



## Yearly Status Report - 2018-2019

### Part A

#### Data of the Institution

<b>1. Name of the Institution</b>		SAROSH INSTITUTE OF HOTEL ADMINISTRATION
Name of the head of the Institution		Amar Z Cherian
Designation		Principal
Does the Institution function from own campus		Yes
Phone no/Alternate Phone no.		08242275862
Mobile no.		9480571563
Registered Email		sihainst@hotmail.com
Alternate Email		principal_sarosh@nitte.edu.in
Address		NITTE CAMPUS, KODAKAL, KANNUR P.O
City/Town		MANGALORE
State/UT		Karnataka
Pincode		575007

<b>2. Institutional Status</b>	
Affiliated / Constituent	Affiliated
Type of Institution	Co-education
Location	Urban
Financial Status	Self financed
Name of the IQAC co-ordinator/Director	MS. DHANYA C MENON
Phone no/Alternate Phone no.	08242275862
Mobile no.	8547936074
Registered Email	dhanyacmenon84@gmail.com
Alternate Email	sihainst@hotmail.com

<b>3. Website Address</b>	
Web-link of the AQAR: (Previous Academic Year)	<a href="http://www.sihainst.com/naac/AOAR_2017-18.pdf">http://www.sihainst.com/naac/AOAR_2017-18.pdf</a>
<b>4. Whether Academic Calendar prepared during the year</b>	Yes
if yes,whether it is uploaded in the institutional website: Weblink :	<a href="http://sihainst.com/academic_calendar_2018_19.pdf">http://sihainst.com/academic_calendar_2018_19.pdf</a>

<b>5. Accrediation Details</b>					
Cycle	Grade	CGPA	Year of Accrediation	Validity	
				Period From	Period To
2	B	2.22	2016	17-Mar-2016	17-Mar-2021

<b>6. Date of Establishment of IQAC</b>	30-Oct-2008
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<b>7. Internal Quality Assurance System</b>
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Quality initiatives by IQAC during the year for promoting quality culture		
Item /Title of the quality initiative by IQAC	Date & Duration	Number of participants/ beneficiaries

BLOOD DONATION CAMP	14-Aug-2018 2	30
Seminar On Management Skill	16-Mar-2019 3	100
Workshop On Graphology	12-Feb-2019 2	100
Seminar On Opportunities, Benefits For Hotel Management Graduates In Army Academy	28-Jan-2019 2	350
Industrial Visit To Yenepoya Food Craft And Inline Laundry	28-Sep-2018 2	65
Seminar On Cyber Crime	24-Sep-2018 2	95
A State Level Symposium	07-Sep-2018 2	140
Orientation Program For Freshers 2018-2022 Batch	25-Jun-2018 2	95
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**8. Provide the list of funds by Central/ State Government- UGC/CSIR/DST/DBT/ICMR/TEQIP/World Bank/CPE of UGC etc.**

Institution/Department/Faculty	Scheme	Funding Agency	Year of award with duration	Amount
Nil	Nil	Nil	2019 0	0
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**9. Whether composition of IQAC as per latest NAAC guidelines:**

Yes

Upload latest notification of formation of IQAC

[View File](#)

**10. Number of IQAC meetings held during the year :**

4

The minutes of IQAC meeting and compliances to the decisions have been uploaded on the institutional website

Yes

Upload the minutes of meeting and action taken report

[View File](#)

**11. Whether IQAC received funding from any of the funding agency to support its activities during the year?**

No

## 12. Significant contributions made by IQAC during the current year(maximum five bullets)

- IQAC ensured that seminars, workshops, industrial visits were conducted for students
- Termwise evaluation of activities is conducted to suggest the improvement.
- Conducting and Monitoring extracurricular activities through various Clubs
- Organizing orientation programme for the first year students.
- The quality of teaching is monitored through the comprehensive feedback mechanism which helps to improve curriculum, teaching learning process and students support activities.

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## 13. Plan of action chalked out by the IQAC in the beginning of the academic year towards Quality Enhancement and outcome achieved by the end of the academic year

Plan of Action	Achievements/Outcomes
Free health check up	The NSS Unit of the college organised health check up programme with association with the community department of nitte
Sending important notifications to all stakeholders of the College through email and SMS. Important notifications are circulated and get it signed by every concerned individual and after which it is displayed at the notice board.	Helps as a tool of information and intimation of notifications to all the stakeholders of the College.
In view of bringing a student centric system to the College, the IQAC aimed to introduce more clubs where students are make to enroll in the club of their choice	It motivated the students to participate actively in the areas of their interest and thus enabled them to engage vigorously in curriculum activities
To organise exposure trip and excursion frequently for the students.	Students were taken on Educational visits for practical learning, handson training the sectors related to hospitality
Mentoring and Counselling committee	Realizing the importance of emotional wellbeing of the students, IQAC recommended to engage counselling professionals to help them in coping with the challenges in life. It was recommended that such counselling sessions should not be a onetime exercise but it should be a continuous process for the entire year so as to spread awareness on the issues which generate stress, anxiety and sadness which in turn impacts the academic performance and productivity of students. The teacherstudent mentoring system is followed in the college.

Organisation of seminars relevant to students	Resource persons were invited to conduct seminar for the students of college
Research	Resource person was invited to deliver a lecture in research methodology to the final year students of college. Different guides were allocated for individual students. The dates for submission of draft and final copy of research was finalized and informed to the students.
Encourage participation of Faculty in Faculty Development programmes	faculty members participated in Faculty Development programmes
Regular Result analysis	Subject wise results analysis is made and remedial measures are undertaken. Various parameters for detailed result analysis were discussed and finalized with an aim to track student progression to identify slow and advanced learners. With such detailed analysis of result, appropriate assistance like remedial classes is provided to students with decline in result. Similarly, extra opportunities are provided to advanced learners to prepare them for higher education and improve career prospects.
Advance Planning of Academic Calendar	Principal prepares academic calendar in consultation with faculty. Activities were planned in order to minimize disturbance of teaching schedules.
<a href="#">View File</a>	

<b>14. Whether AQAR was placed before statutory body ?</b>	Yes				
<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">Name of Statutory Body</th> <th style="width: 50%;">Meeting Date</th> </tr> </thead> <tbody> <tr> <td>Governing Council</td> <td>10-May-2019</td> </tr> </tbody> </table>		Name of Statutory Body	Meeting Date	Governing Council	10-May-2019
Name of Statutory Body	Meeting Date				
Governing Council	10-May-2019				
<b>15. Whether NAAC/or any other accredited body(s) visited IQAC or interacted with it to assess the functioning ?</b>	No				
<b>16. Whether institutional data submitted to AISHE:</b>	Yes				
Year of Submission	2019				
Date of Submission	02-Jan-2019				

17. Does the Institution have Management Information System ?

No

Part B

**CRITERION I – CURRICULAR ASPECTS**

**1.1 – Curriculum Planning and Implementation**

1.1.1 – Institution has the mechanism for well planned curriculum delivery and documentation. Explain in 500 words

When the college reopens after the vacations, Staff meetings are held with the Principal in which subjects to be handled for the semester are distributed to the teachers; after which the teachers submit a lesson plan for the subject that they are to handle, and this is then submitted to the IQAC and thus the IQAC monitors the classes taken by viewing the Teachers Diary, which shows whether the teacher is taking classes as per the lesson plan they have submitted. Classes are held according to the timetable. The College has a library with reference and issue books relevant to all sections of Hotel Management for the benefit of the students. A good number of Journals are subscribed by the College. For the effective teaching delivery of curriculum, various teaching methods are applied based on the requirement of the subject or topic. Advanced teaching-learning aids are used in delivering the lesson, such as Chalk and talk method, ICT-enabled teaching-learning method, Paper Presentation and Seminar by the students, Group Discussion, Industrial visits and Excursion. The teachers distribute printed notes and answered question papers of previous University Examinations in order to help the students to understand the pattern of answering in order that they will be able to score well in the examinations. Seminars and talks by Hospitality Professionals are also arranged. Regular class test are conducted and regular assessment in practical classes are done to keep track on the improvement of the students. Remedial classes are also conducted after viewing the performance of the students in the regular tests. The internal assessments tests assist in judging the performance of the students. The college Office maintains the record of the classes and assessment exams. The College administration also tracks the performances of the students. The Administration of the College discusses the academic performance with the teaching faculty and evaluates the result of every Term end examination and based on the analysis steps are taken to improve and make the plan for the next academic session.

1.1.2 – Certificate/ Diploma Courses introduced during the academic year

Certificate	Diploma Courses	Dates of Introduction	Duration	Focus on employ ability/entrepreneurship	Skill Development
NIL	NIL	14/07/2019	0	NIL	NIL

**1.2 – Academic Flexibility**

1.2.1 – New programmes/courses introduced during the academic year

Programme/Course	Programme Specialization	Dates of Introduction
BHM	NIL	14/07/2019
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1.2.2 – Programmes in which Choice Based Credit System (CBCS)/Elective course system implemented at the affiliated Colleges (if applicable) during the academic year.

Name of programmes adopting	Programme Specialization	Date of implementation of
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CBCS		CBCS/Elective Course System
BHM	NIL	14/07/2019

### 1.2.3 – Students enrolled in Certificate/ Diploma Courses introduced during the year

	Certificate	Diploma Course
Number of Students	0	0

## 1.3 – Curriculum Enrichment

### 1.3.1 – Value-added courses imparting transferable and life skills offered during the year

Value Added Courses	Date of Introduction	Number of Students Enrolled
BARTENDERS TRAINING PROGRAMME IN MIXOLOGY AND FLARING	09/07/2019	21
<a href="#">View File</a>		

### 1.3.2 – Field Projects / Internships under taken during the year

Project/Programme Title	Programme Specialization	No. of students enrolled for Field Projects / Internships
BHM	On the Job Training	95
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## 1.4 – Feedback System

### 1.4.1 – Whether structured feedback received from all the stakeholders.

Students	Yes
Teachers	Yes
Employers	Yes
Alumni	Yes
Parents	Yes

### 1.4.2 – How the feedback obtained is being analyzed and utilized for overall development of the institution? (maximum 500 words)

Feedback Obtained
<p>The Administration of the College in coordination with the IQAC coordinator and collect feedback periodically from students with the help of an appraisal Form. The students give their feedback on the presentation of the curriculum with the help of the Appraisal Form which assesses parameters such as knowledge of the subject, punctuality, quality of teaching etc., and after analysis by the Management the students' feedbacks are given due consideration. The feedback from the faculty is obtained through discussions in the staff meetings with the Principal. In every area where improvements are required , discussions are held in respective committees/Section. Feedback from the alumni is obtained during alumni association meetings. Feedback from the parents is conveyed in the Parent-Teacher meeting. Suggestions and comments given by the parents are also taken into account for future development. The feedback from the stakeholders is discussed and analysed by the College. Matters which involve the College as a whole are dealt by the Principal in coordination with the concerned Sections in coordination with the Heads of Sections/committees. The Section Heads then inform individuals concerned in their respective sections in order to address the problem and take corrective steps. The proposals given by the different committees and Sections are discussed with the Governing Body of the College for necessary action. Strengths of the College are also taken into</p>

consideration for further upgradation. A Grievance Redressal software is available on the College website through which the students can post their grievances if any. The Grievance redressal committee on receipt of a grievance will take appropriate action when needed.

## CRITERION II – TEACHING- LEARNING AND EVALUATION

### 2.1 – Student Enrolment and Profile

#### 2.1.1 – Demand Ratio during the year

Name of the Programme	Programme Specialization	Number of seats available	Number of Application received	Students Enrolled
BHM	HOTEL MANAGEMENT	120	132	101
<a href="#">View File</a>				

### 2.2 – Catering to Student Diversity

#### 2.2.1 – Student - Full time teacher ratio (current year data)

Year	Number of students enrolled in the institution (UG)	Number of students enrolled in the institution (PG)	Number of fulltime teachers available in the institution teaching only UG courses	Number of fulltime teachers available in the institution teaching only PG courses	Number of teachers teaching both UG and PG courses
2018	101	0	18	0	0

### 2.3 – Teaching - Learning Process

#### 2.3.1 – Percentage of teachers using ICT for effective teaching with Learning Management Systems (LMS), E-learning resources etc. (current year data)

Number of Teachers on Roll	Number of teachers using ICT (LMS, e-Resources)	ICT Tools and resources available	Number of ICT enabled Classrooms	Number of smart classrooms	E-resources and techniques used
18	18	5	8	0	2
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#### 2.3.2 – Students mentoring system available in the institution? Give details. (maximum 500 words)

In the beginning of the Semester, the class-wise names of the mentors are displayed on the College notice board. The mentors are responsible for academic progress and psychological wellbeing of their mentees. They are also entrusted with the task of monitoring the attendance and academic progress of the students. The Mentor will counsel their Mentees when necessary and refer them for more professional counselling, if required. At the beginning of the Semester, the mentors conduct individual meetings with their Mentees in order to remind them the policies, regulations, Mission and Vision of the Institute. The mentors maintain the Profile of each individual mentee including their educational background and socioeconomic status. They also maintain record of their class attendance, class performance and academic progress. The Mentoring system has been adopted in order to give individual attention to all students of the College

Number of students enrolled in the institution	Number of fulltime teachers	Mentor : Mentee Ratio
365	18	1:20

### 2.4 – Teacher Profile and Quality

#### 2.4.1 – Number of full time teachers appointed during the year



No. of sanctioned positions	No. of filled positions	Vacant positions	Positions filled during the current year	No. of faculty with Ph.D
0	0	0	0	0

2.4.2 – Honours and recognition received by teachers (received awards, recognition, fellowships at State, National, International level from Government, recognised bodies during the year )

Year of Award	Name of full time teachers receiving awards from state level, national level, international level	Designation	Name of the award, fellowship, received from Government or recognized bodies
2018	Nil	Lecturer	Nil
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## 2.5 – Evaluation Process and Reforms

2.5.1 – Number of days from the date of semester-end/ year- end examination till the declaration of results during the year

Programme Name	Programme Code	Semester/ year	Last date of the last semester-end/ year-end examination	Date of declaration of results of semester-end/ year- end examination
BHM	BHMHMC	Odd Semester	22/11/2018	01/02/2019
BHM	BHMHMC	even semester	09/05/2019	05/07/2019
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2.5.2 – Reforms initiated on Continuous Internal Evaluation(CIE) system at the institutional level (250 words)

At the commencement of each Semester, students are informed about the Method of evaluation to obtain Internal Marks. Mentors/Subject Teachers/Class coordinators inform the student regarding obtaining optimum marks in the Internal Examination so that it would be reflected in the Final Semester Examination Marks. Two tests are conducted in a Semester in order that the student revise the subject topics taught upto the time of the test and that they could score optimum marks. Students who are found to be slow learners are given special care. Assignments, Seminars, Group discussions encourage learning and are a method by which the students are assessed either individually or in a group. The College also gives special attention on Group discussion, Educational visits to help the students engage themselves in cognitive learning, learning through exposure, learning through peer review etc. These methods supplement the theoretical method of teaching learning process and this helps in evaluating the student.

2.5.3 – Academic calendar prepared and adhered for conduct of Examination and other related matters (250 words)

The Academic calendar for the College is prepared by the Principal with the guidelines set by the University and circulated at the beginning of the new academic session to the teaching and nonteaching staff and students of the College for the intimation of the schedule for the Semester. The Academic Calendar contains the schedule of the College ranging from Events to be held in the Semester and also the schedule of the Internal Examinations and the Final Semester Examinations. The Academic Calendar helps to streamline the activities for the Semester.

## 2.6 – Student Performance and Learning Outcomes

2.6.1 – Program outcomes, program specific outcomes and course outcomes for all programs offered by the institution are stated and displayed in website of the institution (to provide the weblink)

<https://www.sihainst.com/bhm.php>

### 2.6.2 – Pass percentage of students

Programme Code	Programme Name	Programme Specialization	Number of students appeared in the final year examination	Number of students passed in final year examination	Pass Percentage
BMHMC	BHM	HOTEL MANAGEMENT	71	40	56
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### 2.7 – Student Satisfaction Survey

2.7.1 – Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as weblink)

<http://sihainst.com/naac/STUDENT%20SATISFACTION%20SURVEY%20RESULT%202018.pdf>

## CRITERION III – RESEARCH, INNOVATIONS AND EXTENSION

### 3.1 – Resource Mobilization for Research

3.1.1 – Research funds sanctioned and received from various agencies, industry and other organisations

Nature of the Project	Duration	Name of the funding agency	Total grant sanctioned	Amount received during the year
Total	0	Nil	0	0
No file uploaded.				

### 3.2 – Innovation Ecosystem

3.2.1 – Workshops/Seminars Conducted on Intellectual Property Rights (IPR) and Industry-Academia Innovative practices during the year

Title of workshop/seminar	Name of the Dept.	Date
NIL	NIL	15/12/2019

3.2.2 – Awards for Innovation won by Institution/Teachers/Research scholars/Students during the year

Title of the innovation	Name of Awardee	Awarding Agency	Date of award	Category
NIL	NIL	NIL	29/12/2019	NIL
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3.2.3 – No. of Incubation centre created, start-ups incubated on campus during the year

Incubation Center	Name	Sponsored By	Name of the Start-up	Nature of Start-up	Date of Commencement
1	Entrepreneurship	college	consumer cell	self financing	16/07/2018
1	On premise laundry	college	laundry	self financing	16/07/2018
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### 3.3 – Research Publications and Awards

3.3.1 – Incentive to the teachers who receive recognition/awards

State	National	International

0	0	0
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### 3.3.2 – Ph. Ds awarded during the year (applicable for PG College, Research Center)

Name of the Department	Number of PhD's Awarded
NIL	0

### 3.3.3 – Research Publications in the Journals notified on UGC website during the year

Type	Department	Number of Publication	Average Impact Factor (if any)
National	NIL	0	0
No file uploaded.			

### 3.3.4 – Books and Chapters in edited Volumes / Books published, and papers in National/International Conference Proceedings per Teacher during the year

Department	Number of Publication
NIL	0
No file uploaded.	

### 3.3.5 – Bibliometrics of the publications during the last Academic year based on average citation index in Scopus/ Web of Science or PubMed/ Indian Citation Index

Title of the Paper	Name of Author	Title of journal	Year of publication	Citation Index	Institutional affiliation as mentioned in the publication	Number of citations excluding self citation
NIL	NIL	NIL	2018	0	NIL	0
No file uploaded.						

### 3.3.6 – h-Index of the Institutional Publications during the year. (based on Scopus/ Web of science)

Title of the Paper	Name of Author	Title of journal	Year of publication	h-index	Number of citations excluding self citation	Institutional affiliation as mentioned in the publication
NIL	NIL	NIL	2018	0	0	NIL
No file uploaded.						

### 3.3.7 – Faculty participation in Seminars/Conferences and Symposia during the year :

Number of Faculty	International	National	State	Local
Attended/Seminars/Workshops	0	2	0	0
Presented papers	0	1	0	0
Resource persons	0	0	0	2
No file uploaded.				

## 3.4 – Extension Activities

### 3.4.1 – Number of extension and outreach programmes conducted in collaboration with industry, community and Non- Government Organisations through NSS/NCC/Red cross/Youth Red Cross (YRC) etc., during the year

Title of the activities	Organising unit/agency/ collaborating agency	Number of teachers participated in such	Number of students participated in such
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		activities	activities
Blood Donation	ROTRACT CLUB	2	30
Arogya 2018	NSS UNIT	2	141
Visit to Paschim Rehab Centre	ROTRACT CLUB	1	30
Kids Program Children from different orphanages	COLLEGE STUDENTS	10	180
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3.4.2 – Awards and recognition received for extension activities from Government and other recognized bodies during the year

Name of the activity	Award/Recognition	Awarding Bodies	Number of students Benefited
NIL	NIL	NIL	0
No file uploaded.			

3.4.3 – Students participating in extension activities with Government Organisations, Non-Government Organisations and programmes such as Swachh Bharat, Aids Awareness, Gender Issue, etc. during the year

Name of the scheme	Organising unit/Agency/collaborating agency	Name of the activity	Number of teachers participated in such activities	Number of students participated in such activities
social/awareness responsibility	ROTRACT CLUB	Visit to Paschim Rehab Centre	1	30
Blood donation drive	ROTRACT CLUB	blood donation drive	2	30
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### 3.5 – Collaborations

3.5.1 – Number of Collaborative activities for research, faculty exchange, student exchange during the year

Nature of activity	Participant	Source of financial support	Duration
NIL	0	NIL	0
No file uploaded.			

3.5.2 – Linkages with institutions/industries for internship, on-the- job training, project work, sharing of research facilities etc. during the year

Nature of linkage	Title of the linkage	Name of the partnering institution/ industry /research lab with contact details	Duration From	Duration To	Participant
INDUSTRIAL TRAINING	ON THE JOB TRAINING	Le Meridien No. 174, No. 28, Sankey Rd, P.B, Vasanth Nagar,	01/12/2018	31/03/2019	95

Bengaluru,  
Karnataka  
560052 Leela  
Chennai  
Adyar Sea  
Face, The  
Leela Palace  
Road,  
Sathyadev  
Ave, MRC  
Nagar,  
Chennai,  
Tamil Nadu  
600028 Four  
Points by  
Sheraton,  
Bangalore  
43/3,  
Whitefield  
Main

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3.5.3 – MoUs signed with institutions of national, international importance, other universities, industries, corporate houses etc. during the year

Organisation	Date of MoU signed	Purpose/Activities	Number of students/teachers participated under MoUs
NIL	31/12/2019	NIL	0
No file uploaded.			

## CRITERION IV – INFRASTRUCTURE AND LEARNING RESOURCES

### 4.1 – Physical Facilities

4.1.1 – Budget allocation, excluding salary for infrastructure augmentation during the year

Budget allocated for infrastructure augmentation	Budget utilized for infrastructure development
3000000	6368343

4.1.2 – Details of augmentation in infrastructure facilities during the year

Facilities	Existing or Newly Added
Class rooms	Existing
Laboratories	Existing
Seminar Halls	Existing
Classrooms with LCD facilities	Existing
Value of the equipment purchased during the year (rs. in lakhs)	Newly Added
<a href="#">View File</a>	

### 4.2 – Library as a Learning Resource

4.2.1 – Library is automated {Integrated Library Management System (ILMS)}

Name of the ILMS software	Nature of automation (fully or partially)	Version	Year of automation
easy lib	Partially	4.3.3	2008

#### 4.2.2 – Library Services

Library Service Type	Existing		Newly Added		Total	
	Journals	8	70000	0	0	8
CD & Video	70	0	0	0	70	0
Reference Books	2608	86980	0	0	2608	86980
Text Books	1540	499655	4861	725636	6401	1225291
<a href="#">View File</a>						

4.2.3 – E-content developed by teachers such as: e-PG- Pathshala, CEC (under e-PG- Pathshala CEC (Under Graduate) SWAYAM other MOOCs platform NPTEL/NMEICT/any other Government initiatives & institutional (Learning Management System (LMS) etc

Name of the Teacher	Name of the Module	Platform on which module is developed	Date of launching e-content
NIL	NIL	NIL	14/06/2018
No file uploaded.			

#### 4.3 – IT Infrastructure

##### 4.3.1 – Technology Upgradation (overall)

Type	Total Computers	Computer Lab	Internet	Browsing centers	Computer Centers	Office	Departments	Available Bandwidth (MBPS/GBPS)	Others
Existing	59	33	17	2	0	5	2	100	0
Added	30	0	0	0	0	0	0	0	0
Total	89	33	17	2	0	5	2	100	0

##### 4.3.2 – Bandwidth available of internet connection in the Institution (Leased line)

100 MBPS/ GBPS
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##### 4.3.3 – Facility for e-content

Name of the e-content development facility	Provide the link of the videos and media centre and recording facility
NIL	<a href="#">NIL</a>

#### 4.4 – Maintenance of Campus Infrastructure

4.4.1 – Expenditure incurred on maintenance of physical facilities and academic support facilities, excluding salary component, during the year

Assigned Budget on academic facilities	Expenditure incurred on maintenance of academic facilities	Assigned budget on physical facilities	Expenditure incurred on maintenance of physical facilities
2550000	2600000	5419000	5405000

4.4.2 – Procedures and policies for maintaining and utilizing physical, academic and support facilities - laboratory, library, sports complex, computers, classrooms etc. (maximum 500 words) (information to be available in institutional Website, provide link)

Development of the College infrastructure is the responsibility of the Governing Council of the College. The Governing Council with the funds received

allocates funds as required to develop the Infrastructure as the need arises.

**Computer:** • Recognizing the importance of IT as a complementary process in education the College is committed to upgrading its IT infrastructure and associated facilities on a regular basis. • The purchase of hardware and upgradation of software is done as per the need. • The College administration in coordination with the IQAC and the Computer Section of the College makes plans and decides on this matter.

**Laboratory:** • The College has various Labs for giving practical inputs in the core subjects of Hospitality such as Food Production, F B Service, Housekeeping and non-core subjects such as Computers, Language Lab etc., • Students are to leave their bags/belongings outside the Labs • Students have to wear Uniform that is prescribed for the respective practicals. • Students have to maintain decorum appropriate for a classroom. • Annual stock checking is done under the guidance of the heads of the sections.

• Repair and maintenance of sophisticated lab equipment are done by the maintenance staff. There is systematic disposal of waste.

**Sports:** • The College has appropriate Facilities for Sports such as Outdoor games like Volleyball, Cricket, Football, Shuttle badminton and Indoor Games such as Table Tennis. • The Physical Director supervises the Sports events and encourages students to participate in outdoor and indoor games during the Games Hours scheduled in the timetable.

**Classrooms and Public Areas:** • The classrooms and other areas are maintained well by the attenders of the college under the supervision of the Housekeeping section of the College. • Regular maintenance and checkup is done of the utilities by the maintenance staff. • Students are sensitized regarding cleanliness and motivated for energy conservation by careful use of electricity in classrooms. • Repairs and maintenance of furniture, building, electrical and lighting appliances are routinely undertaken and are outsourced.

**Library -** • The requirement and list of books is taken from the concerned Sections and Section Heads are involved in the process. The finalized list of required books is duly approved and signed by the Principal. • At the beginning of the new academic year, students are motivated to register themselves in library. • To ensure return of books, 'no dues' from the library is mandatory for students before appearing in exam. A Record of visitors (students and staff) on daily basis is maintained in a Register meant for • In terms of the College Library, books are arranged in simple but systematic manner to help the user locate the books easily. Information regarding the arrival of new resources are circulated to all the departments and also posted on the Library notice board. • Library cards are issued to the students in order that they are able to access or borrow the books.

<http://sihainst.com/POLICIES%20FOR%20MAINTAINING%20AND%20UTILIZING%20FACILITIES.php>

## CRITERION V – STUDENT SUPPORT AND PROGRESSION

### 5.1 – Student Support

#### 5.1.1 – Scholarships and Financial Support

	Name/Title of the scheme	Number of students	Amount in Rupees
Financial Support from institution	Merit Scholarship	174	889000
Financial Support from Other Sources			
a) National	GOVERNMENT SCHOLARSHIPS	19	380000
b) International	NIL	0	0

No file uploaded.

5.1.2 – Number of capability enhancement and development schemes such as Soft skill development, Remedial coaching, Language lab, Bridge courses, Yoga, Meditation, Personal Counselling and Mentoring etc.,

Name of the capability enhancement scheme	Date of implementation	Number of students enrolled	Agencies involved
Soft Skills	20/06/2018	365	COLLEGE
Mentoring	20/06/2018	365	COLLEGE
Language Lab	20/06/2019	101	COLLEGE
No file uploaded.			

5.1.3 – Students benefited by guidance for competitive examinations and career counselling offered by the institution during the year

Year	Name of the scheme	Number of benefited students for competitive examination	Number of benefited students by career counseling activities	Number of students who have passed in the comp. exam	Number of students placed
2018	NIL	0	0	0	0
2019	NIL	0	0	0	0
No file uploaded.					

5.1.4 – Institutional mechanism for transparency, timely redressal of student grievances, Prevention of sexual harassment and ragging cases during the year

Total grievances received	Number of grievances redressed	Avg. number of days for grievance redressal
0	0	0

## 5.2 – Student Progression

5.2.1 – Details of campus placement during the year

On campus			Off campus		
Name of organizations visited	Number of students participated	Number of students placed	Name of organizations visited	Number of students participated	Number of students placed
The Pauls Resorts Hotels , Bangalore Hilton, Bangalore	38	14	FOUR SEASONS BANGALORE, The Ocean Pearl, Bangalore Yenepoya College, Mangalore Marriot, Kochi , Indigo Airlines , Chancery Pavilion	9	6
<a href="#">View File</a>					

5.2.2 – Student progression to higher education in percentage during the year

Year	Number of students enrolling into higher education	Programme graduated from	Department graduated from	Name of institution joined	Name of programme admitted to
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2018	0	00	00	00	00
2019	0	00	00	00	00
No file uploaded.					

5.2.3 – Students qualifying in state/ national/ international level examinations during the year (eg:NET/SET/SLET/GATE/GMAT/CAT/GRE/TOFEL/Civil Services/State Government Services)

Items	Number of students selected/ qualifying
NET	0
SET	0
SLET	0
Any Other	0
No file uploaded.	

5.2.4 – Sports and cultural activities / competitions organised at the institution level during the year

Activity	Level	Number of Participants
Annual Sports Meet (Athletics)	Intra College	200
Annual Cultural Competitions	Intra College	176
Inter Class sports competitions (Field Sports)	Intra College	150
No file uploaded.		

### 5.3 – Student Participation and Activities

5.3.1 – Number of awards/medals for outstanding performance in sports/cultural activities at national/international level (award for a team event should be counted as one)

Year	Name of the award/medal	National/ Internaional	Number of awards for Sports	Number of awards for Cultural	Student ID number	Name of the student
2018	NIL	National	0	0	NIL	NIL
No file uploaded.						

5.3.2 – Activity of Student Council & representation of students on academic & administrative bodies/committees of the institution (maximum 500 words)

The College Students' Council members are elected by the students for a tenure of one academic year. Class representatives which includes Boys and Girls from each semester are also nominated to assist the Student Council. The council functions as per the Policies and Regulations of the College and the Students Councils works to ensure support towards the College administration. The President of the Students Council along with the members of the students council coordinates with the committees of the College for organizing every Event in the College. Also, the Students' Council assists the College administration by strictly implementing disciplinary matters and assisting in daily routine. Students Council Inauguration Swearing In Ceremony Of Students Council was administered by Shri. Mr. Kumble Narasimha Prabhu, The council was inaugurated by Mr. Kumble Narasimha Prabhu the District Chairman of 317 D Lions centennial celebration Trustee of Swami Dwarakanth Theerth Charitable trust in the presence of the Principal, staff students of the Institute on 14th of July 2018. Following are a few of the activities conducted in liaison with the Students council. Freshers Day was conducted on the same day on 14th of July

2018, during which the Freshers were welcomed by the senior students to the College with a sumptuous Lunch. Club Inauguration - Various Clubs of the College namely Rotaract, Elixir, Gastronomy, Synergy Club were inaugurated on 21st of July, 2018. The in - house Cultural Competition 2018 was conducted on 25th of July 2018. Our talented students exhibited their capabilities for this Competition. Aati-di-onji Koota a traditional Dakshina Kannada Harvest Festival was celebrated in the College Campus with the traditional cultural programmes and the Aati Lunch served to guests and staff and students of the College on 4th August 2018. Rendezvous 2018 an Inter College Cultural Competition was held on 10th Aug, 2018. Pre-University and Degree Colleges from in and around Mangalore participated in the event. In-house Cultural and Food and Beverage Competitions were conducted for the students of the College on the 18th of August, 2018. Theme Dinner 2018 - ARABIAN NIGHTS was held on 1st September-2018 at the Training Restaurant. Shri Krishna Janmashtami 2018 National level seminar - SIHA conducted Symposium on Entrepreneurship and Skill Development on 7th September 2018 at SIHA Campus. Chief Guest Mr.Vishal Hegde Pro Vice Chancellor, Nitte University, Mangalore Inaugurated the event and delivered the Key note address. SIHA students and Students from different colleges participated in the event. The College Celebrated Onam Sadya on 15th September 2018 in the Campus. Seminar on Cyber Crime Organized by NSS unit of Sarosh Institute of Hotel Administration On 24th September, 2018 in Seminar Hall. The Annual Sports Meet of SIHA was held 12th of January, 2019 at the Mangala Stadium, Mangalore. AROMA 2K19 - THE FOOD CARNIVAL was conducted by the 4th year BHM Students of Sarosh Institute of Hotel Administration on 2nd March 2019.

#### 5.4 – Alumni Engagement

5.4.1 – Whether the institution has registered Alumni Association?

No

5.4.2 – No. of enrolled Alumni:

0

5.4.3 – Alumni contribution during the year (in Rupees) :

0

5.4.4 – Meetings/activities organized by Alumni Association :

NIL

### CRITERION VI – GOVERNANCE, LEADERSHIP AND MANAGEMENT

#### 6.1 – Institutional Vision and Leadership

6.1.1 – Mention two practices of decentralization and participative management during the last year (maximum 500 words)

Delegation and decentralisation play an important role in planning and management. It is a means of improving the efficiency of education system and the quality of educational service. Our Institution practices decentralization and participative management. The Principal is the sole authority of the institution. Students are empowered to play an active role in co-curricular and extracurricular activities, and social services. The Institution promotes a Culture of participative management by involving the staff and students in various activities. There are different clubs/committees such as Elixir club, women's Cell, NSS, IQAC, mentoring, Synergy Club, Gastronomy Club, etc. which work in coordination with the Students Council, whereby students and teachers participate and take active part. The core committee of the College formulates

common working Procedures and entrusts the implementation through Section Heads. The Section Head with the committee incharge manages the activities of the department and keeps track of co-curricular and extracurricular activities in the College. Other Sections of the College like sports, library, students council also operates under the guidance of the various committees and also students are involved in the decision making process to some extent.

6.1.2 – Does the institution have a Management Information System (MIS)?

Partial

## 6.2 – Strategy Development and Deployment

6.2.1 – Quality improvement strategies adopted by the institution for each of the following (with in 100 words each):

Strategy Type	Details
Admission of Students	The College adheres to the academic calendar of Mangalore University, regarding the admission dates and schedules. Selection of the candidate is based on the eligibility criteria fixed by the Mangalore University and the candidate's inclination towards the BHM program after a career counseling session with the candidate and his/her parents. The admission prospectus containing information about the course, subjects of study, eligibility criteria, fees, duration of the course, curricular and co-curricular activities, infrastructure details, hostel information is issued to the candidate who come for admission.
Industry Interaction / Collaboration	Industry professionals are invited to conduct seminars and talks for the students. There is an understanding and arrangement with various hospitality providers to train students in various operational departments during vacation. Alumni of the Institute, employed in the Hospitality Industry are also invited to share their experiences with the students and the Faculty. Also hotels and event management companies seek our student's assistance at various operations as and when they need. Industry professionals visiting the college are encouraged to conduct a debriefing session for the students that help them identify their strengths and areas for improvement.
Human Resource Management	- The administrative department maintains a file of applications received from potential candidates, which is referred to whenever a vacancy arises. The staff are recruited after a round of interview with the Heads of the concerned Sections. The selected candidate then meets the Correspondent

along with the principal and a letter of appointment is handed over. The staff and students are covered under the Medicare scheme and are also eligible to utilise Medicare facilities provided by the Justice K S Hegde Hospital

Library, ICT and Physical Infrastructure / Instrumentation

- Library, ICT and Physical Infrastructure / Instrumentation - • The college has a well established library that caters to the needs of the students and the faculty. • There is Wi-Fi facility in the Library and Staff room, apart from the internet facility provided in the Computer Lab, Administration department. • The Librarian updates the library notice board with news clippings about 'career options' and later the same is filed in the student information file, for reference. • Inclusion of library hour in the time table to encourage additional reading of reference books. Library hours are monitored and included as a compulsory hour in the time-table, in order to promote individual learning and reading skills.
- The use of ICT and e-journals are promoted among the students. As a part of the curriculum students are taught the Hospitality software IDS and MS Office. Students are assigned projects that require them to make use of the ICT facilities. • Physical Infrastructure - The infrastructure has been designed and built as per the course requirements. It includes 3.13 acres area with a built up area of 5951.93 sq.mt. The college infrastructure comprises of classrooms, Quantity training Kitchen, Basic training Kitchen, Advanced training kitchen, Service Training Restaurant, Housekeeping Lab, Laundry, Guest rooms, Front Office Training area, Bakery and Confectionery Lab, Computer labs, Cafeteria for staff and students, Amphitheatre, Indoor games room, Counseling room and Seminar room. • There are 82 Desktop computers in the computer lab. The college has Internet facility with 10 mbps data line.

Research and Development

Research and Development - Final Year students as a part of their curriculum have to submit a Research Project and they are guided by the faculty members to submit research projects based on

	<p>topics in Hospitality, Department of their choice etc., • Students are assigned Teachers who guide them in studies on the research in an area of their interest related to the Curriculum as a part of the research project in the VIII Semester.</p>
<p>Examination and Evaluation</p>	<p>• Examination and Evaluation - • Formative assessment: The evaluation through these approaches provides information about student's understanding of Topic. Formative evaluations include: • Written and practical tests performance • Assignments/Projects • Attendance • Extracurricular and co-curricular activities • Workshops/Seminars conducted/attended • Industrial visits/Field visits participated in • Organizing events and taking responsibilities during events like annual • Food festivals, annual theme dinner • Involvement in NSS and Rotaract club activities • Summative assessment: Summative assessment is done at the end of the semester. Model exams are conducted. This throws light on 'how much the student has been able to retain' towards the end of the semester. Extra coaching is given to students who have not performed satisfactorily, to garner the confidence among students and help them to perform well in their final exam. • The university conducts a summative evaluation at the end of each semester through the following. • Written Exams • Practical Exams and Viva voce • Project work and viva voce</p>
<p>Teaching and Learning</p>	<p>Teachers are encouraged to attend FDP Programs, Workshops, Seminars etc., organised by various institutes and universities to enhance their teaching abilities. • Students are encouraged to participate in various inter college competition in order to familiarise themselves in socialising and understanding the environment of other Institutes. • ICT-enabled teaching-learning process assists the students in comprehending subjects taught and the outcome of the course. ICT based teaching, group discussion, assignments, seminars, and workshops are the innovative methods adopted in the teaching and learning apart from chalk talk method. • Minor projects are</p>

given to students to create practical awareness • Students are taken on Educational and Industrial visits to be informed of the working various industries. • Students are also sent for Out Door Catering functions (ODC), to gain practical knowledge. • Fast, average and slow learners are identified by the teachers to facilitate the teaching process.

**Curriculum Development**

The college follows the curriculum designed by the Mangalore University. The College by means of Theoretical as well as Practical inputs aids in acquiring the knowledge and skills as per the needs and expectations of the industry. The training and placement coordinator regularly interacts with the training and HR managers to collect first-hand information about the skill requirement in the industry and to identify areas of improvement in our infrastructure and students. This feedback is communicated to various committees and clubs as an initiative to design and develop activities for improvement. ? The students take part in different activities conducted by The Elixir club, Gastronomy club, Rotaract club, Eco club and NSS which are in house clubs of the College. The club activities are designed to train the students and provide additional skill based knowledge. Regular events such as Food Festivals, Theme Dinners, Kids parties, intercollegiate, inter class activities, debates, group discussions are organized to ensure that the student's skills are enhanced as per the industry requirement.

**6.2.2 – Implementation of e-governance in areas of operations:**

E-governance area	Details
Student Admission and Support	The College adheres to the academic calendar of Mangalore University, regarding the admission dates and schedules. Students who require financial support are helped by the College in proper documentation which is to be uploaded in the Scholarship portals of the Central (N.S.P)and State governments(s.s.p).
Examination	The University results are uploaded on the College website every semester.
Planning and Development	Implemented SMS system for information regarding attendance as a regular

	information to Parents/Guardians, where attendance is uploaded daily after classes on the attendance portal of the Institute.
Administration	Computerised system is employed for storing student records such as Internal Marks, Fees details, Appraisal records etc
Finance and Accounts	The accounts of the College are maintained with the help of an accounting software. Fees are collected using software which maintain records of students' receipts and Student profiles. Class wise fees receivable and the actual fees are received every semester with the help of the software. Staff salary along with their profile is maintained in the system.

### 6.3 – Faculty Empowerment Strategies

6.3.1 – Teachers provided with financial support to attend conferences / workshops and towards membership fee of professional bodies during the year

Year	Name of Teacher	Name of conference/ workshop attended for which financial support provided	Name of the professional body for which membership fee is provided	Amount of support
2018	Mr. Uday Menon	Managing Personal Finance for Financial Prosperity and Unleashing Positive Behaviour for High Intensity performance	Justice K.S. Hegde Institute of Management	1000
2018	Ms. Dhanya Menon	Workshop on NAAC Accreditation - New Methodology	Milagres College	200
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6.3.2 – Number of professional development / administrative training programmes organized by the College for teaching and non teaching staff during the year

Year	Title of the professional development programme organised for teaching staff	Title of the administrative training programme organised for non-teaching staff	From date	To Date	Number of participants (Teaching staff)	Number of participants (non-teaching staff)
2018	Workshop on Discussion based	00	15/05/2018	15/05/2018	13	1

classes

No file uploaded.

6.3.3 – No. of teachers attending professional development programmes, viz., Orientation Programme, Refresher Course, Short Term Course, Faculty Development Programmes during the year

Title of the professional development programme	Number of teachers who attended	From Date	To date	Duration
Workshop on NAAC Accreditation - New Methodology	1	02/02/2019	02/02/2019	02
Managing Personal Finance for Financial Prosperity and Unleashing Positive Behaviour for High Intensity performance	1	07/06/2019	07/06/2019	02
Workshop on Discussion based classes	13	15/05/2018	15/05/2018	02

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6.3.4 – Faculty and Staff recruitment (no. for permanent recruitment):

Teaching		Non-teaching	
Permanent	Full Time	Permanent	Full Time
0	0	0	0

6.3.5 – Welfare schemes for

Teaching	Non-teaching	Students
Maternity leaves, Employee Provident, Fund Gratuity Scheme, Funds for doctoral research and to Attend seminars, Provision of Canteen Facilities ,Group insurance for personal accident	Maternity leaves , Employee Provident Fund, Gratuity Scheme, Group insurance for personal accident ESI	Free yearly medical check-up, Free vehicle parking, Subsidized canteen facility , Funding for various competitions , Sick room with first aid facility ,Group insurance for personal accident, Scholarships ,Student Welfare Committee, Grievance Redressal Cell, Antiragging Cell, Sexual Harassment Cell, Helpline, Counselling Centre

## 6.4 – Financial Management and Resource Mobilization

6.4.1 – Institution conducts internal and external financial audits regularly (with in 100 words each)



The Accounts Head of the Institute maintains the Accounts, which is audited at the end of the year by an External Auditor. The College does not receive any grants from the Government.

6.4.2 – Funds / Grants received from management, non-government bodies, individuals, philanthropies during the year(not covered in Criterion III)

Name of the non government funding agencies /individuals	Funds/ Grnats received in Rs.	Purpose
nil	0	00
No file uploaded.		

6.4.3 – Total corpus fund generated

45528687
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## 6.5 – Internal Quality Assurance System

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

Audit Type	External		Internal	
	Yes/No	Agency	Yes/No	Authority
Academic	No		Yes	IQAC
Administrative	No		Yes	GOVERNING COUNCIL

6.5.2 – Activities and support from the Parent – Teacher Association (at least three)

The parents are invited for all the major Events held in the College and their participation and valuable suggestions are obtained, The PTA offers its support and suggestions during the Meetings in the Institute which are forwarded to the IQAC for consideration, Parent feedback helps in further improvement of the coordination between the College and Parents.

6.5.3 – Development programmes for support staff (at least three)

Meetings with training and feedback sessions, In house Skill oriented workshops, Loan assistance

6.5.4 – Post Accreditation initiative(s) (mention at least three)

Teaching-Learning process quality sustenance, Academic improvement of its faculty, Enhancement of number of workshops and seminars

6.5.5 – Internal Quality Assurance System Details

a) Submission of Data for AISHE portal	Yes
b)Participation in NIRF	No
c)ISO certification	No
d)NBA or any other quality audit	No

6.5.6 – Number of Quality Initiatives undertaken during the year

Year	Name of quality initiative by IQAC	Date of conducting IQAC	Duration From	Duration To	Number of participants
2018	State Level Symposium	07/09/2018	07/09/2018	07/09/2018	300
2018	Seminar on Cyber Crime	24/09/2018	24/09/2018	24/09/2018	150

2019	Seminar on Life Skills	28/01/2019	28/01/2019	28/01/2019	360
2019	Workshop on Graphology	12/02/2019	12/02/2019	12/02/2019	150
2019	seminar on managerial skills	16/03/2019	16/03/2019	16/03/2019	107
No file uploaded.					

## CRITERION VII – INSTITUTIONAL VALUES AND BEST PRACTICES

### 7.1 – Institutional Values and Social Responsibilities

7.1.1 – Gender Equity (Number of gender equity promotion programmes organized by the institution during the year)

Title of the programme	Period from	Period To	Number of Participants	
			Female	Male
Sexual Harrassment in the Work Place	18/01/2019	18/01/2019	20	200

7.1.2 – Environmental Consciousness and Sustainability/Alternate Energy initiatives such as:

Percentage of power requirement of the University met by the renewable energy sources
The students and faculty are encouraged by the NSS unit to keep the campus green by planting more trees and making the campus plastic free zone. Though there is no formal green audit system, the entire building of the institution is designed by the architect in considering the maximum utilization of the natural resources. All the class rooms are well ventilated and optimum use of natural lighting is utilized. The College uses LED Bulbs where needed to decrease power consumption and Solar Energy is used for the need of hot water and for cooking in the Quantity Kitchen of the College.

7.1.3 – Differently abled (Divyangjan) friendliness

Item facilities	Yes/No	Number of beneficiaries
Physical facilities	No	0

7.1.4 – Inclusion and Situatedness

Year	Number of initiatives to address locational advantages and disadvantages	Number of initiatives taken to engage with and contribute to local community	Date	Duration	Name of initiative	Issues addressed	Number of participating students and staff
2018	1	0	21/07/2018	02	Vanamahotsava	plantation drive	150
2018	1	1	14/08/2018	03	BLOOD DONATION DRIVE	SOCIAL RESPONSIBILITY	30
2018	0	1	21/09/2018	02	VISIT TO ASHRAM	Social Responsibility	100

2019	0	1	25/04/2019	02	SIHA Kids invited 90 children from different orphanages	Social Responsibility	100
No file uploaded.							

7.1.5 – Human Values and Professional Ethics Code of conduct (handbooks) for various stakeholders

Title	Date of publication	Follow up(max 100 words)
Policies and Regulations Handbook	15/06/2018	The handbook contains information related to college timings, general college rules and regulation, attendance requirement, course pattern, university examination norms, details about students' uniform and grooming standards for students, hostel rules and regulation. Information about the usage and timing of library and internet lab is also provided in the handbook. The handbook and prospectus is revised based on the feedback received from the students/parents and in consultation with all the staff and approved by the admission committee, academic committee. Some of the relevant information is put up on the college website - <a href="http://www.sihainst.com">www.sihainst.com</a>

7.1.6 – Activities conducted for promotion of universal Values and Ethics

Activity	Duration From	Duration To	Number of participants
Values and ethics taught during soft skills classes	18/06/2018	25/10/2018	360
Values and ethics taught during soft skills classes	26/11/2018	23/04/2019	360
No file uploaded.			

7.1.7 – Initiatives taken by the institution to make the campus eco-friendly (at least five)

The Campus is located in an area surrounded by Trees - small and large and has
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a well landscaped garden. Eco-friendly practices such as organic garden, vermi-composting unit. The Quantity Kitchen uses solar power for cooking of food • The college has initiated efforts to keep the premises clean by placing bins at appropriate locations and maintaining a litter-free campus. • Usage of plastic and plastic bags is discouraged. Board's related to environmental awareness and cleanliness is placed in various locations in the college campus. • The faculties and students are instructed to turn off the lights and fans when they are not in use. • The student council representatives and the support staff are also instructed to monitor the same. • Functions are generally conducted during the day time in the college hall (Utsav) and seminar hall (Manthan) that has natural ventilation. • The Classrooms, Seminar hall and Training Restaurant are fitted with glass windows to enable the natural light to come in thereby reducing the use of artificial lighting. • Meshes are put up in different labs to enable proper air circulation. • CFL/LED lamps are used wherever possible in order to conserve energy.

## 7.2 – Best Practices

### 7.2.1 – Describe at least two institutional best practices

**BEST PRACTICE:I TITLE:** Use of social media as teaching learning method.  
**OBJECTIVES:** a. To encourage the development of social skills of value in formal and informal learning. b. To discuss /share curriculum-related content and enhance the prescribed curriculum for students. c. To promote participatory culture among students - space that allows engagement, sharing, mentoring, and an opportunity for social interaction. d. To emphasize professional communication. e. To make the teaching learning process more interesting. f. To get feedback from the students To post assignments , questions as well as ways to interact with the students through forums or chats. **CONTEXT:** Students are changing, and those once effective teaching methods are becoming out-dated. Faculty, and campus administrators, can utilize social media as a tool for creating new ways to engage students and demonstrates to them a variety of uses for the internet and their favorite sites. One of the biggest challenges in online education is the lack of interaction. Social media provides opportunities for discussion and communication. This social media supplement teaching and learning in traditional classroom environments as they can provide new opportunities for enriching existing curriculum through creative, authentic and/or flexible, nonlinear learning experiences. **THE PRACTICE:** The Teachers post assignments, questions, relevant articles, current knowledge and many more. The link will be sent to each student by means of social media by their respective subject teachers. **EVIDENCE OF SUCCESS:** Most of the students are able to access information provided through social Media as it is user friendly and they are adept at handling this technology. **PROBLEM ENCOUNTERED:** Some students' are not frequent users of internet and also accessibility to Internet. **BEST PRACTICE:II TITLE OF THE PRACTICE:** PROFESSIONAL ETIQUETTE AND GROOMING STANDARDS **OBJECTIVES** i. To create awareness among the student community regarding cultivating an attitude necessary for the Hospitality Industry. ii. To create a positive self-image and self-esteem iii. To develop the habit of neat, smart and a professional dressing sense **CONTEXT** The hospitality industry requires good grooming sense. Some of our students belong to rural background and even those from urban background need to be taught the importance and emphasis of appropriate Hospitality Culture. **THE PRACTICE** • Daily Grooming check by the Faculty at the entrance of the college in the morning • Grooming check during regular classes(Theory as well as Practical) • Awards given during the College Function to encourage good grooming. **EVIDENCE OF SUCCESS** Students are seen to be taking self-initiative in cultivating good grooming standards **PROBLEMS ENCOUNTERED** Lethargy among few students who may be a wrong influence.

**2. Title of the practice:** Professional Etiquette and Grooming Standards  
**1. Goal**  
 i. To create awareness among the student community regarding cultivating an

attitude necessary for the Hospitality Industry. ii. To create a positive self-image and self-esteem iii. To develop the habit of neat, smart and a professional dressing sense 3. Context The hospitality industry requires good grooming sense. Some of our students belong to rural background and even those from urban background need to be taught the importance and emphasis of appropriate Hospitality Culture. 4. The Practice Daily Grooming check by the Faculty at the entrance of the college in the morning Grooming check during regular classes(Theory as well as Practical) Awards given during the College Function to encourage good grooming. 5. Evidence of success Students are seen to be taking self initiative in cultivating good grooming standards 6. Problems encountered Lethargy among few student, Adolescent behaviour, Social upbringing.

Upload details of two best practices successfully implemented by the institution as per NAAC format in your institution website, provide the link

<http://sihainst.com/naac/BEST%20PRACTICE%202018-19.pdf>

### 7.3 – Institutional Distinctiveness

7.3.1 – Provide the details of the performance of the institution in one area distinctive to its vision, priority and thrust in not more than 500 words

Sarosh Education Trust which runs Sarosh Institute of Hotel Administration , is associated with the Nitte Education Trust which is a leader in the Education Field in the state of Karnataka, that provide its students with the best opportunities for hands-on training. Mentoring system, Involvement of the student in co-curricular and extracurricular events are a few distinct features. • The campus promotes cross cultural engagement, encouraging staff and students in creative and innovative culture. • A drive to motivate and challenge students, to learn leadership values and skills and to encourage them to learn and practice values of honesty, integrity, responsibility, accountability, tolerance, respect. • As a part of the Curriculum, Indian Constitution, Human Rights, Gender Equity, Environmental Science and Value Education through soft skills classes are included in order to make the students aware of their rights and responsibilities. • The mission of the Institution, 'To develop competency in students by providing Hospitality Education in an environment that inculcates professionalism with Ethics and Social Values', whereby Students are made aware of their social responsibilities towards the lesser fortunate in the Society. The Institute has endeavoured to be abreast with the current trends in the Field of Hospitality Education and the needs of the Hospitality and associated areas, and therefore all stake holders work towards the development of the student with a holistic view in developing him or her as responsible citizens of the Nation.

Provide the weblink of the institution

<http://sihainst.com/>

### 8.Future Plans of Actions for Next Academic Year

Sarosh Institute of Hotel Administration is completing five years after the 2nd Cycle of Accreditation. The accreditation status has helped the college to move in a well-defined direction in order to achieve greater heights. However, there are many areas to improve and strengthen. The future plans of the College are elaborated below. Continue and improve relationship with the Industry The interaction of the College with Industry is not satisfactory and there is a need to improve collaboration with the Industry in terms of Knowledge Exchange and Practical Inputs. Conducting of more Seminars and workshops The college also intends to organize more seminars and workshops with an aim to encourage more entrepreneurs from the college. The teaching and non-teaching staff members require more training programs. Suitable resource persons will be identified and

programs will be offered so that the teaching and nonteaching staff members in order that they will be better empowered. Aim for Consultancy The College aims for better coordination with Government/Non Government Organisations to provide Consultancy in its relevant field of strength, namely Hospitality and associated interests. Regular Result analysis This will help in strengthening the skills of the Teaching Staff by giving them appropriate guidance by means of inputs given to them by the Head of the Institution after the result analysis which is done after every Semester Examination, this in turn will help in enhancing the academic performance of all students and improving their career prospects as a result. The support for advanced and Slow learners is not enough and therefore the College wishes to strengthen this in the next Five Years. Also the College wishes to introduce training for competitive examinations, so that the advanced learners will be able to reach better heights. Enhance research orientation by students Research helps the students develop critical thinking, as well as effective analytical, research, and communication skills that are needed to be an asset to an Employer and also if the student wishes to be an Entrepreneur. The College desires that Students imbibe the Research mentality and therefore more thrust will be given in the future to motivate the students in this direction. E-Governance The college intends to introduce e-governance system for all administrative processes like admission, class room management, examination and results, etc. The new system will enable the parents to take note of the progress of their wards, through the web portal. Liaison among stakeholders The liaison among the stakeholders like students, teachers, parents, alumni, employers etc. need strengthening. This is another planned activity for the next five years.