Mumbai
	State	Maharashtra
	Pin Code	400 019
	Institution e-mail address	(i) info@gnkhalsa.edu.in (ii) gnkhalsa@yahoo.com
	Contact Nos.	(i) (022) 24096635 (ii) (022) 24096234
	Fax No.	(022) 24016815
	Name of Head of the Institution:	Dr. Kiran Vishnu Mangaonkar
	Tel. No. with STD Code: Mobile:	(i) (022) 24096635 (ii) (022) 24096234
		09833835824

Part – A

	Name of the IQAC Co-ordinator:	Dr. Davinderpal Kaur Bhasin
	Mobile:	09892781626
	IQAC e-mail address:	iqac@gnkhalsa.edu.in
1.3	NAAC Track ID	MHCOGN10991
1.4	NAAC Executive Committee No. & Date:	EC(SC)/15/A&A/8.3 Dated 25 th May 2016
1.5	Website address:	www.gnkhalsa.edu.in
		Γ

Web-link of the AQAR:

http://www.gnkhalsa.edu.in/pdf/aqar/aqar 2017-18.doc

1.6 Accreditation Details

No.	Cycle	Grade	CGPA	Year of Accreditation	Validity Period
1	1 st Cycle	B+		2004	February 2009
2	2 nd Cycle	А	3.22	2010	27 th March 2015
3	3 rd Cycle	Α	3.54	2016	24 th May 2021

1.7 Date of Establishment of IQAC:

10/12/2008

1.8 AQAR for the year:

2017-18

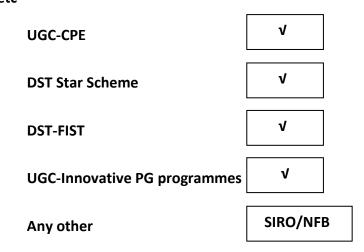
1.9 Details of the previous year's AQAR submitted to NAAC after the latest Assessment and Accreditation by NAAC

Year	Submission Date	Mode	
2016-17	4 th May 2018	Online	

1.10 Institutional Status:

	University		State	-
	Affiliated College		Yes	V
	Constituent Colle	ge	No	V
	Autonomous colle	ege of UGC	Νο	V
	Regulatory Agenc	y approved Institu	tion Yes	√* *UGC
	Type of Institution	י Co-י	education	V
			Urban	V
	Financial Status	Gr	ant-in-aid	V
			UGC 12B	V
			UGC 2(f)	V
	Grant-in-aid + Self	f Financing		V
1.11	Type of Faculty/P	rogramme		
		Arts	V	
		Science	V	
		Commerce	V	
1.12	Name of the Affili	iating University:	University o	of Mumbai

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



2. IQAC Composition and Activities:

2.1	No. of Teachers	14
2.2	No. of Administrative/Technical staff	03
2.3	No. of students	02
2.4	No. of Management representatives	01
2.5	No. of Alumni	02
2.6	No. of any other stakeholder and Community representatives	02
2.7	No. of Employers/ Industrialists	01
2.8	No. of other External Experts	02
2.9	Total No. of members	27
2.10	No. of IQAC meetings held	10

2.11 No. of meetings with various stakeholders:

Total No.	51
Faculty	15
Non-Teaching Staff	05
Students	04
Alumni	04
Others (PTM)	23

- 2.12 Has IQAC received any funding from UGC during the year? <u>No</u> If yes, mention the amount NA
- 2.13 Seminars and Conferences (only quality related)
 - (i) No. of Seminars/Conferences/ Workshops/Symposia organized by the IQAC Total Nos. : 22
 - International: Nil National: 01 State: 01 Institution Level: 20
 - (ii) Themes: Workshop
 - Introduction to Python Programming Language
 - Data Analysis using R-software
 - Building the Brand U
 - 'Boli Bhasah'
 - Enhancing Digital Skills in teaching-learning and Quality Research
 - Applicability of Biostatistics
 - Best out of Lab Waste
 - Basics of Bioinformatics
 - Chromatography techniques
 - Skills of writing scientific paper
 - Training on Laboratory safety and chemical handling
 - Entrepreneurship training
 - Value addition and character building Role of Youth in the society
 - Seminar on collaborative higher studies at international universities
 - Basics of Theatre
 - Ethical Hacking
 - Managing Money
 - Patent Claim Drafting
 - Workshop on Ayurveda and Health
 - Seminar on Consumer's perception for Nutraceutical products
 - Seminar on Research Rooting and Research Methodology Course
 - Workshop on Handling Reconstructed Human 3d-Tissue Models
 - Hands on training for Teachers and Students on high end instruments
 - National Congress on Alternatives to animal testing
 - State level conference -cum-workshop on Life Style Based Disorders

2.14 Significant Activities and contributions made by IQAC

- Feedback of teachers from students
- Feedback of HOD and Principal from teachers
- Solar Energy Utilization
- Grant utilization for DST-FIST and DBT STAR funds
- Utilization of CPE Grants sanctioned Rs 1.5 crores
- Promoting Faculty Development Program
- Brainstorming sessions on Autonomy
- Student Support Mechanism Bridge Courses and Remedial Lectures
- Augmentation of student strength by addition of new divisions
- Intensified campus surveillance
- Placements and Internships
- Enhancement in infrastructure in terms of addition of laboratory and sports equipment, laptops, library books
- Voters Awareness and Registration Drive
- UG research programme Youth Leaders as Change Makers Program sensitizing youth towards social issues
- Build the Brand U -branding of the faculty and the institution
- 'CREATE –Voice modulation' -Empowerment through vocal health
- Promotion of Green Consciousness
- Workshop on Ayurveda and Health
- Established Anhad Naad School of Music
- Established Centre for Competitive Exams
- Exposure to experiential learning through industrial visits
- Science Awareness Drive in collaboration with Marathi Vidnyan Parishad
- International Screening of short films in association with Don Bosco Shelter
- Awareness Campaigns on social issues

2.15 Plan of Action by IQAC/Outcome

IQAC plans the line of action at the beginning of the year aiming at quality enhancement and the outcome achieved by the end of the year.

- Academic Audit
- Setting up of Anhad Naad School of Music
- Setting up Centre for competitive examination
- Strengthening the social outreach programmes
- Utilisation of received grants
- UG/PG Research Projects and presentations
- Organising Conferences and workshops
- Working for minority students' support

Plan of Action	Achievements
Academic Audit	Conducted successfully by External Auditors
Social Outreach Program	Continuation of Social Outreach Programs as Best Practise
Utilisation of received grants Implementation for DST-FIST and DBT-STAR	Enhancement of Laboratory facilities and hands on experience for students
UG/PG Research	Youth Leaders as Change Makers Fellowship for UG research certified by TISS Research Rooting and training program for UG and PG UG students are involved actively in research in various departments
СРЕ	CPE funds allocated and activities conducted by various Departments: Faculty Enrichment activities Building Brand workshop Establishing National Language Lab Setting up of Sikh History Museum
Short Term/Certificate Course/Bridge course	Short Term Course, Bridge Course, RFID and Integration with Automation System and SPSS Certificate course continued, and new Certificate courses introduced
Working for minority students support	Providing scholarships to minority students Informing students about various Government Scholarships available for minority students Value addition through competitions on Sikh History and Culture, celebration of <i>Gurpurabs</i>
Promotion of: Entrepreneurship Competitive Examinations	Guest lectures, interactive sessions with experts, Career Guidance sessions.
	Initiated the setting up of Centre for Competitive Examinations
Feedback on curriculum from students	Online/Computerised Questionnaire Format feedback
Training Programme for non- teaching	Workshops on laboratory safety measures Training in computer hardware and software

* Academic Calendar of the year attached as (Annexure 2)

2.16 Whether the AQAR was placed in statutory body: Yes

Management: Yes

Provide the details of the action taken

AQAR was discussed with the Principal, Management, and respective statutory bodies. The comments and suggestions were incorporated in the final draft.

Part – B

Criterion – I

1. Curricular Aspects

Level of Program	Existing Programs	Programs added during the year	Self-financing programs	Value added / Career Oriented programs
PhD	09	-	-	-
PG * P-18 ** R-08	26		14	-
MA IDOL - 02	02			
UG				
Arts-8	24		09	
Sc-11		-		-
Com-5				
PG Diploma	01	-	-	-
Advanced Diploma	01	-	-	-
Diploma	01		01	02
Certificate	21	08	20	
Others	12	-	12	-
Total	97	08	56	02

Interdisciplinary	15	02	
Innovative	06		

PG* By papers ** By research.

- **1.2 (i)** Flexibility of the Curriculum: Choice Based Credit Grading System as prescribed by University is followed:
 - (ii) Pattern of programmes:

Pattern	Number of programmes
Semester	UG -24 and PG 28 = 52
Trimester	-
Annual	-

1.3 Feedback from stakeholders (On all aspects)

Alumni and Parents: Manual Feedback during Meetings

Students*: Online/Computer based questionnaires

Mode of feedback: Online/Computerized: 03

Co-operating schools (for PEI): NA

- **1.4** Whether there is any revision/update of regulation or syllabi, if yes, mention their salient aspects.
 - Syllabi Revision done at University level
- **1.5** Any new Department/Centre introduced during the year: Yes If yes, give details.
 - Centre for Competitive Examinations
 - Anhad Naad Music School Indian Classical, Gurbani vocal and Instrumental

Criterion – II

- 2. Teaching, Learning and Evaluation
- 2.1 Total No. of permanent faculty: 72

Total	Asst. Professors	Associate Professors	Professors	Others
110	85*	25**	-	

*Aided 72 and unaided 38

** Aided - 25

2.2 No. of permanent faculty with PhD: 61

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

	Asst. Profe	ssors		Associate Professors		essors	Others		Total	
	R	V	R	V	R	V	R	V	R	V
Aided	04	02					-	-	04	02
Unaided	-	-							-	-

2.4 No. of Guest and Visiting faculty and Temporary faculty

Guest: 33	Visiting: 77	Temporary: 08
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2.5 Faculty participation in conferences and symposia:

No. of Seminars	International	National	State level	
NO. OF Seminars	level level		State level	
Attended Seminars/	12	15	11	
Workshops	12	15	11	
Presented papers	14	16	03	
Resource Persons	07	08	01(10Local)	

- 2.6 Innovative processes adopted by the institution in Teaching and Learning:
 - UG/PG students are trained to handle various high-end instruments at NFB
 - Edu Experiential project highlighting co-academic study on Organizational Behaviour through the study of EVE STATION Matunga
 - Use of Animations and Video for better understanding of theoretical concepts
 - Green Initiatives: Environment friendly laboratory practices, use of solar energy, e-waste management and compost pits
 - Stock Market offline game
 - Virtual trading
 - Virtual classroom
 - Teaching through Smart Boards
 - Training on analytical instruments
 - Experiments conducted through Virtual Lab
 - Experiential learning through social outreach programs and activities like blood donation camps, gender sensitization seminars, consumer awareness
- 2.7 Total No. of actual teaching days during this academic year. <u>180</u>
- 2.8 Examination/ Evaluation Reforms initiated by the Institution: (for example: Open Book Examination, Bar Coding, Double Valuation, Photocopy and Online Multiple-Choice Questions)
 - Masking Examination Answer Sheets
 - Photocopy of answer books for external and internal examination for FY and SY students available on request.
 - Revaluation
- 2.9 No. of faculty members involved in curriculum restructuring/revision/syllabus, Structuring / revision / syllabus development as member of Board of Study/ Faculty /Curriculum Development workshop.

Restructuring – 15	Revision – 12	Syllabus development - 07
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2.10 Average percentage of attendance of students: 71%

SR NO.	Course	Total appeared	Distinction %	। %	11 %	III %	Overall Pass %
1	Т.Ү.В.А	155	6	37	29	5	77
2	T.Y.B.COM	203	2	29	49	6	86
3	T.Y.B.SC	270	18	39	25	3	84
4	T.Y.B.SC. COMPUTER SCIENCE	34	0	3	47	6	56
5	T.Y.B.SC. BIOTECHNOLOGY	50	0	58	28	2	88
6	T.Y.B.M.S	69	0	16	51	13	80
7	T.Y. B.M.M.	57	2	2	54	21	79
8	T.Y.B.A.F.	63	2	52	33	3	90
9	T.Y.B.B.I.	51	0	29	51	4	84
10	T.Y.B.F.M.	35	0	20	60	6	86
11	T.Y.B.SC. INFORMATION TECHNOLOGY	66	0	52	15	2	68
12	T.Y.B.SC. 5 YEAR INTEGRATED BIOANALYTICAL SCIENCES	24	0	54	25	4	83
13	M.SC. 5 YEAR BIOANALYTICAL	9	0	78	22	0	100
14	M.A HINDI	13	0	69	15	0	85
15	M.COM. ADVANCED ACCOUNTANCY	50	0	38	52	0	90
16	M.COM BUSINESS MANAGEMENT	38	0	18	66	0	84
17	M.SC. PHYSICS	12	0	8	17	0	25
18	M.SC. BOTANY	11	0	36	27	0	64
19	M.SC. ZOOLOGY	10	0	40	40	0	80
20	M.SC. MICROBIOLOGY	4	0	25	75	0	100
21	M.SC ORGANIC CHEMISTRY	4	0	75	0	0	75
22	M.SC. INORGANIC CHEMISTRY	5	0	0	60	0	60
23	M.SC. PHYSICAL CHEMISTRY	4	0	25	75	0	100
24	M.SC. ANALYTICAL CHEMISTRY	9	0	33	56	0	89
25	M.SC. BIOTECHNOLOGY	23	0	30	61	0	91
26	M.SC. BIOANALYTICAL SCIENCES	36	0	0	83	14	97
27	M.SC. BIOINFORMATICS	26	0	38	54	4	96
28	M.SC. NUTRACETICAL	40	0	70	20	3	93
29	M.SC. INFORMATION TECHNOLOGY	22	0	32	27	23	82
30	M.SC. COMPUTER SCIENCE	22	0	68	14	18	100

2.11 Course/Program wise distribution of pass percentage:

- 2.12 How does IQAC Contribute/Monitor/Evaluate the Teaching & Learning processes
 - IQAC serves as observer towards the implementation of grants received from DST-FIST, DBT –STAR and UGC.
 - Supervises various activities planned towards quality enhancement at different levels
 - Organizes seminars/workshops/symposia in association with various departments
 - Initiates and supports programmes aimed at gender sensitization, environmental awareness, and socially relevant issues for the overall development of students
 - Ensures overall quality of teaching learning process and administration via feedback mechanism from respective stake holders
 - Academic improvement of students is monitored and achieved via remedial lecture, bridge courses, etc.

Faculty / Staff Development Programs	Number of faculty benefitted
Refresher courses	03
UGC – Faculty Improvement Program	00
HRD programs	00
Orientation programs	12
Faculty exchange program	00
Staff training conducted by the university	01
Staff training conducted by other institutions	07
Summer / Winter schools, Workshops, etc.	06
Others (NAAC/CAS)	09

2.13 Initiatives undertaken towards faculty development

2.14 Details of Administrative and Technical staff

Category	Permanent Employees	Vacant Positions	Permanent positions filled during the Year	Positions filled temporarily
Administrative Staff	33	05	-	-
Technical Staff	65	-	-	-

Criterion – III

3. Research, Consultancy and Extension

- 3.1 Initiatives of the IQAC in Sensitizing/Promoting Research Climate in the institution.
 - Departments encouraged to start research centres and organise faculty enrichment programmes
 - Updating the admission process for PhD as per UGC norms
 - Research methodology course work for registered PhD students
 - Conducted student research meet of PhD students
 - Encouraged faculty to participate in research conventions and project work
 - Students were encouraged to undertake socially relevant projects.
 - Research rooting programs for under graduate and post graduate students
 - Research workshop for post graduate students to encourage them to register for PhD
 - Provision of Seed Capital for undergraduate research activities

3.2 Details regarding major projects

	Completed	Ongoing	Sanctioned	Submitted
Number	02	01	-	-
Outlay in Rs. Lakhs	47.51	31.30	-	47.51

3.3 Details regarding minor projects

	Completed	Ongoing	Sanctioned	Submitted
Number	01	-	13	13
Outlay in Rs. Lakhs	3.50	-	50.96	50.96

3.4 Details on research publications

	International	National	Others
Peer Review Journals	29	03	-
Non-Peer Review Journals	-	-	-
e-Journals	-	-	-
Conference proceedings	01	-	-

3.5 Details on Impact factor of publications:

Range: 0.60 – 7.31 Average: 2.03 h-index: Nil Nos. in SCOPUS: Nil

Nature of the Project	Duration Year	Name of the funding Agency	Total grant Sanctioned Rs. In lakhs	Received Rs. In lakhs
Major projects	2017-18	DBT	6,460,000	3,130,000
Minor Projects	2017-18	UGC	9,190,000	5,096,200
Projects sponsored by the University/ College	2017-18	Mumbai University	291,000	145,500
Students research projects (other than compulsory by the University)	2017-18	Gunvati John Kapoor Medical Relief Charitable Foundation	231,000	231,000
Total			16,172,000	8,602,700

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

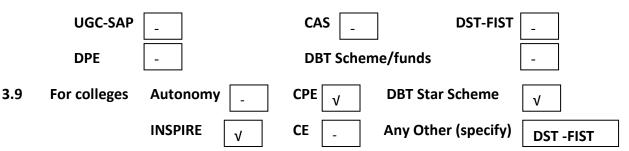
3.7 No. of books published

With ISBN No.: 03

Chapters in Edited Books: 04

Without ISBN No.: 02

3.8 No. of University Departments receiving funds from – Not Applicable



3.10 Revenue generated through consultancy: NIL

3.11 No. of conferences organized by the Institution

Level	Internati onal	National	State	University	College
Number	-	01	1	-	
Sponsoring agencies	-	Thermofisher Envisbee	-	-	-

- 3.12 No. of faculty served as experts, chairpersons or resource persons: 16
- 3.13 No. of collaborations International: NIL National: 04 Local -10
- 3.14 No. of linkages created during this year (MOU): 06
- **3.15** Total budget for research for current year in lakhs:

From funding agency	5,374,800
From Management of University/College	22.360
Total	5,397,160

- 3.16 No. of patents received this year: Nil
- **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
09	02	6	1	-	-	-

3.18 No. of faculty from the Institution who are:Ph. D. Guides: 26 and students registered under them in current year: 11PG Researchers: 08

- 3.19 No. of Ph.D. awarded by faculty from the Institution 02
- 3.20 No. of Research scholars receiving the Fellowships (Newly enrolled + existing ones)

JRF- nil SRF - nil Project Fellows - 01 Any other - 01

International level- 01

3.21 No. of students Participated in NSS events: 198 (30 events)

National level - nil International level- nil

3.22 No. of students participated in NCC events: 150

National level - 08

3.23 No. of Awards won in NSS:

University level - 01		State level Nil
National level	Nil	International level Ni

3.24 No. of Awards won in NCC:

3.25

University level	01	State level	10
National level	03	International level	
No. of Extension	activitie	es organized	
			7

University forum	01	College forum	12			
NCC	12	NSS	23	Any other	25	

- 3.26 Major Activities during the year in the sphere of extension activities and sports.
 - Participation of other college students in Gurpurab celebrations
 - Students of Anhad Naad Music School invited to perform at various occasions
 - Youth Leaders as change makers Fellowship in collaboration with Gunavati Kapoor Foundation
 - Supporting Street children at Don Bosco Shelter
 - Awareness program on dealing with drugs, molestation and sexual harassment
 - 'SYNERGY' program celebrating Raksha Bandhan with the senior citizen
 - Paying tribute to the martyrs by sending out messages to their family members commemorating *Kargil Diwas 'SANDESE AATE HAI'*
 - Reaching out to the women workforce at Matunga station
 - Social Awareness Workshop on Safety
 - Scrutinizing and selecting the players for Inter- Collegiate Tournaments and giving them training in sports and preparing them for inter collegiate tournaments on behalf of University of Mumbai
 - Summer camp for school students to identify and train budding sportsmen
 - Sports ki Pathshala for street kids by Ashtrengung, NGO by alumni and sports department
 - Dental awareness and need for Tobacco De-addiction
 - Awareness program on food-based health risks in adolescent and youth
 - Health Care Camp on World Health Day
 - Cleanliness drive in the vicinity of the college
 - Voting registration campaign
 - College premises is made available to Music Circle Swaranjali
 - Gender sensitising through the Rotaract Club in College

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	5.71	-	-	5.71
	acres			acres
Class rooms	42	02	-	44
Laboratories	30	03	fees	33
Seminar Halls	02	-	-	02
Conference Room	01	01	-	02
Important equipments purchased (≥ 1-0 L)	244	12	FEES & STAR- DBT	256
Value of the equipment purchased during the year (Rs. in Lakhs)	646.63	4.99	FEES & STAR- DBT	651.62

4.2 Computerization of administration and library: Library services

	Existing		Newly	Newly added		otal
	No.	Value in	No.	Value in	No.	Value in
		Rs.		Rs.		Rs.
Text Books	11020	882602	266	36778	11286	919380
Reference	66775	8539246	697	681463	67472	9220709
e-Books	6000	5000	-	-	6000	5000
Journals	62	64202	-	-	62	64202
e-Journals	97000	5000	-	-	97000	5000
Digital	21	5000	22	68320	22	73320
Database						
CD &	1142	-	46	-	1188	-
Video						
Others						
(specify)						

Note: Library Subscribed to N-List Consortia and EBSCO Business Abstract Database for giving access of E-Resources to its users

4.4 Technology up gradation (overall)

	Total Computers	Computer Labs	Internet	Browsin g Centres	Others Laptops etc
Existing	329	13	30mbps	01	41
Scrapped	34	01	-	-	-
Added	91	03	-	-	-
Total	329 - 34+91=386	13-1+3+15	30mbps	01	41

Technology up gradation (Office/Accounts/Depts)

	Total Computers	Upgradation
Existing (upto 2017)	21	-
Added	34	-
Total	55	-

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

Sr. No	Program Title	Department	Total prog/session
1.	Orientation to New Classes To acquaint them with computerised Library System	Library	1
2.	Training on Skill development to Non-teaching staff	Comp Sc & IT	2
3.	Ethical Hacking	IT Department	1
4.	Session on 'Basics of Bioinformatics' for Zoology Teachers and Research Scholars	Zoology	1
5	Virtual Trading Session	Commerce	2
6	Training program on Safety measures and Skill development (based on MS Office for non-teaching staff	Chemistry	1
7	Training in use of Unicode in Marathi Typing	Marathi	1
8	Virtual training workshop for students	5 YR Integrated M.Sc. Bioanayl	1

4.6

	inount spent on mantenance in lakis.				
i	ICT	nil			
ii	Campus Infrastructure and facilities	25,62,285			
iii	Equipment	7,65,645			
iv	Others	nil			
	Total	32,67,930			

Criterion – V

5. Student Support and Progression

5.1 Contribution of IQAC in enhancing awareness about Student Support Services

- Orientation Program for students to acquaint them with various academic options available in terms of courses and choice of subjects
- Awareness drives about the availability of Government Free-ships, Scholarship, Financial Support by the College Management, Departmental Support in terms of books, e-learning sources and other study material
- Availability of Infrastructural facilities
- Awareness regarding academic and skill enhancement programs
- Identifying the potential of the students and training them to participate in Intra & Inter-collegiate Curricular, Co-curricular and Extra-curricular activities
- Devising techniques for student mentorship programme
- Functional Grievance cell, personal and career counselling and placement cell
- Feedback from different stakeholders
- Identifying funding agencies for student support and progression
- Students' Council.

5.2 Efforts made by the institution for tracking the progression:

- Regular meetings between Principal, Registrar and HODs
- Parent-Teachers' Meet
- Result Analysis and remedial action
- Departmental Reports
- Regular Test Series for TY Students
- Feedback from Stake holders (Parents, Alumni)
- Academic Audit

5.3 (a) Total Number of students

UG	PG	Ph. D.	Total	
4466	751	26	5243	
Mer	n		Ŵ	/on

M	en		Women	
No	%		No	%
2263	43.16	29	80	56.84

(b) No. of students outside the state: 18

(c) No. of international students - Nil

Last Year (2016-17)						
General	SC	ST	OBC	Phy. Chall.	Others	Total
2115	245	9	309	nil	1882	4560
	(2017-18)					
General	General SC ST OBC Phy. Chall. Others Total					
5017	129		60	01	36	5243
Demand ratio 1:2 Dropout % Negligible						

5.4 Details of student support mechanism for coaching for competitive examinations (If any) Guest Lectures/ Workshops, Certificate course, Book Exhibition

- Established Centre for competitive examinations
- Guest Lectures
- Book exhibition
 - No. of student beneficiaries: 442

Department	Activity	Brief	Date	No of students participated
	Vachan Prerana Din	Reading Inspiration Activity, Group Reading Sessions and Display of Books	13 th October 2017	130
	Marathi Bhasha Sanwardhan Pandharwada)		1 st to 15 th January 2018	22
	Theme Display- Mathematics and Statistics	Display of Mathematics and Statistics New Additions to the Library with Orientation to the Students	28 th July 2017	34
LIBRARY	Theme Display- Physics	Display of Physics New Additions to the Library with Orientation to the Students	3 rd and 4 th August 2017	66
	Theme Display- Economics	Display of Economics New Additions to the Library with Orientation to the Students	8 th August 2017	87
	Theme Display- Microbiology	Display of Microbiology New Additions to the Library with Orientation to the Students	9 th August 2017	103
	1	TOTAL	1	442

5.5 No. of students qualified in these examinations

NET: 02	SET/SLET: nil	GATE: nil	CAT: nil
IAS/IPS etc: nil	State PSC: 01	UPSC: nil	Others: nil

5.6 Details of student counselling and career guidance

No. of students benefited - 1169

- College has a professional personal counsellor
- Career guidance workshops and exhibition
- Industrial visits and guest lectures
- Need based personal counselling and counselling by teachers

DEPT	Details of the program	Date	students participated
BMM & BMS	Career Groom & Career Corp. 1	12 th to 19 th August 2017	160
	Career Corp. 2	4 th to 7 th August 2017	80
Commerce -	Seminar on Career guidance, CFP program and careers in banking and finance (Ambition Learning, AIIMS EDUSYS Pvt Ltd)		91
General and Self finance	Campus on corporate programs conducted for job placement grooming and assistance (Nathani Industries Pvt Ltd)	19 th December 2017 & 6 th February 2018	30
	Talk on studies abroad-Kraft Education	23 rd December 2017	50
Biotechnology	Counseling on global opportunities (global opportunities)	31 st March 2018	23
	Seminar on Java Technology 9Mr Rohan Wasdeo-Impetus consultants) 19 th December 2017		60
CS	Seminar by Jamboree education Pvt Ltd (Various foreign University based courses)		70
	Lecture on Cloud technology (Mr Nitin from CMS- job opportunities in cloud computing)	18 th September 2017	75
	Seminar on studies abroad by Mr Deepak Bhattacharya (Mission Career)	29 th July 2017	90
	Seminar on Java Technology 9Mr Rohan Wasdeo-Impetus consultants)	19 th December 2017	80
IT	Seminar by Jamboree education Pvt Ltd (Various foreign University based courses)	1	87
	Lecture on Cloud technology (Mr Nitin from CMS- job opportunities in cloud computing)	18 th September 2017	90
	Seminar on studies abroad by Mr Deepak Bhattacharya (Mission Career)	29 th July 2017	100

Botany	Counselling Session on Time and Stress management for SYBSC & TYBSC students by college counselor Ms Binaifer Sahukar	11 th Dec 2017	50
Microbiology	Counselling Session on stress management and confidence building for SYBSC & TYBSC students	3rd July 2017	33

5.7 Details of campus placement: On Campus – Participated: 395 Placed: 42

DEPT	Organizations Visited	Date	On campus	
ARTS/AIDED			Participated	Placed
	TCS	20.12.17	50	NIL
вмм	Text 100	24.02.18	25	NIL
	Realta Ventures	03.03.18	45	02
BMS	TCS	20.12.17	50	02
	Text 100	24.02.18	50	NIL
	Realta Ventures	03.03.18	40	05
Commerce-	TCS	20.12.17	75	18
General	Nathani Industries Pvt Ltd	12.17	58	14
FYIC	Lupin		02	01

ii. Details of campus placement: Off Campus- Participated : 180 Placed : 67

DERT	Organizations Visited	Date	0	n campus
DEPT			Participated	Placed
	Green Peace NGO		05	01
BMM	Madison Creative D		05	01
BMS	Nivas Constructions		05	01
	Godrej		05	01
Commerce-General	PMC Bank	December 2017	15	15
& Self financed	Nathani Institutes Pvt Ltd	December 2017	20	20
Chemistry	QBD Ltd, Thane	16.06.17	01	01
Bioinformatics	Sangar Genomics Pvt Ltd	02.05.18	10	05
	L & T Placement drive		15	03
CS	Infosys		13	05
	Capgemini		12	02
ІТ	L & T Placement drive	28.07.2017	25	03
11	Infosys		20	04
EVIC Diseased	Qunitiles		01	01
FYIC Bioanayl	Levram Life Sciences		02	02
Nutraceuticals	Envirocare		02	02
	Interlink		04	NIL

FACULTY	Guest Lecture/Skit/Poster Competition/	Speaker/ Agency/ Dept	Students Benefited
BMM	Synergy Raksha Bandhan activity for senior citizens	Anand Niketan Gender Neutral 04-08-17	80
Philosophy	Discussion on rights of LGBTQ	25-07-17	38
	Debate on changing trends in the institution of marriage and family- same sex marriages	08-08-17	42
	Discussion on gender-through the lens of Plato	10-09-17	14
	Revisiting Plato's notion on philosopher Kings and queens	06-12-17	12
Commerce- General & Self- financed	Program for saving girl child and education for girls	Rotaract Club	100
CS	A gender sensitization workshop- By Dr Kasum Zaveri and Dr D J Vora	Hinduja Hospital 19-01-2018	50
	Skit by Students of Khalsa -"Ladies Special"	26-08-17	50
IT	A gender sensitization workshop- By Dr	Hinduja Hospital	55
	Kasum Zaveri and Dr D J Vora	19-01-2018	
	Skit by Students of Khalsa -"Ladies Special"	26-08-2017	45
BMS	Awareness drive by Matunga Police for SYBMS to sensitize the students on molestation, rape and security	6-1-2018	40
Natyashraya	Gender sensitizing and social issues	Performances at various levels	25

5.8 Details of gender sensitization programs:

5.9 Students Activities

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

Sports

State/ University/Inter-coll - 347 National level -14 International level - 2

Cultural events

Total Participation in Cultural Events - 900

State/ University - 44 National - nil International - 02

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

Sports:88 Intercollegiate - 69 State/ University - 09 National -10 International -02 Cultural : Inter-coll- 05 State/ University - 06 National -nil International - nil

5.10 Scholarships and Financial Support

	Students	Amount
Financial support from Institution	37	561373
Financial support from Government	98	1299834
Financial support from other sources	08	32000
Students received International/ National recognitions	02*	-

* Two students were selected and sponsored for international cultural exchange program

5.11 Student organised / initiatives:

Fairs:			
State/ University: Nil	National: Nil	Internation	al: Nil
College level: 02			
Exhibition:			
State/ University level: N	il National le	vel: Nil I	nternational level: Nil
College level: 12			

5.12 No. of social initiatives undertaken by the students: 15

5.13 Major grievances of students redressed

• Washrooms for Physically challenged -work in progress

Criterion – VI

6. <u>Governance, Leadership and Management</u>

6.1 State the Vision and Mission of the institution

- **Our Vision** To in still the idea of "Service to Humanity" in young Khalsaites; maximize their civic and sensitivity quotient and uphold the Ambedkarian ideal by making education accessible to students of the lower socio-economic strata.
- **Our Mission** To impart quality education to students; moulding their holistic development, igniting young minds to foster the spirit of humanism *in sync* with the Teachings of *Guru Nanak Devji*, helping them to imbibe the "*Essence of Wisdom*" and develop a secular outlook, becoming harbingers of a new social order. The Institution is powered by the drive of quality consciousness in its pursuit of excellence. In our bid to enhance the outreach of educational services, the College has single-mindedly focused on a multidisciplinary approach, keeping in mind the prerequisites of quality assurance.
- **Quality Policy:** To attain excellence in all our endeavour viz. Teaching, research and continuing education; adopt self-evaluation as a measure for continuous improvement; and ensure accountability.

6.2 Does the Institution have a Management Information System

• Administration and Accounts:

CCMS Software from ITMS Company enables record keeping and processing of admission, student records and issuing of identity cards. Admission process online through Google form Government Students Scholarship/Free-ship process online Faculty official communication through Google email Faculty Teaching and Non-Teaching attendance through ESSL Faculty Assessment through PATS program Students group messaging system

- **Examination**: CCMS Software from ITMS Company enables student registration for examination, classroom allocation, result processing for generating Grade Cards.
- Library is automated and uses software system like SLIM 21 for administration. New browsing centres have been added with the speed of 30mbps

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

6.3.1 Curriculum Development

- Syllabus prescribed by the Mumbai University in the respective subjects is followed. Faculty members are appointed in the capacity of members of Board of Studies and Syllabus Revisions Committees by University of Mumbai.
- Teachers contribute to modification of syllabus in various capacities such as Chairperson / Member, Board of Studies, University of Mumbai.
- Skill oriented courses are designed by faculty.
- Syllabus revision workshops conducted in College.

6.3.2 Teaching and Learning

- Conducted a series of programs under the banner 'CREATE' to make awareness and sensitization on teaching-learning methodologies
- Integration of teaching infrastructure is achieved by addition of smart boards and amplified use of ICT in classrooms by the teachers
- Pragmatic education is achieved via UG research projects
- Industrial visits are arranged for students to give first-hand experience of industrial needs, technologies and advancements
- Seminars and workshops to supplement class room teaching
- Experiential learning through flip classroom
- E-learning resources are provided
- Film screening, Role plays, skit performances etc. are organised

6.3.3 Examination and Evaluation

- Introduced masking of answer sheets to conceal the identity of students
- Well-equipped examination unit with 24/7 CCTV surveillance, reprographic machines and CCMS Software has enabled smooth conduct of examination and declaration of results
- Continuous evaluation through class tests, assignments and presentations; Performance Improvement Program (PIP) to enhance paper solving skills of students, Remedial PIP for unsuccessful students
- Unfair means committee and flying squads for fair conduct of examination
- Assessment carried out through CAP
- Moderation of answer scripts as per University norm

6.3.4 Research and Development

- Research methodology course designed and run which is mandatory requisite for Ph.D. students
- Prizes won by students in various research presentations
- Inter Collegiate competitions are organized giving an opportunity to students to nourish and polish their research dimension
- Research grants from various funding agencies like UGC, DST, DST-FIST, DBT-STAR and University of Mumbai
- 34 Research Guides (MSc & PhD) in the institution facilitating research endeavours in college
- UG students are involved in research projects to nurture the research facet in their intellect. Survey based project for UG are undertaken in collaboration with John Kapoor Foundation with PUKAR and certified by TISS
- Students are involved in creating awareness among school children about Science through *Marathi Vidyan Parishad*
- Additional equipment required for research are procured through various grants obtained by faculty members

- Faculty members published papers in reputed journals and presented their research work at various national and international seminars and conferences
- Invited lectures, workshops and seminars are organized for teachers and students
- National facility of Biopharmaceuticals is devoted to research and training in biological sciences and organizes variety of training programs for teachers and students

6.3.5 Library, ICT and physical infrastructure / instrumentation

- Automated Library Administration and Management System like SLIM 21
- Library is a member of INFLIBENT N-LIST Consortia providing access to peer reviewed journals and E-Books from reputed publishers and institutions
- OPAC (Online Public Access Catalogue)
- Electronic Resource Management Package for E-Journals
- Certificate Course in Japanese, Spanish, French, and German language continued
- ICT method of teaching and learning is strengthened through smart boards
- Public speaking systems available in classrooms and UG laboratories
- Advanced instruments/equipments are added through grants from various agencies
- Physical infrastructure is up-graded as per requirement- via renovations, continuously based on needs of various departments

6.3.6 Human Resource Management

- College has various committees ensuring the quality enhancement of Human Resource Management such as Women Development Cell, Staff Council, Anti Ragging Cell.
- Mentoring scheme involves connecting the students to teachers for the overall development via continuous counselling.
- Distribution of administrative responsibilities through Principal, Vice Principals, Heads of Departments, Committee convenors and Class In-charges.
- Faculty members are actively involved in administrative work and management of extra and co -curricular activities
- Administrative and accounts responsibilities shouldered by Registrar, Office Superintendent and Head Clerk
- Inclusion of teaching and non-teaching staff representatives in CDC as per University rules
- Councils for staff (teaching and non-teaching) and students

6.3.7 Faculty and Staff recruitment:

- As per UGC, State Government and University guidelines
- IQAC coordinator ensures career advancement of teachers

6.3.8 Industry Interaction / Collaboration

- Industrial visits are arranged for students to give them insight into industrial needs, technologies and advancements
- Training for students at various industries
- Guest lectures, work-shops and seminars by industry experts
- Sponsorships for co-curricular and extra-curricular events by industry
- Campus placement drive with the participation of internationally reputed companies
- National Facility of Biopharmaceuticals execute the training programs in collaboration with industries
- Collaboration with Godrej Consumer Product Limited (GCPL) wherein one research scholar is working under this scheme
- Collaboration with CIRCOT and Nathani Institute

6.3.9 Admission of Students

- Online
- Based on merit
- Help Desk and student counselling
- All the norms laid by university for admissions are strictly followed

6.4 Welfare schemes for:

-	
Students	Accident Insurance Policy
	• Free-ships and scholarships extended through Government Schemes
	Book bank scheme
	Endowment prizes
	Counsellor available on campus for personal and carrier counselling
	Mentorship program
	Various seminars offering guidance about health and hygiene
	Seminars on investments and finance management
	Institutional scholarships
	Student's Grievance Cell and Anti-ragging Cell
	First aid and doctor on call facility
	Incentives to students participating in sports, cultural and academic
	Placement services
	Financial support in case of emergency

Non-	Group Insurance Policy
teaching	PNB-Oriental Insurance Medi-claim Policy Cover for 70 non-teaching
Staff	staff members with family
	Co-operative credit society
	Non-teaching staff welfare fund
	Financial help to non-teaching staff members to support their
	medical treatment expenses
	Non-teaching staff council
	Free education to children of non-teaching staff
	Retirement Contribution
Teachers	Training programs
	Staff Council
	Recognition of achievements and meritorious service
	Grievance cell
	Yoga sessions
	Financial support for research and academic engagements

6.5 Total corpus fund generated 50,00,000/-

6.6 Whether annual financial audit has been done? Yes

6.7 Whether Academic and Administrative Audit (AAA) has been done?

Audit Type	External		Int	ternal
	Yes/No	Agency	Yes/No	Authority
Academic	Yes	Panel of Experts from other colleges	No	No
Administrative	No	_	Yes (Accounts audit)	Management

6.8 Does the University/ Autonomous College declare results within 30 days? <u>NA</u>

- 6.9 What efforts are made by the University/ Autonomous College for Examination Reforms? <u>NA</u>
- 6.10 What efforts are made by the University to promote autonomy in the affiliated/constituent colleges? <u>NA</u>

6.11 Activities and support from the Alumni Association

- Scholarships sponsored by our alumni through the Gunvati Kapoor foundation and other Endowment funds
- Facilitates internship, placement and guest lectures
- Helps in organising college events
- Alumni Meet
- Visit as resource persons/guests at department and institutional level
- Felicitates the retired teachers

6.12 Activities and support from the Parent – Teacher Association

- The Parents meeting is conducted by all departments and parents are continuously apprised of the progress of their child and also about various career opportunities available
- Financial support and scholarships

6.13 Development programmes for support staff

- Support staff is encouraged to continue higher education
- Non-teaching staff members participated in a workshop to enhance various skills on Microsoft excel, MS word, use of computer in routine analysis, importance of safety in laboratory, safety about hazardous chemicals.

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

- Composting pits for waste materials in Canteen Kitchen
- Addition of medicinal plants to college garden along with regular maintenance
- Plantation drive by students
- Lectures organized spreading awareness about environmental pollution and control measures
- Recovery and recycling of certain chemicals in laboratories and safe disposal of bio and chemical wastes
- Optimised use of air-conditioning units on campus
- Reduced use of papers and electronic communication encouraged
- Celebration of green week involving nature trail, poster competition, etc.

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. Experiential learning through flipped classroom

- EVE STATION Matunga; A co-academic study on Organizational Behaviour. Students received internships
- Edu -fest to improve clarity of concepts

7.2 Provide the Action Taken Report (ATR) based on the plan of action decided upon at the beginning of the year 2017-18

Plan of Action	Achievements	
Academic Audit	Successfully conducted with external auditors	
Social Outreach Program	Continuation of Social Outreach Programs as Best Practise	
Utilisation of received grants	New courses started and	
Implementation for DST-FIST and DBT-STAR	Enhancement of Laboratory facilities and hands on experience for students	
UG/PG Research	Youth Leaders as Change Makers Fellowship for UG research certified by TISS Research Rooting and training program for UG and PG	
	UG students are involved actively in research in various departments which is reflected in awards	
	to students in Research Conventions	
	Research Methodology Workshops conducted	
CPE	CPE funds allocated, and activities conducted by	
	the department	
	Faculty Enrichment programs Brand Building workshop	
	Establishing National Language Lab and Sikh History Museum	
Short Term/Certificate Course/Bridge	Short Term Course, Bridge Course and SPSS	
course	Certificate course continued, and new Certificate	
	courses introduced	
Minority student support	Providing scholarships to minority students Value addition through competitions on Sikh History and Culture, celebration of Gurpurabs	

Promote Entrepreneurship and Competitive Examinations	Guest lectures and interactive sessions organised for Career Guidance Entrepreneurship Placement drives Initiated the setting up Centre for Competitive Exams
Feedback on curriculum from students	Questionnaire Format feedback Online Feedback through social media
Training Programme for non- teaching	Training workshops held to train the handling of chemical and safety

7.3 Give two Best Practices of the institution Annexure 3

- Promoting Green consciousness
- Edu-Experiential Projects

7.4 Contribution to environmental awareness / protection

- Environmental Consciousness in Indian Religions; Discussion on rituals and practices reflecting environmental concerns in Indian Religions
- Environmental Consciousness in Semitic Religions Discussion on rituals and practices reflecting environmental concerns in Semitic Religions with
- Ecofeminist approach to Environment Discussion on the feminist concerns towards environmental degradation
- Shallow v/s Deep Ecology Debate on Shallow v/s Deep Ecology
- Cleanliness Drive at adopted places Wadala and Waghote village and in the vicinity of the college NSS
- Say no to plastic Paper bags made by students NSS
- Best out of lab waste
- Composite pit to manage waste from college canteen
- Short movie on Swachh Bharat Abhiyan NCC
- Participated in cleaning of Chowpatty at Dadar NCC
- Swachh Bharat Abhiyan-Wet waste and dry waste awareness NSS-NCC
- Tree plantation
- Students visited organic market and learnt nuances of organic farming

7.5 Whether environmental audit was conducted? No

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

Strength: Cosmopolitan Environment

Weakness: Limited capacity for physical expansion

Opportunities: Global linkages

Threats: Stiff competition from the other academic institutes in the city

8. Plans of institution for next year (i.e 2018-19)

- Preparing for Autonomy
- Setting up of National Language Lab
- Setting up Sikh History Museum
- Training Centre for Sikh Martial Art
- Establishing Sports Academy
- Establishing Theatre Academy
- Faculty Enhancement Programmes under CPE
- Extension of Green Zone
- Environmental Audit
- Academic Audit
- Student Exchange Programme
- Development of Green Zone through solar energy
- Learning through Flipped Class

(Dr. (Mrs) Davinderpal Kaur Bhasin)

Signature of the Coordinator, IQAC

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(Dr. Kiran Mangaonkar)

Signature of the Chairperson, IQAC

Dated at Mumbai on this 29th Day of December 2018.

Annexure 1

FEEDBACK

The institution has a well-structured feedback mechanism to perceive performance and quality. It has a customized and computer-based performance appraisal system to collect feedback on principal from teachers (PAPT), Head of the Department from the teaching staff of the concerned Department (PAHT) and an extensive feedback mechanism of the performance of the teachers by students (PATS). Under PATS, for each teacher, around 40-50 students are taken randomly from the classes where the teacher engages lectures and a pre-designed questionnaire is supplied to students. They give their feedback online, which are analyzed by specially designed indigenous software and the report is given to the teachers, with ranking in the College.

Student satisfaction index (SSI) is also calculated to get a quantitative assessment from the student on the services provided by the Institution.

Annexure 2

5 th June	Academic session commences	
	PTA for TY classes	
	National Yoga Day 21 st June	
	Namdeo Birth Anniversary celebration	
July	Orientation of FYBA	
	Kargil Vijay Divas	
15 th August	Swachha Bharat Pakhwara 1 st Aug to 15 th Aug	
	Independence Day Celebration	
	4 days Mid-term break	
September	Hindi Divas Celebration	
	Teachers' Day Celebration	
	College & University Examinations	
October	DLLE 1 st Orientation	
	College & University examinations	
	Staff Term End Function	
17 th Oct to 8 th November	Diwali Vacation	
November	Constitutional Day Awareness program	
	Guru Nanak Jayanti Celebration	
December	World AIDS day Awareness program.	
	DLLE 2nd Orientation and Project Display	
	Martyrdom Day of Chaar Sahibzaade	
	Departmental Co-Curricular activities	
25 th December to 1 st January 2017	Winter Break	
January 2017	Marathi Bhasha Sanwardhan Pandhrawada	
	NCC Day Celebration	
	Alumni Meet	
	College Cultural Porgram "NAZRANA	
	Departmental Festivals	
February	Annual Prize Distribution	
	Degree Distribution function	
19 th February	Shivaji Jayanti celebration	
	Marathi Bhasha Din	
8 th March	International Women's Day celebration.	
March - April	College & University Examinations, Result and	
	admission process	
	Khalsa Saajna Divas - Baisakhi celebration – Kirtan	
1 st May	Maharashtra Day celebration	
	Summer Vacation begins	

Academic Calendar 2017-18

Annexure 3

Best Practice

7.3.1 Best Practices

1. Promoting Green Consciousness through:

• Solid waste treatment

The college generates around 8000 kg of wet waste from the 3 canteens situated in the campus. The college green audit team has taken up the treatment of this waste. The canteen operators are also provided training in this regard to ensure that the waste is properly collected and fed inside the pit. There are around 8000 students in the college who are also inspired to put their leftover food in the pit.

- Minimizing use of plastic
- Addition of medicinal plants to college garden along with regular maintenance
- Plantation drive
- Lectures organized spreading awareness about environmental pollution and control measures
- Recovery and recycling of certain chemicals in laboratories and safe disposal of bio and chemical wastes
- Optimised use of air-conditioning units on campus
- Reduced use of papers and electronic communication encouraged
- Celebration of green week involving nature trail, poster competition, etc.
- Harnessing solar energy

2. Edu-Experiential Projects 'Eve Station Matunga''

Experiential learning take place beyond the classroom teaching. The college included Matunga Station (Central) and its working in the BMM syllabus as a co-academic study on Organizational Behaviour. Matunga station became a flipped classroom where in the theory-oriented aspects took the form of practical experience. Several aspects such as gender equality, behavioural dynamics and workforce diversity was be experienced live by the students. Research based documentary was prepared and submitted to the Railways as a part of the project.

Outcome: Five students were selected for internship by Central Railway

• Youth Leaders as Changemakers:

The program is a collaborative of Guru Nanak Khalsa College, Gunvati J. Kapoor Medical Charitable Trust and PUKAR and is in its fourth edition. This fellowship is accredited by TISS since 2016 continuing its focus on community-based participatory research. 30 Students were identified to devote around 250 hours on a chosen socially relevant project. PUKAR was entrusted with providing necessary training program. The students were divided into three groups and named as INNOVATIONS, MICROBOTS and URANIUM.

INNOVATIONS group tried to understand the perspectives on the Triple Talaq verdict, while MICROBOTS studied the impact of online spaces on the emotional wellbeing of youth. URANIUM explored the trend, issues and impact in the context of romantic relationship among the youth.

The groups worked with the chosen community using modern research skills and different data collection techniques. The results obtained were analyzed and the research report was documented as part of the study. On successful completion of their projects, students were given certificate and a fellowship amounting Rs. 15000 and reimbursement of their expenses incurred during the period. The successful fellows presented their findings through interactive sessions/skits before a selected gathering at the college and other institutions. Thus, the 26 fellows emerged as story teller, knowledge producer, empowered leaders and game-changers. This program was certified by TISS and is the best practice of the college.
