



**INSTITUTIONAL ASSESSMENT AND ACCREDITATION
(Effective from July 2017)**

Accreditation - (Cycle - 4)

**PEER TEAM REPORT ON
INSTITUTIONAL ACCREDITATION OF
MURGAON EDUCATION SOCIETY'S COLLEGE OF ARTS AND
COMMERCE**

**Zuarinagar
Goa
403726**

**NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL
An Autonomous Institution of the University Grants Commission
P.O. Box No. 1075, Nagarbhavi, Bengaluru - 560 072, INDIA**

Section I:GENERAL INFORMATION

1.Name & Address of the institution:	MURGAON EDUCATION SOCIETY'S COLLEGE OF ARTS AND COMMERCE Zuarinagar Goa 403726	
2.Year of Establishment	1972	
3.Current Academic Activities at the Institution(Numbers):		
Faculties/Schools:	3	
Departments/Centres:	3	
Programmes/Course offered:	14	
Permanent Faculty Members:	50	
Permanent Support Staff:	14	
Students:	1474	
4.Three major features in the institutional Context (Asperceived by the Peer Team):	<ol style="list-style-type: none">1. Old institution located in a geographical area that is not served by any other college. The College has completed three cycles of accreditation and is now going for fourth cycle.2. Spacious Campus with adequate built physical infrastructure.3. Majority funding is from the government. Trust/ Management of the College appears to be dedicated towards the cause of education of the economically weaker segment of the area	
5.Dates of visit of the Peer Team (A detailed visit schedule may be included as Annexure):	From : 08-02-2021 To : 09-02-2021	
6.Composition of Peer Team which undertook the on site visit:		
	Name	Designation & Organisation Name
Chairperson	DR. ARVINDER SINGH CHAWLA	Vice Chancellor,RIMT University
Member Co-ordinator:	DR. RAKESH RAMAN	Professor,BANARAS HINDU UNIVERSITY
Member:	DR. ASHISH SASANKAR	Principal,NEW ARTS COMMERCE AND SCIENCE COLLEGE WARDHA
NAAC Co - ordinator:	Dr. Neelesh Pandey	

Section II: CRITERION WISE ANALYSIS

Observations (Strengths and/or Weaknesses) on each qualitative metrics of the key Indicator under the respective criterion (This will be a qualitative analysis of descriptive nature aimed at critical analysis presenting strength and weakness of HEI under each criteria)

Criterion 1 - Curricular Aspects (Key Indicator and Qualitative Metrics (QIM) in Criterion 1)	
1.1	Curricular Planning and Implementation
1.1.1 QIM	The Institution ensures effective curriculum delivery through a well planned and documented process
1.1.2 QIM	The institution adheres to the academic calendar including for the conduct of CIE
1.2	Academic Flexibility
1.3	Curriculum Enrichment
1.3.1 QIM	Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability into the Curriculum
1.4	Feedback System

Qualitative analysis of Criterion 1

Murgaon Education Society's College of Arts & Commerce, situated at Zuarinagar, Goa, is affiliated to the Goa University. The campus is spread over 16.56 acres of land. The physical structure is adequate and developed in a planned way creating a very good ambience. The College follows academic calendar of the affiliating Goa University. It offers eleven UG Programs like BA Economics, BA Sociology, B. Com etc. The UG courses also include three self-financing courses viz. BBA, BCA and BBA (Shipping and Logistics). BBA (Shipping and Logistics) is a unique course offered by the College for which it can be differentiated from the other institutions in the region. The institution offers two PG programs namely M. Com, MA (English). The response to MA in English has not been encouraging during the period under reference and it has been discontinued. It appears that program will not continue in future., The master degree program does not exist in Sociology and Economics for which Doctorial Programs has been offered during the cycle of accreditation. The College has one Diploma Program in Counseling Techniques. The College is under obligation to follow rules and regulations related to the curriculum formulated by GOA university but of its own they have tried incorporating learning objectives for different courses to make the courses more meaningful and the performance evaluation more appropriate.

Some of the faculty members are serving as members of Academic Council and Board of Studies of the University in their respective disciplines. Although College follows CBCS pattern of course structure for the UG and PG programs, it is not in line and spirit with which it has been introduced by the University Grant Commission. The possible reason could be that the College is under obligation to follows the regulation of Goa University. The College ensures the implementation of the curricula as per the academic calendar of the university.

The Internal Quality Assurance Cell has already been established. The IQAC has outside members from the University, Community and other institutions and as per record the meeting of IQAC Committee are periodically held. Although meetings are held periodically yet, it is observed that its role in assuring quality of

curricular aspects is minimal. The Goa University on its part has developed a system of Academic Audit whereby the Academic Audit Committee conducts audit of different courses. The College has complied with the system and has got audit done for different courses on a regular basis. The College follows rules and regulations made by the statutory bodies. Feedback on curriculum from stakeholders are collected and analyzed.

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Criterion2 - Teaching-learning and Evaluation (Key Indicator and Qualitative Metrics(QIM) in Criterion2)	
2.1	Student Enrollment and Profile
2.2	Catering to Student Diversity
2.2.1 QIM	The institution assesses the learning levels of the students and organises special Programmes for advanced learners and slow learners
2.3	Teaching- Learning Process
2.3.1 QIM	Student centric methods, such as experiential learning, participative learning and problem solving methodologies are used for enhancing learning experiences
2.3.2 QIM	Teachers use ICT enabled tools for effective teaching-learning process.
2.4	Teacher Profile and Quality
2.5	Evaluation Process and Reforms
2.5.1 QIM	Mechanism of internal assessment is transparent and robust in terms of frequency and mode
2.5.2 QIM	Mechanism to deal with internal/external examination related grievances is transparent, time- bound and efficient
2.6	Student Performance and Learning Outcomes
2.6.1 QIM	Programme and course outcomes for all Programmes offered by the institution are stated and displayed on website and communicated to teachers and students.
2.6.2 QIM	Attainment of programme outcomes and course outcomes are evaluated by the institution.
2.7	Student Satisfaction Survey

Qualitative analysis of Criterion 2

The Admission committee of the College looks after the admission into all branches of the College. The applications are invited by notification and admissions are made as per the rules of the state Government and the affiliating Goa University. The College has been able to attract some students from abroad (Afghanistan), though students from other states are not there. The demand for courses in the College is not found to be adequate during the assessment period. However, there are signs of progress in admissions as the current year the number of admitted students has witnessed a significant increase. There is a need to work out a strategy to attract students for all the programs offered by the College.

The College follows university academic calendar. It is offering support to slow learners and trying to create new learning opportunities for the advanced learners. It has introduced peer learning and has encouraged better performers in different classes to have sessions and interaction with lagging students. Remedial classes are also organised for slow learners. Teachers have been given autonomy by the university to conduct examination, set question papers and evaluate answer sheets for the first two years of the bachelor program. The unit tests are conducted periodically for internal assessment and semester end examinations are conducted as per University rules. The institutions maintain a very transparent system of evaluation and related grievance redressal. The result is endorsed by the students in their institutional feedback and during the interaction with the NAAC peer team.

The ICT infrastructure in the classrooms is adequate and faculty members are using ICT in a limited way for teaching and learning. During the pandemic, under the Directorate of Higher Education scheme (DISHTAVO), the faculty members have developed e-content which have been made available to wide

spectrum of a students by putting these on you tube.

The College has 35 regular teachers. Nine faculty members are Ph.D. degree holders and others are MPhil and Post Graduates. The College is forced to manage with 15 contract teachers (appointed for a period of 11 months) and 13 teachers paid on lecture basis. A very high proportion of contract and guest teachers reduces the continuity and effectiveness of teaching.

The results of the Under Graduate and Post Graduate courses are good. The College collects feedback from the students on teacher performance after the end of each semester. It however has not been able to develop online feedback form for both students and guardians. Records show that student feedback about the teachers and institutions are tabulated and analysed. The College however does not keep a proper record of corrective actions taken.

Criterion3 - Research, Innovations and Extension (Key Indicator and Qualitative Metrics(QIM) in Criterion3)	
3.1	Resource Mobilization for Research
3.2	Innovation Ecosystem
3.2.1 QIM	Institution has created an ecosystem for innovations and has initiatives for creation and transfer of knowledge
3.3	Research Publications and Awards
3.4	Extension Activities
3.4.1 QIM	Extension activities are carried out in the neighborhood community, sensitizing students to social issues, for their holistic development, and impact thereof during the last five years.
3.5	Collaboration

Qualitative analysis of Criterion 3

The research and publication profile of the College hardly has any mobilisation of resources either from the funding agency or by the management of the College. Few staff members did apply for the research projects for funding to ICSSR and UGC but the proposals were not accepted. The College is primarily offering under graduate programs. Only one PG programs (M. Com) is run by the College at the time of visit of Peer team and that too doesn't have research orientation.

The record of publication and awards of teachers is not satisfactory. Very few papers have been published by the staff during the period of 2016 and afterwards. During the period under reference many faculty members have obtained/completed PhD degrees and another big group of staff members has enrolled themselves for the PhD Programs. It is hoped that once the majority of the staff gets the PhD degrees, they will be more oriented towards research project and publications.

The interaction of the College with the local community is satisfactory. The College is offering its existing facility like library and playground to the general public of the area. And it is also involved in the problem solving through the volunteers of NSS. The Students and volunteers have been involved in a number of programs of the government such as Unnat Bharat Abhiyan, Swaccha Bharat Abhiyan and the like. Students have also been involved in other aspects related to Societal development such as blood donation camp, awareness programs related to gender issues, plantations, empowerment etc. The involvement of the students is reflected from some of them receiving awards for their performance in extension activities.

At the moment College doesn't have any collaborative arrangement with other institutions although it has been found during discussion that they are at an advanced stage of entering into understanding with the stake holders for the program like MBA (Shipping and Logistics).

The College has adopted villages in the immediate vicinity for guiding the rural people in handling their social , economic and developmental problems including encouraging the children in the area to enroll themselves for higher education.

Criterion4 - Infrastructure and Learning Resources (Key Indicator and Qualitative Metrics(QIM) in Criterion4)	
4.1	Physical Facilities
4.1.1 QIM	The Institution has adequate infrastructure and physical facilities for teaching- learning. viz., classrooms, laboratories, computing equipment etc.
4.1.2 QIM	The Institution has adequate facilities for cultural activities, sports, games (indoor, outdoor), gymnasium, yoga centre etc.
4.2	Library as a Learning Resource
4.2.1 QIM	Library is automated using Integrated Library Management System (ILMS)
4.3	IT Infrastructure
4.3.1 QIM	Institution frequently updates its IT facilities including Wi-Fi
4.4	Maintenance of Campus Infrastructure
4.4.2 QIM	There are established systems and procedures for maintaining and utilizing physical, academic and support facilities - laboratory, library, sports complex, computers, classrooms etc.

Qualitative analysis of Criterion 4

The College is having classrooms with adequate furniture, office rooms, rest rooms for girls and boys with ample scope for improvement in the type of furniture and restroom. The campus area is 67016 Sq. Mts and Built Up Area is 14599 Sq.Mts. The space available to the College and the building and class rooms meant for running the academic programs appears to be adequate at the moment for the program being run by the College. There is however need to expand the staff room and provide sufficient space where teachers could sit and work when they don't have class. Canteen, Gymnasium, Outdoor Sports, seminar hall etc. are existing in the campus and seem to be sufficient for 1500 odd students that the college has at the moment. Although sports facility both outdoor and indoor are available on the campus but these require qualitative up-liftment particularly when these facilities are also offered to the community. The improvement in these facilities which are also extended to the community can lead to image building of the College and forge better relationship with the former. A girl's hostel has also been constructed with the financial aid under RUSA. The hostel is not functional as yet because of the pandemic. As the pandemic situation improves, the hostel is going to be operational and can help attracting girl students from far and wide to the institution.

The College is having four computer Labs and has 03 Servers. It has 115 desktops computers with LAN facility spread in different departments and in use by students attending different courses. Computers are connected with internet. It is observed that very few licenced software have been purchased. The physical infrastructure is fairly well maintained.

The Library is having over 40000 books that olumes. It has adequate and proper mix of text book, reference books, general reading books (Novels, etc.) and approximately 100 rare books. The Library has subscribed 78 National and International Journals. E-Books and E-Journals are also accessible to students. The library is in the process of forging liaison with the Goa University essential for it to access the e resources of the University library. The library is partially computerised and bar coding system has been used for maintaining

books. Traditional open book system is followed. Reprographic facility is available The provision for purchase of books, journals and e-journals is made in the budget but it is felt that provision is not adequate.

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Criterion5 - Student Support and Progression (Key Indicator and Qualitative Metrics(QIM) in Criterion5)	
5.1	Student Support
5.2	Student Progression
5.3	Student Participation and Activities
5.3.2 QIM	Institution facilitates students' representation and engagement in various administrative, co-curricular and extracurricular activities following duly established processes and norms (student council, students representation on various bodies)
5.4	Alumni Engagement
5.4.1 QIM	There is a registered Alumni Association that contributes significantly to the development of the institution through financial and/or other support services

Qualitative analysis of Criterion 5

The College has democratic process of student engagement in the welfare activities of the college. This has been incorporated as per the process follows by Goa University. The Student Council is formed in the College to give representation of the students and promote their participation in different activities of the college. The representatives of the student's council are also part of the Student Council of Goa University. College students participate in the student council activities including festivals and support activities organised by the Goa University. The College has a registered Alumni Association. Interaction of the NAAC Peer team with the alumni association showed that alumni are quite actively involved with the image building of the College and they are continuously in touch with the College for decades. The Alumni association may have been suggesting the College authority for improving different facilities but low evidence of their financial support has been observed by the peer team.

Hostel for girls has been constructed with the financial aid from UGC but it is not functional due to the pandemic for last one year. Health care services are availed to the students in a limited way with the weekly visit of a doctor. However, for emergency doctor is available on call. Parking facility, sports facilities, waiting halls, stores and vending machines, canteen, gymnasium, etc., are available for staff and students. College also has qualified counsellors who provide assistance to the depressed/ troubled students.

Students are provided access to internet on campus. Student mentoring system is in place. The Grievance redressal cell, Counselling centre, Sexual harassment cell, Anti-ragging cell are existing. The students are getting scholarships from the Government. The fee structure of the College is so low that College has never felt the need of offering free ships. The Placement cell is established but the cell has been to provide placement only to between 30 to 35 % of the students who participated in placement activity. The reason for others not been selected was non-seriousness in getting the job or their preference to pursue Higher studies.

Criterion6 - Governance, Leadership and Management (Key Indicator and Qualitative Metrics(QIM) in Criterion6)	
6.1	Institutional Vision and Leadership
6.1.1 QIM	The governance of the institution is reflective of and in tune with the vision and mission of the institution
6.1.2 QIM	The effective leadership is visible in various institutional practices such as decentralization and participative management
6.2	Strategy Development and Deployment
6.2.1 QIM	The institutional Strategic / Perspective plan is effectively deployed
6.2.2 QIM	The functioning of the institutional bodies is effective and efficient as visible from policies, administrative setup, appointment and service rules, procedures, etc.
6.3	Faculty Empowerment Strategies
6.3.1 QIM	The institution has effective welfare measures for teaching and non-teaching staff
6.3.5 QIM	Institutions Performance Appraisal System for teaching and non-teaching staff
6.4	Financial Management and Resource Mobilization
6.4.1 QIM	Institution conducts internal and external financial audits regularly
6.4.3 QIM	Institutional strategies for mobilisation of funds and the optimal utilisation of resources
6.5	Internal Quality Assurance System
6.5.1 QIM	Internal Quality Assurance Cell (IQAC) has contributed significantly for institutionalizing the quality assurance strategies and processes
6.5.2 QIM	The institution reviews its teaching learning process, structures & methodologies of operations and learning outcomes at periodic intervals through IQAC set up as per norms and recorded the incremental improvement in various activities (For first cycle - Incremental improvements made for the preceding five years with regard to quality For second and subsequent cycles - Incremental improvements made for the preceding five years with regard to quality and post accreditation quality initiatives)

Qualitative analysis of Criterion 6

The College is owned by Murgaoon Education Society which is quite an old and experienced body/ society in the field of education. All former principals from the time of the establishment in 1972 are deeply involved in the management and governance of the institution. The mission and vision of the College are well defined. The Principal is the Head of the Institution and is responsible for its functioning. She follows decentralised and participative management by taking support from the faculty members in organising the regular as well as special programs and activities of the College. The College doesn't have any documented strategic plan but it could be found from the interaction with the governing body that it is very clear about the way forward for the College.

Various Cells and Committees have been constituted for the effective functioning of the College. There is a Grievance redressal mechanism in place. The absence of performance appraisal system for Teaching and Non-teaching staff is conspicuous. The College conducts internal and financial audits regularly and there are no audit objections.

The College is primarily dependent upon financial aid from the government and salaries of all teaching and nonteaching staff (except for self-financing courses) are taken care of by the State Government. All these grants from the state government are subject to the regulation and audit to be conducted by state.

The Internal Quality Assurance Cell is established. The IQAC has formulated plans or strategies for Quality enhancement for the institution by compiling with the different point raised by the academic committees of Goa University and IQAC committee of the College. The College should take necessary steps to get UGC, 12 (b) recognition.

The College has implemented several welfare measures to keep the morale and motivation of the employees high. The welfare measures are Group Insurance for employees, M.E.S Employees Cooperative Credit Society.

Criterion7 - Institutional Values and Best Practices (Key Indicator and Qualitative Metrics(QIM) in Criterion7)	
7.1	Institutional Values and Social Responsibilities
7.1.1 QIM	Measures initiated by the Institution for the promotion of gender equity during the last five years.
7.1.3 QIM	Describe the facilities in the Institution for the management of the following types of degradable and non-degradable waste (within 500 words) <ul style="list-style-type: none"> • Solid waste management • Liquid waste management • Biomedical waste management • E-waste management • Waste recycling system • Hazardous chemicals and radioactive waste management
7.1.8 QIM	Describe the Institutional efforts/initiatives in providing an inclusive environment i.e., tolerance and harmony towards cultural, regional, linguistic, communal socioeconomic and other diversities (within 500 words).
7.1.9 QIM	Sensitization of students and employees of the Institution to the constitutional obligations: values, rights, duties and responsibilities of citizens (within 500 words).
7.1.11 QIM	Institution celebrates / organizes national and international commemorative days, events and festivals (within 500 words).
7.2	Best Practices
7.2.1 QIM	Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual.
7.3	Institutional Distinctiveness
7.3.1 QIM	Portray the performance of the Institution in one area distinctive to its priority and thrust within 1000 words

Qualitative analysis of Criterion 7

Safety and security of girl students and faculty are taken care of. Counselling is provided to the girl students by specialist counsellors and lady faculty members. Common room facilities are provided for girls. The College has rain water harvesting system and also Green practices like proper disposal of garbage. Campus is a plastic free campus. The College has installed vermi-culture units at the campus area. The campus is having a very good green landscape with trees and plants. The College is yet to provide complete facilities for differently abled persons though some efforts have been made in this direction. The facility is available but it's not adequate at the moment. There is no discrimination reported. The institution organises national and regional festivals, Birth / Death anniversaries of Great Indian and International inspiring personalities and National celebration on 15th August and 26th January etc. The College maintains transparency in its financial, academic and administrative functions.

The institution is serving in geographical area where educational facilities are not adequately available. The College was established to meet the aspiration of the people in the area and so far it has succeeded in translating its vision into reality.

The institution has initiated the Kasturi lecture series named after the great environmentalist to protect the

region and the area from degradation of environment and create awareness among the youth fir the same. This practice has brought awareness and consciousness among the people to protect the environment and it is claimed that it has already becoming a movement.

The College is enrolling students from the economically weaker section of the area and the children from this section do not have the access to resources required for the complex learning of subjects like economics, computer science, accounting etc. In order to help these students, the College has established the practice where by senior students guide their junior students in handling complex problems.

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Section III: OVERALL ANALYSIS based on Institutional strengths, Weaknesses, Opportunities & Challenges (SWOC) (up to 500 words)

Strength

Strength

1. The 'Go Green' initiative at M.E.S. College is unique in the sense that, it is environment friendly and provides education to promote sustainable and eco-friendly practices.
2. The Institution has a registered Alumni Association and a vibrant Parent-Teacher Association which play a significant role in the development of the Institution.
3. Adequate physical Infrastructure.
4. College has supportive Management and dynamic leadership.
5. The Institution has reflected concern and commitment for quality. This is evident from the fact that it already had three NAAC cycles completed and is going for the fourth one.
6. The Institution caters to the needs of Murgaoon community. It is still the only college in the locality.

Weakness

1. The institution does not have any smart classroom.
2. The institutional and individual research activities are not up to the desired level.
3. The institution does not have any student exchange programmes and faculty exchange programmes with reputed institutions at the national and international level.
4. At present, the institution is running only one master's programme, namely, M.A. in English, forcing the students to move out for further degrees and at the same time not giving any opportunities for teachers to develop.
5. The institution does not have a language lab.
6. A very high proportion of contract and guest teachers reduced the continuity and quality of teaching.

Opportunities

1. Faculty members could be motivated to pursue doctoral and post-doctoral research and publish in reputed national and international journals which are included in the UGC CARE list.
2. More certificate courses which cater to the needs of the industry and enhance employability could be introduced.
3. The Institution could sign MoUs with reputed institutions at the national and international level and initiate student exchange programmes and faculty exchange programmes.
4. The institution could set up a fully equipped language lab.
5. The institution could establish more industry-academia linkages so as to create opportunities that would increase the employability of students.
6. The institution could set up an incubation centre.
7. The institution could mobilize more funds from the State Government for the conduct of seminars, workshops, faculty development programmes, etc.
8. The college can encourage some of the teachers to be 'Master Trainers' in areas of their interest. This will ensure expertise in certain areas.
9. The Institution can create appropriate research climate by promoting teachers' independent sponsored research projects.
10. The Institution has the opportunity of introducing need based professional courses and diploma programs with sufficient demand in the market.

Challenges

1. A major challenge for the institution is to adapt to the changing requirements of the market and adjust accordingly.
2. Getting sufficient number of students is a major issue. This has discouraged the College.

introducing new courses.

3. Student retention has been reported as a major challenge. Efforts are required to be made to make it more saleable to stop this.
4. The institution also faces the challenge of motivating students to pursue higher education and graduation.
5. Creation of e-resources by the faculty is a major challenge.
6. There is a problem of availability of water for all purposes, though the college has a water supply facility. The rocky plateau where the College is located complicates the problem.
7. Introducing and running self-financed new courses in UG and PG programmes is a major challenge.

Section IV: Recommendations for Quality Enhancement of the Institution

(Please limit to **ten major ones** and use telegraphic language) (It is not necessary to indicate all the ten bullets)

- Introduction of employment oriented, add-on and enrichment and self-financed courses
- Programs to train and orient teachers to prepare research proposals for external funding and carry out research activities involving students.
- Establishment of Smart Classrooms with Wi-fi Facility and extensive use of ICT in Teaching Learning process.
- For the quality maintenance, sustenance and enhancement, a more vibrant IQAC is required in line with the NAAC guidelines.
- Steps to be taken to get UGC, 12 (b) recognition.
- An effective Alumni Association is suggested to facilitate arranging financial support, campus interview and placement opportunities for students
- Perspective planning and development of the college with website and e-office is recommended. e-Library facility using appropriate softwares for effective functioning be part of the automation process.
- Establishing Language Laboratory, innovation and incubation centers.
- Student Centric facilities be the focal point so hostel be made functional, indoor and outdoor sports facilities be upgraded.
- Formal Feedback System to be developed, analyzed and appropriate action to be initiated.

I have gone through the observations of the Peer Team as mentioned in this report

Signature of the Head of the Institution

NAAC

Sl.No	Name		Signature with date
1	DR. ARVINDER SINGH CHAWLA	Chairperson	
2	DR. RAKESH RAMAN	Member Co-ordinator	
3	DR. ASHISH SASANKAR	Member	
4	Dr. Neelesh Pandey	NAAC Co - ordinator	

Place

Date

NAAC