Annual Report of Internal Quality Assurance Cell (IQAC) 2017-18

The Bhopal School of Social Sciences, Habibganj-Bhopal
Internal Quality Assurance Cell (IQAC)

Quality Education has become a great matter of concern in the contemporary scenario. The IQAC plays a key role in planning, monitoring and evaluating the academic and co-academic activities of the college. The IQAC devises academic calendar at the beginning of every academic year as per the directives of Higher Education. The IQAC is instrumental in bringing positive change in the administrative and academic functions of the college. The quality of an institution is ascertained based on the academic excellence of the students, pedagogic calibre of the teachers and the administrative functioning of an institution as a whole. In the current scenario of Education system, the rapid advancement in education technology brought up a perceptible change in conventional teaching, learning and evaluation methodology to raise the understanding levels of students. Here IQAC plays a vital role in quality enhancement by promoting research culture in the campus, need based sessions for the faculty, technical staff and students. In this pursuit for excellence IQAC follows the directives laid down by NAAC for quality enhancement and sustenance. [http://www.naac.gov.in/IQAC.asp](http://www.naac.gov.in/IQAC.asp)

Objectives of IQAC at BSSS

- Identify potential areas for quality enhancement.
- Setting up and Redefining quality benchmarks in academics and co-academics
- Promoting research culture in the campus
- Quality enhancement and sustenance in Teaching-Learning and Evaluation (TLE)
- Promoting novel and innovative ideas.
- To decentralize the decision making process and ensuring participation of all the stakeholders.

Members of IQAC

1. Dr Fr John P J (Chairperson & Principal)
2. Dr Sr Lissy Jose SSpS (Vice-Principal)
3. Dr Sheeba Joseph (Co-ordinator & HoD- Social Work)
4. Dr Smitha Pillai (Associate Professor, Commerce)
5. Ms Geetu Chaudhary (HoD, Economics)
6. Dr Supriya Mandloi (HoD, English)
7. Ms Sheena Thomas (HoD, Education)
8. Ms Ranjeet Kaur (HoD, Humanities)
9. Dr Binoy Arickal (HoD, Commerce)
10. Dr Lila Simon (HoD, Management)
11. Mr Zeeshan A Siddiqui (HoD, Computer Application)
12. Dr Arti Mudaliar (Assistant Professor, Commerce)
13. Mr Rutwik J. Gandhe (Assistant Professor, Social Work)
14. Mr N T Abraham (Office Staff)
15. Mr Varghese Jacob (Associate Director, PMO - World Vision India)
16. Dr Mohammad Haneef Mevati (Associate Faculty, Entrepreneurship Institute of India, Bhopal)
17. Dr Susheel Kumar Prasad (Parent Representative)
18. Mr Naveen Shukla (SynQues Consultancy Alumni Representative)
19. Mr Aruneshwar Singh Deo (Alumni Representative)
20. Mr Vinsh Shaji (Student Representative)
21. Ms. Shruti Panjwani (Student Representative)

**IQAC- Squadron**

**Following squadron/cells work in line with vision and mission of the institution for quality enhancement:**

- Student Welfare Committee
- Co-academic activities
- Career Guidance and Counselling
- Feedback Review Committee
- ED Cell
- Research Cell
Quality Assurance Mechanism of IQAC- PIM&ME

Ensuring quality by adding professional impetus to all the programmes and activities, the IQAC has decided to follow the functional model of Planning, Implementation Mentoring & Monitoring and Evaluation (PIM&ME). Through this model every member of squadron is required to send the plan of activities to the IQAC for review to avoid repetition and to check whether the programme is tailored according to the objectives of the committee. Followed by implementation of every task/assignment, IQAC does mentoring and monitoring (M&M) visit to review the programmes conducted by the committees. The visits are conducted during the mid-academic session. Evaluation of the activities are conducted at the end of academic session on the basis of Plan of Action submitted and the Fact-sheet developed for every programme.

Highlight of Activities 2017-18

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<th>Resource Person/Coordinator/ Convener</th>
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<td>Dr. Jagtar Kaur Chawla (Academic Consultant)</td>
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<td>Date/Period</td>
<td>Event Description</td>
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<td>22 July, 2017</td>
<td>Role and Functions of IQAC</td>
<td>Dr. Shashi Rai (Ex-UGC, Member)</td>
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<td>16 September, 2017</td>
<td>Orientation for Committees</td>
<td>Dr. Sheeba Joseph</td>
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<td>Dr. Sheeba Joseph</td>
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<td>Faculty Members of Computer Application Department</td>
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<td>Faculty Members of Humanities</td>
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<td>Committee In Charges</td>
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<td>15-17 Jan, 2018</td>
<td>Soft Skill Lab: Hands-on Training Programme in Communication, Public Speaking &amp; Media</td>
<td>Ms. Debra Efforymson (Executive Director, IWB-Dhaka)</td>
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<td>NAAC Sponsored National Seminar on Role of IQAC in Enhancing the Quality of Education in HEIs</td>
<td>Dr. Pramila Maini Prof. Kumar Suresh Dr. Shashi Rai Dr. G.K. Arora</td>
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<td>Academicians, Research Scholars and Students from all over India</td>
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<td>7 April</td>
<td>Internal Academic &amp; Administrative Audit</td>
<td>Peer Team Members- Prof T M Thomas Prof J K Chawla Fr Antony</td>
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<td>20 &amp; 21 April</td>
<td>IQAC External Audit &amp; External AAA</td>
<td>Peer Team Members- Dr Maya Ingle Professor &amp; Sr. System Analyst- SCSIT, DAVV, Indore Dr Geeta Balakrishnan Retired Principal CSWNN, Mumbai Dr. Moni Mathur Professor Emeritus Botany &amp; Biotechnology</td>
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<td>SNGPG College, Bhopal</td>
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<td>Capacity Building Programme for the teaching staff</td>
<td>Dr Anup Prakash Upadhay, IIFM</td>
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<td>Dr Krishna Kumar K.M – Professor Emeritus - Communication, IIFM</td>
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<td>Mr Pradeep Ghosh, Consultant</td>
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<td>Dr Nithila Devakarunyam, Principal, St Christopher College-Chennai</td>
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<td>Ms. Puja Ashdhir – Mind Space expert &amp; Meditation trainer</td>
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<td>Mr. Anshul Jain, Art of Living expert trainer</td>
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<td>Prof. Deepak Tehariya, Educational Consultant &amp; Social Change Mobilizer, Ahmedabad</td>
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1. Session on Roles and Functions of IQAC in Higher Education Institutes

Resource Person: Dr. Shashi Rai (Ex-UGC member)
Date: 22/09/2017
Dr. Shashi Rai spoke about IQAC and its function. It was mentioned that IQAC plays a vital role in quality assurance and building of the institution. She opined that there should be a think-tank to guide the IQAC of the institution. The IQAC should adopt strategies to plan, monitor and evaluate every activity of the institution. She shared her ideas and also the strategies implemented in various higher education institutes.

She shared the areas of concern and challenged as under:

1. Planning
2. Governance and Execution
3. Academic Upkeep
4. Leadership

**Role of IQAC**

- To attain and sustain quality
- Constant watch, vigil and upkeep
- Accountability
- Think-tank committee

She also suggested an extended committee to be constituted with external members to advice IQAC. She mentioned three approaches of IQAC.

- Static Approach
- Dynamic Approach
- Normative Approach

The session was very informative due to the extensive experience of Dr Mrs. Rai. The session demystified the roles and functions of IQAC and how IQAC serves as the back bone of the institute.
2. **Session on Role of Class Counsellors in enhancing the performance of the students**

Dr. Jagtar Kaur Chawla  
*Professor Emeritus & Academic Consultant*

The main objective of the session was to give more clarity to the faculty members on the role of class counsellors who are mentors of the students. The resource person was professor (emeritus) Dr. Jagtar Kaur Chawla. She is also an Academic Consultant, she explained to the faculty members regarding the role of class counsellors in enhancing the performance of students. Dr. Chawla from her extensive experience spoke about how to create interest among the students in the Teaching-Learning process through innovative ways. She emphatically told that the role of the CC is not only attendance and CCE entry, but also to develop a positive professional interaction with the students to facilitate the process of learning. This rapport will help the students to share their concern with the teachers. The resource person explained the following points to facilitate:

1. Smooth conduct of the administration of academic processes  
2. Optimal academic development and accomplishments  
3. Social interaction – between students & with teachers

To provide personal help wherever possible in emotional and social matters. The session was also to provide information on:

- facilities and activities offered in college  
- on courses  
- college resources – from where to get what  
- beyond the college resources
• career planning and options

Help students cope with
• peer pressure
• academic and social pressure
• building healthy relationship with opposite gender

Nurture their personal growth
• self-reliance
• self-discipline
• taking initiative
• independence of thought
• understanding relationships with people
• dealing with crisis

Expectations from teachers
• Availability and accessibility to allocated students at all times before/after class hours
• Familiarity with students – make an effort to know every student.
• Interact with your class outside of the curriculum on a regular basis.

Quality Week (23-26 October 2017)
The main objectives of the Quality Week were as follows:

- Emphasise on the importance, roles and functions of IQAC among the students
- Find the prospective candidates who could be part of the Skill Lab from the college.
- Understand the perception of students regarding higher education sector

All the class counsellors were given a short video recording of ten minutes’ duration on IQAC. It was played on 23rd October Monday during the class counsellors interaction with the students. On 24th an Interdepartmental Quiz competition was conducted and 8 teams participated in the event. On 25th an interdepartmental debate competition was organized, there were teams from five departments. The topic of the debate was *Higher Education must or a Facade.*

On 26th an Essay competition was organized and around 30 students participated in the competition. The topic was *Status of Higher Education in India.* For individual events, teacher In-Charges were given responsibility for the smooth execution of the programme. Few students from the events participated in the Skill Lab training for which was provided in January, 2018.

**Soft Skill Training Programme on 15, 16, 17 January 2018**

Ms. Debra Efforymson, Executive Director of Institute of Well-being, Dhaka and the Regional Director – South Asia of Health Bridge Foundation Canada took a three-day workshop on Public Speaking, communication skills and media for the students of BSSS. Around thirty students participated in the Quality Week. The participants got hands on
training in all the three areas. The limited number of participants helped the resource person to cater to the need of each participant.

**National Seminar Sponsored by NAAC**

The Internal Quality Assurance Cell (IQAC) organized a NAAC sponsored national seminar on 19 and 20 January 2018 on the topic of “Role of IQAC in enhancing the Quality of Education in Higher Education Institutes”.

The key note speaker of the seminar was Dr. Kumar Suresh, who is currently heading the department of educational planning and administration at National Institute of Educational Planning and Administration (NIEPA), New Delhi. In his address Dr. Kumar Suresh touched upon aspects of quality. He said that happiness and smiling faces are the guarantee of quality which he said he could see the member he entered into BSSS campus. Given the fact that quantity of institutions of higher education is on rise, does not tantamount to the rise in quality. After his detailed evaluation, he urged thinkers and scholars to discuss and deliberate upon the existing frameworks of mapping quality among institutions of higher education in India. He said that the time has come when Indian institutions should think about it and develop their own criteria that is matching with the international quality requirements, at the same time captures the unique identity of India and their local areas.

Dr. Pramila Maini ex-director IEHE Bhopal, said that educations need to fill the gap skill and knowledge. The soft skills of students need to be improved. Sometime language is barrier so we need to remove that and culture of language barrier free education needs to be developed. Coordinator of the national seminars informed that in total 05 sessions will be containing the 60 presentations during this two-day long workshop. In the coming two days’ issues like ‘innovation in teaching learning process, student centric higher education, challenges and opportunities arising from globalisation of higher education, skills – knowledge interface will be discussed and deliberated. Around 60 expert academicians will be taking part deliberating these issues.
INTERNAL AUDIT

Date of the visit: 7 April 2018

Name of the Peer Team Members:

1. Dr (Mrs) J K Chawla (Consultant, BSSS - Autonomous Cell)
2. Prof. T M Thomas (Controller of Examinations, BSSS)
3. Fr Antony

Objectives of the AAA visit:

1. To assess the functioning of various departments, Committees/Cells and administrative mechanism of the institution.
2. To evaluate the overall performance of the institution in the current academic year as an autonomous institute.
3. To evaluate the functioning of IQAC in terms of the guidelines laid down by NAAC and UGC
4. To methodically plan the activities based on the feedback by AAA members for the next academic year.

Brief Report

The one-day visit helped the institution to have a clearer understanding about the areas which could be strengthened and the areas which require planned intervention. The members of the peer team visited every department and verified the documents that substantiate the Evaluative Report of the Department (ERD). The peer team interacted with all the faculty members who collated the data for every criterion. The team also had a close look at the functioning and documentation of various committees constituted to conduct co-curricular and extra-curricular activities in the college. The one-day exercise concluded with the exit meeting of peer team members with the Principal Dr. Fr. John P J. Being evaluated as an autonomous institute as against the NAAC criteria's, has helped the college to prepare for the NAAC inspection and autonomous inspection due in the next academic year.
Outcome of the AAA visit:

1. Clearer understanding to define consultancy in educational institution.
2. Complete digitalization of feedback forms (Around 20 including the Need Assessments)
3. Idea to develop hybrid library collection in different formats, materials in digital formats, documentary / lecture videos, movie, stream lining of related procedures
4. Development of business labs (IDEO- Design thinking)
5. Department and the committees/ Cells got prepared for the final external audit which is scheduled on 20 and 21 April.

KNOWLEDGE SHARING SESSION

13, 24 and 25 April 2018

The faculty members from various departments who presented papers in various national and international conferences shared precisely about the presentation and their experience. The faculty members who attended Faculty Development programmes also shared their experiences. Around 18 faculty members were part of the knowledge Sharing Session.

EXTERNAL AUDIT

20 and 21 March 2018

Peer Team Members

Dr Maya Ingle
Professor & Sr. System Analyst- SCSIT, DAVV, Indore

Dr Geeta Balakrishnan
Retired Principal
CSWNN, Mumbai

Dr. Moni Mathur
Two days Academic and Administrative Audit (AAA) was conducted by IQAC. The peer team members evaluated the functioning of IQAC, departments, Various Committees/Cells and the administrative aspects. The team interacted with the management and staff of the institution. The report regarding the functioning of IQAC was sent to UGC as per the new guidelines.

Few Suggestions given by the Peer Team Members are as follows.

- Research Cell should be robust enough to take commissioned research work and publication Cell can function to come out research publications.
- Authorship guidelines in the research policy (Main Author, Second Author-Publication)
- Publications – Internal and External Reviews, Articles, Ethical guidelines
- Institutional Ethical Committee should be constituted.
- Research Areas requires a lot of improvement

Capacity Building Training for Faculty Members
(24–26 May 2018)

The Internal Quality Assurance Cell (IQAC) of BSSS organized a three days Capacity building training program for all the faculty members at the end of the academic session 2017-18.

Day-1/ Thursday (24/05/18)

Inaugural Function-9:30 - 9:45 am
The program began with the ceremonial lighting of the lamp followed by a welcome address by Sister Maurice. This was followed by the head of IQAC Dr. Sheeba Joseph’s address wherein she drew attention towards the need for continuous development for contemporary teaching learning and significance of academic research for meeting the challenges posed by a Global Multidimensional Environment.

Session 1: 9:45-11:15 am

Resource person: Dr Anup Prakash Upadhay - Faculty of Communication and Extension Management, IIFM (Indian Institute of Forest Management, Bhopal).

Topic: Writing for Journals: Research Papers and Book Chapters

Dr Anup P. Upadhay discussed the Principles of Writing viz. unity, coherence, support, effective paragraphs and word choice. The types of Research Articles and the structure of a Research report/paper were explained. He stated that the writing should be precise and clearly express the author’s idea keeping in mind the target audience. He briefly illustrated an IMRD formula (Introduction, Materials & Methods, Results and Discussion) as standardized pattern of writing Research papers for good journals. He further touched upon the pointers to be kept in mind – Peer Review Process, Citation, Title of the Research, Abstract and References. The audience received useful tips on improving the quality of academic research and an enhanced understanding of the significance of high impact factor Journals.

Session II: 11:30 am-1.00 pm

Resource person: Dr Krishna Kumar K.M – Erstwhile professor of Communication, IIFM

Topic: Research Report Writing

Dr Krishna Kumar K.M. took the learning process forward by clarifying various confusions related to Research Report/Papers and how to write chapters in Books as well as the mistakes we should avoid. Attention was drawn towards the ABC of good writing i.e. Accuracy, Brevity and Clarity. Purpose of written Communication, Components of a research report and sub-components of different chapters were discussed. Suggestions for improving the Quality of Research Report were given, viz. Unity, employment of proper language, avoidance of personal pronouns, judgments and duplication or vagueness of objective.

Session III - 1:00-2:00 pm & 2:00-4:00 pm

Topic: Flipped Learning

The post lunch session of Day I was an interactive one wherein the teachers learnt how to make classes more interesting with the use of innovative teaching aids. The teachers were divided into 6 groups with 9 people in each group and engaged in a group activity involving a bottle, balloon, tape, scissors and string. Many lessons related to the value of activity based learning, group dynamics and use of common-sense in the teaching learning process were learnt by the participants. The focus was on the efficacy of the Flipped classroom technique, digital learning, conceptual learning and activity based learning vis-à-vis traditional learning. He demonstrated the effectiveness of flipped classroom technique with the example of his 'Museum School' Model. He advocated the replacement of "Sage on the Stage" attitude of the teacher with "The guide on the Side" approach as a more effective modus operandi for present generation of teachers.

Day-2/ Friday (25/05/18)

Session I: 10.00-11:15 am & 11:30- 1:00 pm

Resource Person: Dr Nithila Devakarunyam, Principal, St Christopher College – Chennai

Topic: How to develop programme Objective & Specific Objectives / Programme Outcome & Programme specific outcome

The 1st session by Dr. Nithila Devakarunyam was on instructional objectives wherein she reminded the participants that Learning is a permanent change in behaviour. They were made aware of the rules for writing specific instructional objectives and to use appropriate verbs to write specific instructional objectives.

Attention was drawn to the three domains viz. – Cognitive (Head), Affective (Heart ) domain, Psycho-motor (Hands) and the connection between objectives, learning experience and evaluation was established. The ABCDs of writing objectives were enlisted as: A – Audience B – Behaviour, C- Condition, D- Degree

She summed up the session by pointing towards the need of knowledge, attitude and skills to be a successful to teach according to the learning objectives.

Session II (1:45 – 3:30 pm)

In the post lunch session, Dr Nithila Devakarunyam threw light on Contemporary Teaching Methods & Ways to make teaching interesting and innovative. She familiarized the audience with importance of the zone of actual development (learning without assistance of a teacher) as opposed to the zone of proximal development (learning with assistance of a teacher). Various methods of learning discussed were:
1) Group Instructional Methods: Lecture method; Demonstrative method; Historical method; Biographical method; Deductive method; Inductive method; Dramatization; Supervised study; Team teaching

2) Small Group Method viz.: Seminar; symposium; Debate; Inquiry Method; Discussion; Projects; Workshop; Assignment; Brain Storming; Role play; Peer Tutoring.

3) Individualized Instructional Method-Laboratory method; Heuristic method; Programmed instruction; Computer Assisted Instruction.

She also drew attention to the factors that determine our choice of methods viz.: Subject; objective; Human Factors; Time and Material Factors.

Session III- 3:45- 4:45 pm

Resource Person: Ms. Puja Ashdhir – Mind Space expert & Meditaion trainer

Topic: Optimizing the potentialities to become better facilitators

In the last session of Day 1, Ms. Puja Ashdhir spoke about the relevance of meditation in mind space management and in optimizing the utilization of potential. She compared the human mind to a super computer and consciousness to an electric impulse. The meaning of 'yog' was explained as connection and alignment of thought, word and deed. The need to take responsibility for our state in life was emphasized. Attention was drawn to the fact that our thoughts control our actions and in turn affect the quality of our living experience. The practice of daily meditation, she said would help in mind management, increase focus on work at hand and improve overall chances of success and happiness.

**Day-3/ Saturday 26/05/18**

Session I-11:15-11:30 am & 11:30-1:00 pm

Resource Person: Mr. Anshul Jain, Art of Living expert trainer

Topic: Stress Free Teaching

During the first session on the last day of CBT, Mr. Anshul Jain explained and demonstrated various ways for teachers to remain stress free and inspire the students to remain calm, focussed and happy in the teaching learning environment. The reason for stress was identified as disagreement or conflict with circumstances. The four sources of stress for teachers were identified as: 1. Physical 2. Mental & Emotional 3. Aggressive students / shy students / questioning students and 4. Colleagues and boss. Sources of energy were identified as – food, sleep, breath and mind. Success was seen as being in a position where nobody can steal one’s smile. The importance of breathing correctly, controlling emotion
s through breath control, listening as a powerful tool for detecting the patterns devised by the mind, the need of breaking free from these incessant thought patterns and choosing to live a life based on commitment rather than one based on emotion was emphasised. Stress was termed as garbage of the mind - something not worthy of being shared. Meditation was described as ‘de-concentration’ or ‘de-link’ from surroundings and a sure-shot method of de-stressing, revitalizing and energising the mind. A short guided meditation experience was also accorded to all participants and the side effects of meditation were found to be Happiness, Concentration and Confidence.

Session II (11:45- 1:30 pm)

Resource Person: Prof. Deepak Tehariya, Trainer, Facilitator & Motivator, Educational Consultant & Social Change Mobilizer, Ahmedabad

Topic: Work-Life Balance

In a lively and humorous session Prof. Tehariya proclaimed that there should be no discrimination between Life and work. Work is a part of life and for those who love their work, there is no conflict of commitment. Each one should take responsibility for one's own good and harm. He advocated introspection and identification of the moment of truth as essential to emotional well being. Purity, Honesty, Unconditional Love makes one a better version of oneself. Exposure, Experience, Enrichment, Expertise are needed for a better and enhanced life. Some memorable quotes from the session were:

- Coincidences are not always non coincidental
- The only person who can affect your success/failure is you.
- Work Life Balance is all about file vs life
- Don’t leave any answer unquestioned.
- Moment of truth - best moment which continues to energize
- Nothing is good and bad in this world but your interpretation.
- Review the moment of truth what gives you energy and remove those moments which spoil you.
- Guidance = it's God, you and me dancing together.

Session III (2:15- 3:30 pm)

Resource Person: Prof. Deepak Tehariya

Topic: Professional Ethics in Higher Education Sector

During the post lunch session of CBT on 26th May, Mr. Deepak Tehariya shared many observations and words of wisdom regarding Professional Ethics in Higher Education Sector viz.:
Values are universal but ethics are personal.
To live an ethical life one needs to connect to one's inner self, and if one realizes one's mistake, one must do the utmost to correct it or compensate for it.
In order to connect to one's inner self we all need to find a place where we can sit and introspect.
We should also use innovative ways to correct the wrong that we have done or to protest against the wrong that others are doing.
It’s important to understand the others persons point of view.
Before preaching other people ethics and values one should ensure that one is not culpable and has made amends for any wrong doing in the past.
One should display ethical behaviour at personal level even in small things.
Making a tree of life featuring those who have contributed positively in our life and doing something in return to show our appreciation, is a very meaningful exercise.
Practice of Professional Ethics is possible only in the lives of those who have worked on building and strengthening their character.
Instead of questioning and blaming the system one should become an answer to its problems.
It is very important to have cordial relations with colleagues with whom we spend a major portion of our day.
Inculcate values of acceptance, respect, equality among students through demonstration rather than preaching.
Students will listen more and be more responsive to teachers who are facilitators rather than authoritarians.
Teachers should become role model for their students by being facilitators instead of instructional teachers.
Student friendly systems will foster independent thinkers and prepare them for shouldering responsibilities.
One’s work life should be full of JEEP- JOY, ENTHUSIASM, ENERGY and PEACE

Prof. Deepak Tehraiya enlivened the session with humorous anecdotes, reminiscences, activity, energizers, short film screening and meaningful exercises designed for facilitating introspection, promoting forgiveness, engendering appreciation and empathy that contribute towards healthy and harmonious inter-personal relationships at home and in the workplace.

Thus the three day Capacity Building training Program organized by IQAC under the guidance of Dr. Sheeba Joseph and the team members Dr Smitha Pillai, Dr Aarti Mudhliar, Mr Ashish Jain and Mr Rutwik G, gave the teachers of BSSS an
opportunity to listen to experts from various fields, share, discuss, experience and learn numerous methods of improving the quality of life on both personal and professional fronts.