

## The Annual Quality Assurance Report (AQAR) of the IQAC

All NAAC accredited institutions will submit an annual self-reviewed progress report to NAAC, through its IQAC. The report is to detail the tangible results achieved in key areas, specifically identified by the institutional IQAC at the beginning of the academic year. The AQAR will detail the results of the perspective plan worked out by the IQAC. *(Note: The AQAR period would be the Academic Year. For example, July 1, 2012 to June 30, 2013)*

### Part – A

AQAR for the year *(for example 2013-14)*

2014-15

#### 1. Details of the Institution

1.1 Name of the Institution

SAROSH INSTITUTE OF HOTEL ADMINISTRATION

1.2 Address Line 1

NITTE CAMPUS, KODAKAL,

Address Line 2

KANNUR P O,

City/Town

MANGALORE

State

KARNATAKA

Pin Code

575007

Institution e-mail address

sihainst@hotmail.com

Contact Nos.

0824-2275861/2275862

Name of the Head of the Institution:

AMAR Z. CHERIAN

Tel. No. with STD Code:

0824-2417063

Mobile:

9480571563

Name of the IQAC Co-ordinator:

MS.DHANYA C. MENON

Mobile:

9513294935

IQAC e-mail address:

sihainst@hotmail.com

1.3 NAAC Track ID (For ex. MHCOGN 18879)

KACOGN12853

**OR**

1.4 NAAC Executive Committee No. & Date:

EC/40/16 dated October 17, 2006

(For Example EC/32/A&A/143 dated 3-5-2004.

*This EC no. is available in the right corner- bottom  
of your institution's Accreditation Certificate)*

1.5 Website address:

www.sihainst.com

Web-link of the AQAR:

For ex. <http://www.ladykeanecollege.edu.in/AQAR2012-13.doc>

### 1.6 Accreditation Details

| Sl. No. | Cycle                 | Grade | CGPA  | Year of Accreditation | Validity Period |
|---------|-----------------------|-------|-------|-----------------------|-----------------|
| 1       | 1 <sup>st</sup> Cycle | C++   | 66.65 | 2006                  | 5 Years         |
| 2       | 2 <sup>nd</sup> Cycle | --    | --    | --                    | --              |
| 3       | 3 <sup>rd</sup> Cycle | --    | --    | --                    | --              |
| 4       | 4 <sup>th</sup> Cycle | --    | --    | --                    | --              |

1.7 Date of Establishment of IQAC : DD/MM/YYYY

30-10-2006

1.8 Details of the previous year's AQAR submitted to NAAC after the latest Assessment and Accreditation by NAAC (*for example AQAR 2010-11 submitted to NAAC on 12-10-2011*)

- i. AQAR 8-5-2012 (DD/MM/YYYY)
- ii. AQAR 8-5-2012 (DD/MM/YYYY)
- iii. AQAR 19-5-2015 (DD/MM/YYYY)
- iv. AQAR 19-5-2015 (DD/MM/YYYY)

1.9 Institutional Status

University      State       Central       Deemed       Private   
 Affiliated College      Yes       No   
 Constituent College      Yes       No   
 Autonomous college of UGC      Yes       No   
 Regulatory Agency approved Institution      Yes       No   
 (eg. AICTE, BCI, MCI, PCI, NCI)  
 Type of Institution      Co-education       Men       Women   
    Urban       Rural       Tribal   
 Financial Status      Grant-in-aid       UGC 2(f)       UGC 12B

Grant-in-aid + Self Financing  Totally Self-financing

1.10 Type of Faculty/Programme

Arts  Science  Commerce  Law  PEI (Phys Edu)

TEI (Edu)  Engineering  Health Science  Management

Others (Specify)

HOTEL MANAGEMENT

1.11 Name of the Affiliating University (*for the Colleges*)

MANGALORE UNIVERSITY

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

Autonomy by State/Central Govt. / University

University with Potential for Excellence

UGC-CPE

DST Star Scheme

UGC-CE

UGC-Special Assistance Programme

DST-FIST

UGC-Innovative PG programmes

Any other (*Specify*)

UGC-COP Programmes

## **2. IQAC Composition and Activities**

|   |                                 |                                |  |
|---|---------------------------------|--------------------------------|--|
| 2.1 No. of Teachers   | <input type="text" value="6"/>  |                                |  |
| 2.2 No. of Administrative/Technical staff                                 | <input type="text" value="2"/>  |                                |  |
| 2.3 No. of students   | <input type="text" value="1"/>  |                                |  |
| 2.4 No. of Management representatives                                     | <input type="text" value="1"/>  |                                |  |
| 2.5 No. of Alumni   | <input type="text" value="--"/> |                                |  |
| 2.6 No. of any other stakeholder and<br>community representatives         | <input type="text" value="--"/> |                                |  |
| 2.7 No. of Employers/ Industrialists                                      | <input type="text" value="--"/> |                                |  |
| 2.8 No. of other External Experts   | <input type="text" value="--"/> |                                |  |
| 2.9 Total No. of members  | <input type="text" value="10"/> |                                |  |
| 2.10 No. of IQAC meetings held  |                                 |                                |  |
| 2.11 No. of meetings with various stakeholders:                           | <input type="text" value="10"/> | <input type="text" value="4"/> |  |
| Non-Teaching Staff  | <input type="text" value="4"/>  | Students                       |  |
| Alumni  | <input type="text" value="2"/>  | Others                         | <input type="text" value="--"/>        |
| 2.12 Has IQAC received any funding from UGC during the year?              | <input type="checkbox"/>        | Yes                            | <input checked="" type="checkbox"/> No |
| If yes, mention the amount  | <input type="text" value="--"/> |                                |  |
| 2.13 Seminars and Conferences (only quality related)                      |                                 |                                |  |
| (i) No. of Seminars/Conferences/ Workshops/Symposia organized by the IQAC |                                 |                                |  |
| Total Nos.  | <input type="text" value="7"/>  | International                  | <input type="text" value="-"/>         |
|   |                                 | National                       | <input type="text" value="--"/>        |
|   |                                 | State                          | <input type="text" value="--"/>        |
|   |                                 | Institution Level              | <input type="text" value="7"/>         |

(ii) Themes

- Seminar on Drug Abuse and Illicit Trafficking
- Prevention of Malaria
- workshop on bar tricks and bartending
- Public Participation in Prevention and Detection of Crime'
- Use of Technology in Good Governance'
- Food Presentation
- Gender equity & Women's Status in India

#### 2.14 Significant Activities and contributions made by IQAC

Seminars, Workshops, Industrial visits were conducted for the students

#### 2.15 Plan of Action by IQAC/Outcome

The plan of action chalked out by the IQAC in the beginning of the year towards quality enhancement and the outcome achieved by the end of the year \*

| Plan of Action                                   | Achievements               |
|--|----------------------------|
| Rendezvous (Inter college cultural competitions) | Conducted on 12/8/2015     |
| Desto(Inhouse college cultural competitions)     | 18 & 25 July 2014          |
| SIHA Kids  | 19 <sup>th</sup> Dec, 2014 |
| Aroma(Food Festival)                             | Feb 8, 2015                |

\* Attach the Academic Calendar of the year as Annexure.

2.16 Whether the AQAR was placed in statutory body



Management

Syndicate

Any other body

Provide the details of the action taken

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**Criterion – I****1. Curricular Aspects**

## 1.1 Details about Academic Programmes

| Level of the Programme | Number of existing Programmes | Number of programmes added during the year | Number of self-financing programmes | Number of value added / Career Oriented programmes |
|------------------------|-------------------------------|--|-------------------------------------|--|
| PhD                    | --                            | --   | --                                  | --   |
| PG                     | --                            | --   | --                                  | --   |
| UG                     | 1                             | --   | 1                                   | --   |
| PG Diploma             | --                            | --   | --                                  | --   |
| Advanced Diploma       | --                            | --   | --                                  | --   |
| Diploma                | --                            | --   | --                                  | --   |
| Certificate            | --                            | --   | --                                  | --   |
| Others                 | --                            | --   | --                                  | --   |
| <b>Total</b>           | --                            | --   | --                                  | --   |

|                   |    |    |    |    |
|-------------------|----|----|----|----|
| Interdisciplinary | -- | -- | -- | -- |
| Innovative        | -- | -- | -- | -- |

## 1.2 (i) Flexibility of the Curriculum: CBCS/Core/Elective option / Open options

## (ii) Pattern of programmes:

| Pattern   | Number of programmes |
|-----------|----------------------|
| Semester  | 1                    |
| Trimester | --                   |
| Annual    | --                   |

1.3 Feedback from stakeholders\* Alumni  Parents  Employers  Students

(On all aspects)

Mode of feedback : Online  Manual  Co-operating schools (for PEI)

*\*Please provide an analysis of the feedback in the Annexure*

1.4 Whether there is any revision/update of regulation or syllabi, if yes, mention their salient aspects.

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1.5 Any new Department/Centre introduced during the year. If yes, give details.

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### Criterion – II

## 2. Teaching, Learning and Evaluation

2.1 Total No. of permanent faculty

| Total | Asst. Professors | Associate Professors | Professors | Others |
|-------|------------------|----------------------|------------|--------|
| 8     | 5                | --                   | --         | 3      |

2.2 No. of permanent faculty with Ph.D.

01

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

| Asst. Professors |    | Associate Professors |    | Professors |    | Others |   | Total |    |
|------------------|----|----------------------|----|------------|----|--------|---|-------|----|
| R                | V  | R                    | V  | R          | V  | R      | V | R     | V  |
| --               | -- | --                   | -- | --         | -- | 1      | 1 | --    | -- |

2.4 No. of Guest and Visiting faculty and Temporary faculty

5

--

--



2.5 Faculty participation in conferences and symposia:

| No. of Faculty   | International level | National level | State level |
|------------------|---------------------|----------------|-------------|
| Attended         | --                  | --             | 3           |
| Presented        | --                  | --             | 1           |
| Resource Persons | --                  | --             | --          |

2.6 Innovative processes adopted by the institution in Teaching and Learning:

- |  |
|--|
| <ul style="list-style-type: none"> <li>• Remedial Classes for slow learners</li> <li>• Teacher guardian system to monitor overall performance of students</li> </ul> |
|--|

2.7 Total No. of actual teaching days 

|     |
|-----|
| 199 |
|-----|

  
during this academic year

2.8 Examination/ Evaluation Reforms initiated by 

|    |
|----|
| No |
|----|

  
the Institution (for example: Open Book Examination, Bar Coding,  
Double Valuation, Photocopy, Online Multiple Choice Questions)

2.9 No. of faculty members involved in curriculum restructuring/revision/syllabus development 

|    |   |   |
|----|---|---|
| -- | 0 | 1 |
|----|---|---|

  
as member of Board of Study/Faculty/Curriculum Development workshop

2.10 Average percentage of attendance of students 

|      |
|------|
| 75 % |
|------|

2.11 Course/Programme wise distribution of pass percentage :

| Title of the Programme | Total no. of students appeared | Division      |     |      |       |        |
|------------------------|--------------------------------|---------------|-----|------|-------|--------|
|                        |                                | Distinction % | I % | II % | III % | Pass % |
| BHM                    | 50                             | 05            | 11  | 09   | --    | 25     |
| --                     | --                             | --            | --  | --   | --    | --     |
| --                     | --                             | --            | --  | --   | --    | --     |

2.12 How does IQAC Contribute/Monitor/Evaluate the Teaching & Learning processes :

- IQAC initiated formation of academic committee, examination committee, Teacher guardian system.
- The IQAC interact with training and placement committee.
- The alumni committee forwards the feedback from alumni's and works out actions regarding the teaching-learning, based on this feedback.
- The IQAC steering committee has experts from academics and industry, who are familiar with the trends in the industry and hence can relate and provide guidance in the teaching-learning process.

2.13 Initiatives undertaken towards faculty development

| <i>Faculty / Staff Development Programmes</i>  | <i>Number of faculty benefitted</i> |
|--|-------------------------------------|
| Refresher courses                              | ---                                 |
| UGC – Faculty Improvement Programme            | ---                                 |
| HRD programmes                                 | 1                                   |
| Orientation programmes                         | ---                                 |
| Faculty exchange programme                     | ---                                 |
| Staff training conducted by the university     | ---                                 |
| Staff training conducted by other institutions | ---                                 |
| Summer / Winter schools, Workshops, etc.       | ---                                 |
| Others   | ---                                 |

## 2.14 Details of Administrative and Technical staff

| Category             | Number of Permanent Employees | Number of Vacant Positions | Number of permanent positions filled during the Year | Number of positions filled temporarily |
|----------------------|-------------------------------|----------------------------|--|--|
| Administrative Staff | 04                            | ---                        | ---  | ---                                    |
| Technical Staff      | 03                            | ---                        | ---  | ---                                    |

### Criterion – III

## 3. Research, Consultancy and Extension

### 3.1 Initiatives of the IQAC in Sensitizing/Promoting Research Climate in the institution

|  |
|--|
| Research Committee with Principal as the Chairperson |
| Inviting Resource persons specialized in Research    |

### 3.2 Details regarding major projects

|                     | Completed | Ongoing | Sanctioned | Submitted |
|---------------------|-----------|---------|------------|-----------|
| Number              | ----      | ----    | ----       | ----      |
| Outlay in Rs. Lakhs | ----      | ----    | ----       | ----      |

### 3.3 Details regarding minor projects

|                     | Completed | Ongoing | Sanctioned | Submitted |
|---------------------|-----------|---------|------------|-----------|
| Number              | ----      | ----    | ----       | ----      |
| Outlay in Rs. Lakhs | ----      | ----    | ----       | ----      |

### 3.4 Details on research publications

|                      | International | National | Others |
|----------------------|---------------|----------|--------|
| Peer Review Journals | ----          | ----     | ----   |

|                          |      |      |      |
|--------------------------|------|------|------|
| Non-Peer Review Journals | ---- | ---- | ---- |
| e-Journals               | ---- | ---- | ---- |
| Conference proceedings   | ---- | ---- | ---- |

3.5 Details on Impact factor of publications:

Range  Average  h-index  Nos. in SCOPUS

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

| Nature of the Project   | Duration<br>Year | Name of the<br>funding<br>Agency | Total grant<br>sanctioned | Received |
|---|------------------|----------------------------------|---------------------------|----------|
| Major projects  | ----             | ----                             | ----                      | ----     |
| Minor Projects  | ----             | ----                             | ----                      | ----     |
| Interdisciplinary Projects  | ----             | ----                             | ----                      | ----     |
| Industry sponsored  | ----             | ----                             | ----                      | ----     |
| Projects sponsored by the<br>University/ College                                      | ----             | ----                             | ----                      | ----     |
| Students research<br>projects<br><i>(other than compulsory<br/>by the University)</i> | ----             | ----                             | ----                      | ----     |
| Any other(Specify)  | ----             | ----                             | ----                      | ----     |
| Total   | ----             | ----                             | ----                      | ----     |

3.7 No. of books published i) With ISBN No.  Chapters in Edited Books

ii) Without ISBN No.

3.8 No. of University Departments receiving funds from

UGC-SAP CAS  DST-FIST    
 DPE  DBT Scheme/funds

3.9 For colleges Autonomy  CPE  DBT Star Scheme   
 INSPIRE  CE  Any Other (specify)

3.10 Revenue generated through consultancy

3.11 No. of conferences

Organized by the Institution

| Level               | International | National | State | University | College |
|---------------------|---------------|----------|-------|------------|---------|
| Number              | --            | --       | --    | --         | --      |
| Sponsoring agencies | --            | --       | --    | --         | --      |

3.12 No. of faculty served as experts, chairpersons or resource persons

3.13 No. of collaborations International  National  Any other

3.14 No. of linkages created during this year

3.15 Total budget for research for current year in lakhs :

From Funding agency  From Management of University/College

Total

3.16 No. of patents received this year

| Type of Patent |         | Number |
|----------------|---------|--------|
| National       | Applied | --     |
|                | Granted | --     |
| International  | Applied | --     |

|                |         |    |
|----------------|---------|----|
|                | Granted | -- |
| Commercialised | Applied | -- |
|                | Granted | -- |

3.17 No. of research awards/ recognitions received by faculty and research fellows  
Of the institute in the year

| Total | International | National | State | University | Dist | College |
|-------|---------------|----------|-------|------------|------|---------|
| --    | --            | --       | --    | --         | --   | --      |

3.18 No. of faculty from the Institution   
who are Ph. D. Guides  
and students registered under them

3.19 No. of Ph.D. awarded by faculty from the Institution

3.20 No. of Research scholars receiving the Fellowships (Newly enrolled + existing ones)

JRF  SRF  Project Fellows  Any other

3.21 No. of students Participated in NSS events:

University level  State level   
National level  International level

3.22 No. of students participated in NCC events:

University level  State level   
National level  International level

3.23 No. of Awards won in NSS:

University level  State level   
National level  International level

3.24 No. of Awards won in NCC:

|                  |                |                                 |   |
|------------------|----------------|---------------------------------|---|
| University level | State level    | <input type="text" value="--"/> | <input type="text" value="--"/>                     |
|                  | National level | <input type="text" value="--"/> | International level <input type="text" value="--"/> |

3.25 No. of Extension activities organized

|                  |                                 |               |                                 |
|------------------|---------------------------------|---------------|---------------------------------|
| University forum | <input type="text" value="--"/> | College forum | <input type="text" value="--"/> |
| NCC              | <input type="text" value="--"/> | NSS           | <input type="text" value="--"/> |
|                  |                                 | Any other     | <input type="text" value="--"/> |

3.26 Major Activities during the year in the sphere of extension activities and Institutional Social Responsibility

- Students interacted with children from the special School Samvedana
- Food prepared and distributed to children in the AIDS homes

#### Criterion – IV

### 4. Infrastructure and Learning Resources

4.1 Details of increase in infrastructure facilities:

| Facilities  | Existing      | Newly created | Source of Fund | Total         |
|---|---------------|---------------|----------------|---------------|
| Campus area   | 5.13<br>acres | --            | --             | 5.13<br>acres |
| Class rooms   | 08            | --            | --             | 08            |
| Laboratories  | 06            | --            | --             | 06            |
| Seminar Halls   | 02            | --            | --             | 02            |
| No. of important equipments purchased (≥ 1-0 lakh) during the current year. | --            | --            | --             | --            |
| Value of the equipment purchased during the year (Rs. in Lakhs)             | --            | --            | --             | --            |
| Others  | --            | --            | --             | --            |

4.2 Computerization of administration and library

- Admission process, examination results and accounts are run on special software developed for this purpose
- Computerized administration has resulted in efficiency and speed of work.

#### 4.3 Library services:

|                  | Existing |            | Newly added |         | Total |            |
|------------------|----------|------------|-------------|---------|-------|------------|
|                  | No.      | Value      | No.         | Value   | No.   | Value      |
| Text Books       | 1503     | 4,95,990/- | 10          | 1,350/- | 1513  | 4,97,340/- |
| Reference Books  | 2599     | 8,57,026/- | --          | --      | 2599  | 8,57,026/- |
| e-Books          | --       | --         | --          | --      | --    | --         |
| Journals         | 8        | 70,000/-   | --          | --      | 8     | 70,000/-   |
| e-Journals       | --       | --         | --          | --      | --    | --         |
| Digital Database | --       | --         | --          | --      | --    | --         |
| CD & Video       | 70       | --         | --          | --      | --    | --         |
| Others (specify) | --       | --         | --          | --      | --    | --         |

#### 4.4 Technology up gradation (overall)

|          | Total Computers | Computer Labs | Internet | Browsing Centres | Computer Centres | Office | Departments | Others |
|----------|-----------------|---------------|----------|------------------|------------------|--------|-------------|--------|
| Existing | 63              | 33            | 19       | --               | --               | 5      | --          | 06     |
| Added    | --              | --            | --       | --               | --               | --     | --          | --     |
| Total    | --              | 33            | 19       | --               | --               | 5      | --          | --     |



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

Wifi installed in the Library, Office, Computer Lab

4.6 Amount spent on maintenance in lakhs :

i) ICT

0.50

ii) Campus Infrastructure and facilities

1.00

iii) Equipments

8.38

iv) Others

--

**Total :**

9.88

### Criterion – V

#### 5. Student Support and Progression

5.1 Contribution of IQAC in enhancing awareness about Student Support Services

The IQAC plays a role in the preparation of the Prospectus, Handbook which inform the student about support services.

5.2 Efforts made by the institution for tracking the progression

The College tracks the progression of the student by conducting regular:-

- Periodic Internal Tests
- Viva Voces
- Group Discussions
- Mentoring schedule included in the timetable

5.3 (a) Total Number of students

|     |    |        |        |
|-----|----|--------|--------|
| UG  | PG | Ph. D. | Others |
| 172 | -- | --     | --     |

(b) No. of students outside the state

|    |
|----|
| 84 |
|----|

(c) No. of international students

|    |
|----|
| -- |
|----|

|    |     |
|----|-----|
| No | %   |
| 5  | 2.8 |

Men

|     |    |
|-----|----|
| No  | %  |
| 168 | 97 |

Women

| Last Year |    |    |         |                          |       | This Year |    |    |         |                          |       |
|-----------|----|----|---------|--------------------------|-------|-----------|----|----|---------|--------------------------|-------|
| General   | SC | ST | OB<br>C | Physically<br>Challenged | Total | General   | SC | ST | OB<br>C | Physically<br>Challenged | Total |
| 14        | -- | -- | 07      | --                       | 21    | 28        | 01 | -- | 31      | --                       | 60    |

Demand ratio 1:0.70

Dropout % - 9

5.4 Details of student support mechanism for coaching for competitive examinations (If any)

|   |
|---|
| Workshops and career guidance classes are conducted to give information about the PG courses and other competitive exams. |
|---|

No. of students beneficiaries

|    |
|----|
| 50 |
|----|

5.5 No. of students qualified in these examinations

NET

|    |
|----|
| -- |
|----|

SET/SLET

|    |
|----|
| -- |
|----|

GATE

|    |
|----|
| -- |
|----|

CAT

|    |
|----|
| -- |
|----|

IAS/IPS etc

|    |
|----|
| -- |
|----|

State PSC

|    |
|----|
| -- |
|----|

UPSC

|    |
|----|
| -- |
|----|

Others

|    |
|----|
| -- |
|----|

## 5.6 Details of student counselling and career guidance

- Guest lectures and workshops are conducted to provide students with the required knowledge and provide information about the opportunities in the hospitality industry.
- The training and placement cell trains the students on various skills like business skill, managerial skill, communication skills, marketing skill and professional skill.

No. of students benefitted

## 5.7 Details of campus placement

| <i>On campus</i>                |                                 |                           | <i>Off Campus</i>         |
|---------------------------------|---------------------------------|---------------------------|---------------------------|
| Number of Organizations Visited | Number of Students Participated | Number of Students Placed | Number of Students Placed |
| 08                              | 48                              | 24                        | 10                        |

## 5.8 Details of gender sensitization programmes

--

## 5.9 Students Activities

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

State/ University level  National level  International level

No. of students participated in cultural events

State/ University level  National level  International level

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

Sports : State/ University level  National level  International level

Cultural: State/ University level  National level  International

### 5.10 Scholarships and Financial Support

|  | Number of students | Amount      |
|--|--------------------|-------------|
| Financial support from institution                                   | 70                 | 6,05,109.00 |
| Financial support from government                                    | --                 | --          |
| Financial support from other sources                                 | 03                 | 31,000.00   |
| Number of students who received International/ National recognitions | --                 | --          |

### 5.11 Student organised / initiatives

Fairs : State/ University level  National level  International level

Exhibition: State/ University level  National level  International level

5.12 No. of social initiatives undertaken by the students

5.13 Major grievances of students (if any) redressed: Nil

## Criterion – VI

### **6. Governance, Leadership and Management**

6.1 State the Vision and Mission of the institution

|   |
|---|
| <p><b>Vision</b></p> <p>To build a humane society through excellence in education and health care.</p> <p><b>Mission</b></p> <p>To develop competency in students by providing Hospitality Education in an environment that inculcates professionalism with</p> |
|---|

## 6.2 Does the Institution has a management Information System

No

## 6.3 Quality improvement strategies adopted by the institution for each of the following:

### 6.3.1 Curriculum Development

The College is affiliated to the Mangalore University and does not have the flexibility in curriculum development, but the Institution has included certain skill development programmes such as Soft Skills Training, Language Lab etc, for the students to prepare them for a career in Hospitality.

### 6.3.2 Teaching and Learning

- Interactive teaching methods
- Routine Industrial visits
- Assignments and minor projects given to students to create practical awareness
- Students are also sent for Out Door Catering functions (ODC), to gain practical knowledge.
- Fast, average and slow learners are identified by teachers and appropriate activities and measures are identified and implemented for each group.

### 6.3.3 Examination and Evaluation

The University Pattern for setting the question paper is followed for Internal Tests, whereby students get a practice of attempting short answers as well as essay questions.

- Marks of the Internal Tests and assignments submitted are considered for evaluation of performance of the student for the semester

#### 6.3.4 Research and Development

- Students are assigned Teachers who guide them in studies on topics of their area of interest related to Food, Beverages and Hospitality operations as a part of the research project in the VIII Semester.
- Teachers are also encouraged to conduct minor research.

#### 6.3.5 Library, ICT and physical infrastructure / instrumentation

- The following developments are noted:
- Introduction of e-journal
  - ICT learning resources
  - Latest arrivals of books, newsletter, magazines, journals are displayed on the rack.

#### 6.3.6 Human Resource Management

- A Fair Salary Structure
- Personality Development Programs
  - Human Resource development programs
  - Staff are given leave facilities, medical facilities, Provident fund and TA/DA allowance for attending seminars/workshops.
  - The staffs are provided all the support required to develop professionally.

#### 6.3.7 Faculty and Staff recruitment

Recruitment of teaching, non-teaching and technical staff is done as per the applicable regulatory norms.

#### 6.3.8 Industry Interaction / Collaboration

- The College invites experts from the Hotel Industry to share their views and experiences with the staff & students which helps to update and collect knowledge about Hotel Operations in general.
- The Industry collaborates with the College for their requirement of Manpower.

### 6.3.9 Admission of Students

Teachers visit Higher Secondary Schools/PUC Colleges in Karnataka & Kerala to conduct career guidance programmes for the students to create an awareness about the career opportunities in Hotel Management and thus helping to obtain students who seek admission in the College.

### 6.4 Welfare schemes for

|              |    |
|--------------|----|
| Teaching     | 03 |
| Non teaching | 03 |
| Students     | 03 |

### 6.5 Total corpus fund generated

200,00,000.00

### 6.6 Whether annual financial audit has been done

Yes  No

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

| Audit Type     | External |        | Internal |           |
|----------------|----------|--------|----------|-----------|
|                | Yes/No   | Agency | Yes/No   | Authority |
| Academic       | No       | --     | No       | --        |
| Administrative | No       | --     | No       | --        |

### 6.8 Does the University/ Autonomous College declares results within 30 days?

For UG Programmes    Yes            No       

For PG Programmes    Yes            No

6.9 What efforts are made by the University/ Autonomous College for Examination Reforms?

- The University has introduced marking on OMR Sheets.
- Tabulation of marks is done by means of Computers, resulting in declaration of results without delay.

6.10 What efforts are made by the University to promote autonomy in the affiliated/constituent colleges?

The University grants autonomy to Affiliated Colleges who meet their stipulated criteria.

6.11 Activities and support from the Alumni Association

- Alumni on their visits to the College interact with the students and share their industrial experience and provide necessary guidance to the students.
- The Alumni Association contribute for prizes for Academic excellence on the Annual day of the College.
- The Alumni has been contributing to the growth and development by extending financial aid to the needy students.

6.12 Activities and support from the Parent – Teacher Association

The PTA offers its support and suggestions during the Annual Meetings

6.13 Development programmes for support staff

Personality development programmes, Sports and cultural activities are conducted.

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

- Control on use of Plastics
- Use of LED Bulbs
- Notices put up for judicious use of all forms of energy



## Criterion – VII

### 7. Innovations and Best Practices

7.1 Innovations introduced during this academic year which have created a positive impact on the functioning of the institution. Give details.

- Extension activities
- Environment Consciousness
- Society oriented activities for students
- Industry familiarisation

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

- The grooming standards of our students were checked on arrival to College in the morning, this was being done to ensure grooming standards as per Industry norms.
- There was more interaction with the Alumni association in order to learn and draw from their experience and expertise And to make the present students to be aware of how Important it is to be focused and work hard while in the College.
- Guest lectures and workshops for faculties and students were Conducted.
- Soft Skills/Communication classes were held to improve the communication skills of our students and it was made compulsory to speak in English while in College.  
Provided opportunities for the students to improve their supervisory and managerial skills by conducting events.
- The College with the help of the Placement Cell made efforts
- To liaise with more Hotels/Hotel Groups to increase Interaction.

7.3 Give two Best Practices of the institution (*please see the format in the NAAC Self-study Manuals*)

- Clubs enable the student to gain knowledge in their respective fields both theoretically as well as practically
- Regular Events in the College encourage the student to participate and have an overall development and cultivate leadership qualities and an urge for learning & development.

*\*Provide the details in annexure (annexure need to be numbered as i, ii,iii)*

#### 7.4 Contribution to environmental awareness / protection

- Planting of saplings in the campus.  Systematic Disposal of waste
- Notices and monitoring to avoid Littering of Campus
- Judicial use of Electricity and Water.

7.5 Whether environmental audit was conducted? Yes  -- No

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

|  |
|--|
| <p style="text-align: center;"><b>SWOC ANALYSIS</b></p> <p style="text-align: center;"><b>STRENGTHS</b></p> <ul style="list-style-type: none"><li>- The college has been one of the pioneers in imparting Hospitality education since 1992 in the region.</li><li>- Best infrastructure and equipments</li><li>- Well placed alumni</li></ul> <p style="text-align: center;"><b>WEAKNESSES</b></p> <p>We have areas for improvement that we are trying to overcome, for eg,</p> <ul style="list-style-type: none"><li>- Since there are no Five Star Hotels in the vicinity, getting Industrial Experts and sending students for Short term Training are difficult.</li><li>- Being an affiliated college, the autonomy and freedom of Flexibility in curriculum is limited.</li></ul> <p style="text-align: center;"><b>OPPORTUNITIES</b></p> <ul style="list-style-type: none"><li>- Formal extension and improvement in consultancy service</li><li>- Scope for conducting more social activities for the local residents</li></ul> <p style="text-align: center;"><b>CHALLENGES</b></p> <ul style="list-style-type: none"><li>- Presently there are no five star hotels in Mangalore, compelling our students to go to far off places for training and also there is difficulty in getting resource persons from the industry for conducting short duration workshops.</li><li>- Awareness of Hotel Management as a career option is much lower as compared to other profession. This affects the quality of intake.</li></ul> |
|--|

## 8. Plans of institution for next year

- Continue to Intensify Institute-Industry relationship
- Conduct seminars and workshops
- Initiate eco-friendly practices
- Closer interaction with the Alumni
- Channelise students focus to constructive processes by delegating responsibilities in conducting co- curricular and extracurricular activities.

Name DHANYA C. MENON



Signature of the Coordinator, IQAC  
IQAC

Name ANUR Z. CHERIAN



Signature of the Chairperson,

Principal  
SAROSH INSTITUTE OF  
HOTEL ADMINISTRATION  
Mangalore



## **Annexure I**

### **Abbreviations:**

|      |   |  |
|------|---|--|
| CAS  | - | Career Advanced Scheme                   |
| CAT  | - | Common Admission Test                    |
| CBCS | - | Choice Based Credit System               |
| CE   | - | Centre for Excellence                    |
| COP  | - | Career Oriented Programme                |
| CPE  | - | College with Potential for Excellence    |
| DPE  | - | Department with Potential for Excellence |
| GATE | - | Graduate Aptitude Test                   |
| NET  | - | National Eligibility Test                |
| PEI  | - | Physical Education Institution           |
| SAP  | - | Special Assistance Programme             |
| SF   | - | Self Financing                           |
| SLET | - | State Level Eligibility Test             |
| TEI  | - | Teacher Education Institution            |
| UPE  | - | University with Potential Excellence     |
| UPSC | - | Union Public Service Commission          |

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Sarosh Institute of Hotel Administration  
ACADEMIC CALENDAR – Odd Semester – 2015-16

| Date   | Teacher In-Charge                                   | Event   |
|--|---|---|
| 15 <sup>th</sup> June  |   | Classes commence for I,III,V & VII Semester BHM                               |
| 23 <sup>rd</sup> June  | Mr. Atul Vijay                                      | Students Council Elections  |
| 4 <sup>th</sup> July   | Mr.Prashun Neil /Ms. Dhanya C Menon/ Mr. Atul Vijay | Swearing-in Ceremony of Students Council & Freshers Day & Inauguration of NSS |
| 13 <sup>th</sup> – 17 <sup>th</sup> July & 20 <sup>th</sup> July                 | Dean Academics                                      | <b>I Internal Test</b>  |
| 24 <sup>th</sup> , 25 <sup>th</sup> July   | Mr.Prashun Neil                                     | Cultural Activities   |
| 4 <sup>th</sup> August   | Mr. Atul Vijay/Mr.Prashun Neil                      | Inter College Competitions for PUC & Degree Colleges                          |
| 5 <sup>th</sup> August   | Mr. Atul Vijay/Mr.Prashun Neil                      | National Level Seminar / Paper presentation                                   |
| 15 <sup>th</sup> August  | Mr. Varghese Johnson                                | Flag Hoisting – Independence Day  |
| 13 <sup>th</sup> ,14 <sup>th</sup> ,17 <sup>th</sup> – 20 <sup>th</sup> , August | Dean Academics                                      | <b>II Internal Test</b>   |
| 21 <sup>st</sup> August  |   | Onam Celebrations   |
| 28 <sup>th</sup> August  |   | Teachers Appraisal by Student   |
| 29 <sup>th</sup> August  | Mr. Varghese Johnson                                | Theme Dinner  |
| 31 <sup>st</sup> August – 5 <sup>th</sup> September                              | Dean Academics                                      | Model Theory Exams  |
| 9 <sup>th</sup> October  |   | Last working day for all classes for I,III,V & VII Semester BHM               |
| 16 <sup>th</sup> October   |   | <b>Commencement of University Exams</b>                                       |

## ACADEMIC CALENDAR Even Semester – 2015-16

| <b>Date</b>   | <b>Teacher In-Charge</b>            | <b>Event</b>   |
|---|-------------------------------------|--|
| 7 <sup>th</sup> January, 2016   |                                     | Classes commence for II,IV,VIII SEMESTERS                    |
| 19 <sup>th</sup> Jan, 2016  | Mr. Prashun Neil                    | <b>Photograph session</b>                                    |
| 22 <sup>nd</sup> Jan, 2016  | Ms. Sonia Thomas                    | <b>SIHA Kids</b>   |
| 23 <sup>rd</sup> Jan, 2016  | Mr. Atul Vijay                      | <b>Sports Day</b>  |
| 29 <sup>th</sup> Jan, 2016  | Mr. Amar Cherian/<br>Mr. Atul Vijay | <b>Seminar</b>   |
| 5 <sup>th</sup> Feb,2016  | Mr. Varghese Johnson                | <b>Seminar – F &amp; B</b>                                   |
| 15 <sup>th</sup> – 20 <sup>th</sup> Feb, 2016   | Dean Academics                      | <b>I Internal Test</b>                                       |
| 20 <sup>th</sup> Feb, 2016  | Mr. Varghese Johnson                | <b>Aroma 2016</b>  |
| 17 <sup>th</sup> – 19 <sup>th</sup> Mar, 2016<br>21 <sup>st</sup> -23 <sup>rd</sup> Mar, 2016 | Dean Academics                      | <b>II Internal Test</b>                                      |
| 30 <sup>th</sup> Mar, 2016  | Office                              | <b>Teachers Appraisal by Students</b>                        |
| 2 <sup>nd</sup> April,2016  | Mr. Atul/Mr. Neil                   | <b>Alumni Meet/College Day</b>                               |
| 5 <sup>th</sup> April, 2016   | Ms. Dhanya C<br>Menon/Ms.Sonia T    | <b>Farewell for Final Years</b>                              |
| 30 <sup>th</sup> April,2016   |                                     | Last working day for all classes for II,IV,VIII Semester BHM |
| 10 <sup>th</sup> May,2016   |                                     | <b>Commencement of University Exams</b>                      |

## Annexure - iii

### Best Practices - I

1. Title of the practice: Club Activities
2. Goal : To improve leadership, managerial skills, communication & teamwork among students.
3. Context : Activities of the Clubs enable the student to gain knowledge in their respective fields both theoretically as well as practically
4. The Practice : The activities of the Elixir Club enable the students to experiment on organizing events like Quiz competitions, running a Food & Beverage outlet, events related to knowledge of Beverages.
5. Evidence of success : Students were able to update their knowledge of F & B Service which used to help them in being successful in Campus Interviews.
6. Problems encountered and resources required : Getting all the Students in the Final Year to join Club Activities as they were focused on subjects pertaining to their University Curriculum and work related to the Research Project they had to submit.

### Best Practices - II

1. Title of the practice : Regular Events in the College encourage the student to participate and cultivate leadership qualities and an urge for learning & development.
2. Goal : To encourage own initiative among the students.
3. Context : The students under the guidance of the Faculty were assigned to conduct events. Every Semester was given charge of an event, such as,
  - a. First Year- SIHA Kids - A Programme related to Christmas, where underprivileged children are invited.
  - b. Second Year - Rendezvous, an Intercollegiate Cultural Competition
  - c. Third Year - Theme Dinner
  - d. Fourth Year - Food Festival

4. The Practice : The events are organized by individual classes and assisted by all the students. These events enable the students to handle events and know every aspect of conducting events of all types.
5. Evidence of success : Students were motivated when they were able to conduct/organize an event successfully. It evoked entrepreneurial skills and confidence in being able to handle responsibilities singlehandedly.
6. Problems encountered and resources required : Getting 100 % participation was not always possible.

### Best Practices - III

1. Title of the practice : Mock Interviews
2. Goal : To familiarize the Final Year students and prepare them for Actual interviews.
3. Context : Preparation for a career
4. The Practice : During the soft skills classes the teacher incharge scheduled interviews
5. Evidence of success : Students were well prepared for interviews in and off campus and a Good number of the final years were selected for placement.
6. Problems encountered and resources required : getting whole hearted participation and some students were not yet decided on whether to go for higher studies.