3UWNnclRrUT09IiwibWFjIjoiZTA3MTMwMzI5NTJkNGM0M2FhZWI3MmE5ZGRiYzA1YTE5MDY3ZDIyZDg5ZWM2ODIwMmQzOWFkYWM3YzU5MzA1NCIslnRhZyI6IiJ9)

INSTITUTIONAL ASSESSMENT AND ACCREDITATION
(Effective from July 2017)

Accreditation - (Cycle -1)

PEER TEAM REPORT ON

INSTITUTIONAL ACCREDITATION OF
ZEAL EDUCATION SOCIETY'S ZEAL INSTITUTE OF
BUSINESS ADMINISTRATION, COMPUTER APPLICATION
AND RESEARCH
C-41828
Maharashtra
Pune
411041

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:	ZEAL EDUCATION SOCIETY'S ZEAL INSTITUTE OF BUSINESS ADMINISTRATION, COMPUTER APPLICATION AND RESEARCH Pune Maharashtra 411041
2.Year of Establishment	2007
3.Current Academic Activities at the Institution(Numbers):	
• Faculties/Schools:	-
• Departments/Centres:	2
• Programmes/Course offered:	2
• Permanent Faculty Members:	19
• Permanent Support Staff:	8
• Students:	328

4.Three major features in the institutional Context (As perceived by the Peer Team):	1. Good Infrastructure 2. Stable and caring Management 3. Good common facilities for Sport and cultural activities.
5.Dates of visit of the Peer Team (A detailed visit schedule may be included as Annexure):	Visit Date From : 28-09-2018 Visit Date To : 29-09-2018
6.Composition of Peer Team which undertook the on site visit:	
Chairman:	M S Subhash
Member Co - ordinator:	S M K Quadri
Member:	Atul Patel
NAAC Co - ordinator:	Dr. Shyam Singh Inda

Section II:CRITERION WISE ANALYSIS

Observations (Strengths and/or Weaknesses) on each qualitative metrices 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)**

	Criterion1 - Curricular Aspects *(Key Indicator and Qualitative Metrices(QlM) in Criterion1)*
1.1	**Curricular Planning and Implementation**
1.1.1 QlM	The institution ensures effective curriculum delivery through a well planned and documented process
1.2	**Academic Flexibility**
1.3	**Curriculum Enrichment**
1.3.1 QlM	Institution integrates cross- cutting issues relevant to Gender, Environment and Sustainability, Human Values and Professional Ethics into the Curriculum
1.4	**Feedback System**

Qualitative analysis of Criterion 1

Zeal Institute of Business Administration, Computer Application and Research though technically located in a rural area has a sprawling campus with good infrastructure. The campus is green. The College is affiliated to Savitribai Phule Pune University (SPPU) and implements curriculum strictly prescribed by the University. The Institute is private self-financed co-ed institute conducting two programmes i.e., MBA with an intake 120 and MCA with intake of 60 students respectively. The Institute has a structured, systematic planning and implementation of the curriculum. Institute ensures effective curriculum delivery by adopting a documented process of plan, develop, check and action. Academic and curriculum flexibility is only offered through specializations/tracks, elective courses as designed by the affiliating University.

The CBCGS curriculum offers flexibility to Institute and students to choose the course out of the basket of the course through cafeteria approach. These courses are offered to the students considering the employability potential, students' background, skill sets, availability of resources and value addition that happen to the students' skills as an outcome of the course. The Institute offers add-on and general proficiency activities for the overall development of students' self-development activities and qualified faculties. The College has an opportunity to offer Open Elective Courses to their MBA and MCA students from their sister Engineering college to ensure better lateral mobility of the students. This can be done to respect the spirit of CBCGS scheme.

The Institute integrates cross cutting issues relevant to Gender, Environment and Sustai nability, Human Values and Professional Ethics by organizing workshops/ seminar / conferences, guest sessions. The Institute has a practice to conduct value-added courses for imparting knowledge and life skills to the students. Institute offers professional management programmes and the student carries out i) field/ internships projects ii) dissertation for MBA program and four mini projects and one industrial for MCA program. The Institute has a mechanism to obtain feedback twice in a semester from student stakeholders on 14 parameters regarding faculty performance on curriculum delivery. Program Co-ordinator discusses with every faculty members and suggests necessary action based on feedback for refinement of academic processes.

Criterion2 - Teaching-learning and Evaluation *(Key Indicator and Qualitative Metrices(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, after admission and organises special programs 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
2.3.4 QIM	Innovation and creativity in teaching-learning
2.4	*Teacher Profile and Quality*
2.5	*Evaluation Process and Reforms*
2.5.1 QIM	Reforms in Continuous Internal Evaluation(CIE) system at the institutional level
2.5.2 QIM	Mechanism of internal assessment is transparent and robust in terms of frequency and variety
2.5.3 QIM	Mechanism to deal with examination related grievances is transparent, time-bound and efficient
2.5.4 QIM	The institution adheres to the academic calendar for the conduct of CIE
2.6	*Student Performance and Learning Outcomes*

2.6.1 QlM	Program outcomes, program specific outcomes and course outcomes for all programs offered by the Institution are stated and displayed on website and communicated to teachers and students
2.6.2 QlM	Attainment of program outcomes, program specific outcomes and course outcomes are evaluated by the institution
2.7	**Student Satisfaction Survey**

Qualitative analysis of Criterion 2

Students are admitted through a Centralized Admission Process (CAP) conducted by Government of Maharashtra. All seats are filled through CAP. Admission process ensures inclusion of students from all types of categories and to fill all the seats is a big challenge. There is a general decline in the no of students admitted under the ST category. Student admission under the OBC is satisfactory. College should make efforts to avail scholarship under the SC/ST scheme of the Government to improve admission under the SC/ST category.

Institute has formal Academic Monitoring Committee (AMC) to monitor the teaching learning process. The AMC designs the Academic calendar, earmarks academic activities, events, evaluation schedule and other activities. However in certain cases teaching schedule gets modified due to unscheduled college activities. Teaching is based on course plan made by the course coordinator and approved by Programme coordinator, Academic Chairman and the Director. However more efforts to made to add more innovative and creative components in the Academic Program. The computers need to be upgraded, properly networked with adequate antivirus software with higher internet bandwidth. Institute conducts remedial classes on need basis. Course coordinators give advance case studies, presentations topics for the advanced learners. There are 1 Professor, 3 Associate Professors and 15 Assistant Professors. There are 7 teachers with Ph. D., and the rest 12 have the Master degree in relevant field. However, more permanent teachers are needed. The recruitment process is as per the UGC, AICTE and SPPU guidelines. Devoted faculty members supplement traditional teaching-learning modules with the latest pedagogical practices. To ensure overall development of the faculty members, the Institute motivates them to participate in various workshops, seminars, conferences and FDP. The college follows Internal evaluation of the students, as per the University's curriculum for both the Programmes. University conducts external exams at the end of each semester as per the schedule declared by the University. For MBA and MCA programs, the internal assessment is for 30 marks for full-credit course and 50 marks for half credit course. For MBA Programme Online test (20 marks) based on MCQ's is conducted by the University and is an independent passing head. The external evaluation is of 50 marks for MBA and 70 marks for MCA for all full-credit courses. Attainment of the course outcomes is measured directly through grade sheet issued by SPPU. Pass percentage for MCA program is at 70 per cent and 85 per cent for MBA is not satisfactory and needs to be improved.

Criterion3 - Research, Innovations and Extension
(Key Indicator and Qualitative Metrices(QlM) in Criterion3)

3.1	**Resource Mobilization for Research**
3.2	**Innovation Ecosystem**
3.2.1 QlM	Institution has created an ecosystem for innovations including incubation centre and other initiatives for creation and transfer of knowledge
3.3	**Research Publications and Awards**
3.4	**Extension Activities**
3.4.1 QlM	Extension activities in the neighbourhood community in terms of impact and sensitising students to social issues and holistic development during the last five years
3.5	**Collaboration**

Qualitative analysis of Criterion 3

The Institute has established in-house Center for Research and Consultancy (CRC) which is responsible for all research and consultancy activities of the Institute. Adequate resources viz experienced faculty members, library, e-journals, journals, online resources, magazines and ICT facilities for research are available.

One teacher is recognized as research guides by SPPU and four students were awarded Ph.D.'s in last five years. 38 publications have been made in reputed journals during last five years. Two projects have been funded by the Pune University during the last five years. Though faculty members have published books, contributed chapters in books, and contributed paper in national and international conferences, more needs to be done in this area. Non Ph.D. teachers should be encouraged and facilitated to enrol for Ph.D. and pursue doctoral research. Performance based incentives to faculties `for Research work will certainly motivate them and will increase in their contributions to publications and book writing. The Institute proposes to be recognised as a research centre of SPPU.

The Institute has recently established a Incubation Centre as a common facility. The Institute recognizes the successful alumni entrepreneurs by bestowing awards like 'Audacious Alumni' and 'Successful Woman in Management' awards. Initiatives include inviting successful first generation entrepreneurs to share their success stories with the students. Institute conducts number of workshops/seminars/ conferences to bridge the gap between Industry and Academia.

The Institute publishes annually Dnyanganga Management Journal (ISSN Indexed Journal). The Institute uses the anti-plagiarism software of SPPU to check malpractices and plagiarism in Research for faculties and students.

As a part of extension activity, organizes activities like environmental awareness programmes for the students, 'Road safety rally', 'Swachh Bharat Abhiyaan', 'Blood donation camps', E-waste management, rural empowerment through career guidance, visit to orphanage and 'Traffic rules awareness'. The Institute conducts innovative activities like weekly Assembly, TED Talks, book review, movie review, role plays, Case studies, Motivational Session, Mock Interviews, Mall Visit, Court Visit, Industry Visit, Budget Session, Soft skills session, Personality Development Sessions, Communication Skills Sessions, Presentation Sessions etc. The Institute has signed MoUs with the industries.

Criterion4 - Infrastructure and Learning Resources
(Key Indicator and Qualitative Metrices(QIM) in Criterion4)

4.1	**Physical Facilities**
4.1.1 QIM	The institution has adequate facilities for teaching- learning. viz., classrooms, laboratories, computing equipment, etc.
4.1.2 QIM	The institution has adequate facilities for sports, games (indoor, outdoor),gymnasium, yoga centre etc., and cultural activities
4.2	**Library as a Learning Resource**
4.2.1 QIM	Library is automated using Integrated Library Management System (ILMS)
4.2.2 QIM	Collection of rare books, manuscripts, special reports or any other knowledge resources for library enrichment
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

College has adequate facilities conducive for teaching – learning and holistic development of students. Learning infrastructure including ICT enabled classrooms, computer centre, seminar hall (with PA system), and library is satisfactory. Support facilities like sports ground, gymnasium, yoga centre, and cultural activity centre is satisfactory. There is bus facility in the campus. The infrastructure takes care of Divyangjan. Adequate fire safety equipment have been installed. The Institute has received limited grant for purchase of equipment from SPPU. The computing facilities need to be improved in terms better configuration, full networking with broader bandwidth internet for all. Contractual House-keeping agency exists to maintain the overall hygiene. Budgetary provision for up-keep of the infrastructure has been provided for.

Library is treated as the Knowledge resource centre. The Institute has Library Management Software (AutoLib) procured from local vendors for monitoring and reviewing library resources. Library is equipped satisfactorily with over 11,456 books on a variety of topics, journals, magazines, newspapers, special reports, CD, DVD, e-journals. Multimedia PC's and reprographic facilities. The Institute needs to regularly monitor the usage of computers and library to improve its usage. The provisioning of 1 hour of Language laboratory for students is highly inadequate and needs to be improved to improve better placements.

The Institute is apparently equipped with 35 mbps leased line internet connection. This needs to be improved significantly. The computational facilities cater to the needs of Students, faculty members and researchers. The College needs to monitor the utilization of computing and library facilities at every student level.

Institute makes sufficient budgetary provision for maintenance of physical and academic support facilities. The Institute has devised policies and procedures for maintaining and utilizing physical, academic and support facilities. The policies are regularly updated and published on Institute's website.

The College has provided good common infrastructure for yoga, meditation and other self-improvement programs like those provided by Sri Sri Ravishankarji etc.

	Criterion5 - Student Support and Progression **(Key Indicator and Qualitative Metrices(QlM) in Criterion5)**
5.1	**Student Support**
5.2	**Student Progression**
5.3	**Student Participation and Activities**
5.3.2 QlM	Presence of an active Student Council & representation of students on academic & administrative bodies/committees of the institution
5.4	**Alumni Engagement**
5.4.1 QlM	The Alumni Association/Chapters (registered and functional) contributes significantly to the development of the institution through financial and non financial means during the last five years

Qualitative analysis of Criterion 5

Financial assistance in the form of scholarship is provided to the eligible students as per Government norms. The Institute may extend the financial assistance to the poor students. Mentoring and counselling sessions for students are conducted to guide/counsel in terms of their personal and career goals.

Infrastructure and facilities are provided in the Campus for students to exhibit their talent and overall development. Separate Dance studios, Music studios, recording facilities are made available to the students. Lakshya study circle for guiding students in preparation of competitive exams has been established. The Institute has Grievance Redressal Cell, Anti Ragging Committee, Internal Complaint Committee to resolve issues of the students. Students are members of these committees. The institute has good number of capability enhancement and development schemes. Students should be encouraged to participate in the national and international competitive examinations. Students should be encouraged to participate in the co-curricular, extracurricular and sports activities in the other institutions in the state and nation.

Student driven Placement Committee is doing good service. The Training and Placement cell is participative and student driven. Internship and placement activities are coordinated through the cell. It provides pre-placement guidance and required training to the students to make them employable. The Institute motivates students to participate in various co-curricular and extra- curricular activities at various levels. The students are encouraged to organize co-curricular and extra- curricular competitions/events in the institute. However the placement record of the students in MBA and MCA is not encouraging and serious efforts needs to be made to improve both the placement percentage and quality of placement in terms of compensation package.

The Institute has a Alumni Association waiting to be registered. The Institute organizes Alumni meet every year. The Alumni engage for the development of the Institute by contributing towards Academic and Placement activities. The Institute shows its appreciation by bestowing Alumni with 'Distinguished Alumni Award' and 'Audacious Alumni Award'.

Criterion6 - Governance, Leadership and Management **(Key Indicator and Qualitative Metrices(QlM) in Criterion6)**	
6.1	**Institutional Vision and Leadership**
6.1.1 QlM	The governance of the institution is reflective of an effective leadership in tune with the vision and mission of the institution
6.1.2 QlM	The institution practices decentralization and participative management
6.2	**Strategy Development and Deployment**
6.2.1 QlM	Perspective/Strategic plan and Deployment documents are available in the institution
6.2.2 QlM	Organizational structure of the institution including governing body, administrative setup, and functions of various bodies, service rules, procedures, recruitment, promotional policies as well as grievance redressal mechanism
6.2.4 QlM	Effectiveness of various bodies/cells/committees is evident through minutes of meetings and implementation of their resolutions
6.3	**Faculty Empowerment Strategies**
6.3.1 QlM	The institution has effective welfare measures for teaching and non-teaching staff
6.3.5 QlM	Institution has Performance Appraisal System for teaching and non-teaching staff
6.4	**Financial Management and Resource Mobilization**
6.4.1 QlM	Institution conducts internal and external financial audits regularly
6.4.3 QlM	Institutional strategies for mobilisation of funds and the optimal utilisation of resources

6.5	Internal Quality Assurance System
6.5.1 QlM	Internal Quality Assurance Cell (IQAC) has contributed significantly for institutionalizing the quality assurance strategies and processes
6.5.2 QlM	The institution reviews its teaching learning process, structures & methodologies of operations and learning outcomes at periodic intervals through IQAC set up as per norms
6.5.5 QlM	Incremental improvements made during the preceding five years *(in case of first cycle)* Post accreditation quality initiatives *(second and subsequent cycles)*

Qualitative analysis of Criterion 6

The vision and mission of the institute is inherited from Zeal Education Society. The MBA and MCA departments, in turn, have set their Vision and mission inline with the Institute's Vision and Mission. The democratic and participative approach is adopted by the Governing Body (GB) and Local Managing Committee (LMC). Both the bodies have representation from student and teaching community. This helps to design, deploy and monitor various policies, plans and procedures for the effective governance. By delegating authority to various functional committees, the GB has adopted decentralized approach. These committees perform their activities and report to the authority.

The top management encourages faculties to develop leadership qualities by setting goals, involving them in participative decision-making through a well defined organogram. Welfare scheme to motivate the teaching and nonteaching staff, like medical insurance, seed capital for research etc., needs to be introduced. College does have group insurance, gratuity, subsidized teachers travel for participation in Seminars and Workshops. Financial support to teachers in the form of reimbursing partial fees for attending conferences and membership fee for professional bodies will improve research output of the college. The e-Governance system (ERP 'Verifer') of the Institute brings transparency and accountability.

For faculty empowerment, the Institute promotes the faculty participation in orientation programs, refresher courses, Faculty Development Programs, seminars/Conferences. The management extends support to enable such empowerment programs by a transparent faculty performance appraisal system.

The Institute prepares annual budget and makes financial provisions for the forthcoming year. The financial provision provide for compliance with the norms specified by government regulatory bodies like the affiliating University, DTE and AICTE. The income and expenditure of the institution are audited internally and externally on annual basis. Revised budget is prepared and presented to the Governing Body.

The Institute has Internal Quality Assurance Cell (IQAC). The cell is constituted with the objective to plan, monitor, suggest and assure quality in Institute's academic activities. The IQAC requires conducting of the pedagogical training from time to time. Stringent internal Administrative and Academic Audit to be conducted. All the details of quality initiatives by the IQAC should be documented and demonstrated to stack holders.

Criterion7 - Institutional Values and Best Practices
(Key Indicator and Qualitative Metrices(QlM) in Criterion7)

7.1	Institutional Values and Social Responsibilities

7.1.2 QlM	1. Institution shows gender sensitivity in providing facilities such as:
	
	    1. Safety and Security
	
	    2. Counselling
	
	    3. Common Room

7.1.5 QlM	Waste Management steps including: • Solid waste management • Liquid waste management • E-waste management
7.1.6 QlM	Rain water harvesting structures and utilization in the campus
7.1.7 QlM	Green Practices • Students, staff using a) Bicycles b) Public Transport c) Pedestrian friendly roads • Plastic-free campus • Paperless office • Green landscaping with trees and plants
7.1.18 QlM	Institution organizes national festivals and birth / death anniversaries of the great Indian personalities
7.1.19 QlM	The institution maintains complete transparency in its financial, academic, administrative and auxiliary functions
7.2	**Best Practices**
7.2.1 QlM	Describe at least two institutional best practices (as per NAAC Format)
7.3	**Institutional Distinctiveness**
7.3.1 QlM	Describe/Explain the performance of the institution in one area distinctive to its vision, priority and thrust

Qualitative analysis of Criterion 7
The Institute imbibes core values and designs code of conduct for the stakeholders and the same are communicated through several Policy documents. True to its core value, the Institute believes in maintaining transparency and the same is reflected in its various functions.   The Institute organizes program to address cross cutting issues related to gender and environmental sustainability. The Institute has network of CCTV cameras installed, and security guards are on duty 24x7 for safety and security. Common room and separate washroom are available for Ladies in the Institute. The girls' common room is in the Institute. It is well ventilated, has washrooms, dressing mirrors. There is female attendant who ensure safety of girls and also maintain cleanliness in the girls' common room. The separate washrooms for the ladies are maintained in hygienic condition with sanitary napkin vending machine provided for the ladies The students are informed and counselled about 'Damini Squad' and 'Police Kaka' scheme formed by Pune police commissioner for taking swift action for any incident related to harassment. The Institute has adopted conscious measures to maintain a green, eco- friendly and pollution free campus. The Institute uses LED for Energy savings. Alternative energy line solar has been implemented. Campus focuses on energy conservation, use of renewable energy, water harvesting, tree plantation, e-waste disposal management, Solid waste Management, Liquid Waste Management. College can explore design and implementation of a suitable ERP system for comprehensive campus and college management. It will help the faculty and staff to maintain and review attendance, academic record etc. This can promote paperless work culture. Faster, effective and paperless communication with staff and students is facilitated through Google groups, Google Classroom, WhatsApp groups and Official e-mail id is provided to the faculty, Students and staff with domain 'your.name@zealeducation.com'. The photocopying machine is used as the central printing station which has duplex printing facility, to save paper for printing. The Institute empathizes with Divyangjan and provides infrastructure and necessary resources such as Physical facilities, Provision for lift, Ramp / Rails, Rest Rooms and Scribes for examination for differently abled (Divyangjan). The Institute has taken social initiatives such as 'Road Safety', 'Digital payment awareness program', 'Eco Friendly Ganesh idol / immersion'. The Institute takes pride in celebrating national festivals. The students present the Biographies of the great Indian personalities on their birth / death anniversaries for promoting universal values and ethos.

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

Overall Analysis

Strength:

1. Institute is affiliated to S.P.P.U Pune, which is NAAC 'A+' grade accredited, and 'University with Potential for Excellence' (UPE) status.
2. The Institute has a clean and green campus with adequate infrastructure.
3. Adequate Land and Buildings.
4. Fair and Transparent Management.
5. It provides education by examples.
6. Industry demanded attributes, leadership, communication, innovation and are imbibed through students' participation in functional committees.

Weakness:

1. Consultancy, Publications in renowned journals, preparations of monographs falls short of expectations.
2. Students with lower cut-offs are admitted in the Institute.
3. Student lack of participation in state and national event.
4. Limited on-campus placement and low pay package
5. Research projects and research orientation among teaching faculty not satisfactory.
6. Non-availability of desired cadre faculty ratio

Opportunity:

1. Establishment of Management Development and Consultancy centre.
2. The Institute's location near Narhe Industrial Area opens an opportunity to connect with SME's and provide them with management consultancy.
3. Motivating the young faculties towards academics, quality Research and publications.
4. Establishment of SPPU recognized Research centre for PhD programs.

Challenge:

1. The students have poor socio-economic background.
2. Low student intake is a challenge.
3. Launching innovative add-on programs within the purview of the University is a challenge.
4. Improving aptitude, soft skill and communication skills of the students.
5. Creating awareness and orienting the students towards the career path in the modern era is a challenge.
6. Challenge of finding quality senior faculty/resources for sustaining the quality of programmes.

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)

- Lesson plan to be properly design to include other components like Cases, Additional reading etc.
- More Expert/Guest lectures should be arranged
- More efforts needed to improve quality research publications by the teachers
- Seed money to be provided to faculties to pursue research.
- College to design pre CAP training programme so that all seats are filled.
- Add on and enrichment courses along with value addition to the methodology of teaching learning process are suggested
- Career Advancement Scheme has to be introduced and evaluated properly as per UGC norms.
- Computer labs to be upgraded with latest configurations.
- Students should be given more opportunities and guidance to participate in state and national level events including NSS, NCC, cultural and sports.
- Alumni association has to be made more active and participative in institution development along with it.

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

Signature of the Head of the Institution
Seal of the Institution

Signature of the Peer Team Members:

Sl.No	Name		Signature with date
1	M S Subhash	Chairperson	
2	S M K Quadri	Member Co-ordinator	
3	Atul Patel	Member	
4	Dr. Shyam Singh Inda	NAAC Co-ordinator	

Place: Date