

## 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

#### I. 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

KARNATAKA

Institution e-mail address

[sihainst@hotmail.com](mailto:sihainst@hotmail.com)  
[principal\\_sarosh@nitte.edu.in](mailto:principal_sarosh@nitte.edu.in)

Contact Nos.

0824-2275861/2275862

Name of the Head of the Institution:

AMAR .Z. CHERIAN

Tel. No. with STD Code:

0824-2275861/62/63

Mobile:

9480571563

Name of the IQAC Co-ordinator:

MRS. DHANYA C. MENON

Mobile:

8547936074

IQAC e-mail address:

sihainst@hotmail.com

1.3 NAAC Track ID (For ex. MHCOGN 18879)

KACOGN12853

1.4 NAAC Executive Committee No. & Date:

EC(SC)/13/A&A/16.2 dated 17-3-2016

(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	B	2.22	2016	5 Years
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 AQAR for the year (for example 2010-11)

2016-17

1.9 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 8/05/2012
- ii. AQAR 8/05/2012
- iii. AQAR 19//05/2015
- iv. AQAR 11/04/2017

1.10 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

1.11 Type of Faculty/Programme

Arts  Science  Commerce  Law  PEI (Phys Edu)

TEI (Edu)  Engineering  Health Science  Management

Others (Specify)

HOTEL MANAGEMENT

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

MANGALORE UNIVERSITY

1.13 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

06

2.2 No. of Administrative/Technical staff

02

2.3 No. of students

01

2.4 No. of Management representatives

01

2.5 No. of Alumni

01

2.6 No. of any other stakeholder and  
community representatives

---

2.7 No. of Employers/ Industrialists

---

2.8 No. of other External Experts

---

2.9 Total No. of members

11

2.10 No. of IQAC meetings held

2.11 No. of meetings with various stakeholders: No.  Faculty   
 Non-Teaching Staff  Students  Alumni  Others

2.12 Has IQAC received any funding from UGC during the year? Yes  No

If yes, mention the amount

2.13 Seminars and Conferences (only quality related)

(i) No. of Seminars/Conferences/ Workshops/Symposia organized by the IQAC

Total Nos.  International  National  State  Institution Level

(ii) Themes

- Importance of a positive attitude and Communication in Hospitality
- Gender Equity and Womens Equality
- Seminar on Snake awareness
- Drug Awareness and its Ill Effects
- Workshop for teachers on making a Lesson Plan
- Seminar on Personality Development
- Seminar on career opportunities
- Scope of Higher education
- Fire Safety demonstration

2.14 Significant Activities and contributions made by IQAC

IQAC ensured that seminars, workshops, industrial visits, food & beverage operation handling within the Institute were conducted for students to enable them to be aware of the current practices followed in the Industry.

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 2016	conducted on 17th of August 2016
Onam	On 10 <sup>th</sup> sept 2016
SIHA KIDS	On 20 <sup>th</sup> January 2016
Aroma	On 11 <sup>th</sup> February 2017
Theme dinner	On 27 <sup>th</sup> august 2016

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

2.15 Whether the AQAR was placed in statutory body Yes  No   
 Management  Syndicate  Any other body

Provide the details of the action taken

The Management reviewed the performance of the IQAC and recommended suggestions and action to be taken in all matters discussed.

## Part – B Criterion – I

### I. 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	01	--	--	--
PG Diploma	--	--	--	--
Advanced Diploma	--	--	--	--
Diploma	--	--	--	--
Certificate	--	--	--	--
Others	--	--	--	--
<b>Total</b>	01	--	--	--

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

Pattern	Number of programmes
Semester	01
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
10	02	--	--	08

2.2 No. of permanent faculty with Ph.D.

--
----

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
--	--	--	--	--	--	03	03	--	--

2.4 No. of Guest and Visiting faculty and Temporary faculty

05	--	--
----	----	----

2.5 Faculty participation in conferences and symposia:

No. of Faculty	International level	National level	State level
Attended	--	--	--
Presented papers	--	--	--
Resource Persons	--	--	--

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

- Counselling and assisting students who have learning difficulties
- More widespread usage of innovative teaching methods such as audio visual aids, Group discussions, Role plays etc.,
- Greater contact with experts from various fields through guest lectures, seminars, workshops and conferences.
- Conducted tests and exams as per the schedule to monitor students performance

2.7 Total No. of actual teaching days during this academic year 207

2.8 Examination/ Evaluation Reforms initiated by 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 as member of Board of Study/Faculty/Curriculum Development workshop 

00	00	02
----	----	----

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	22	02	04	04	--	45

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

- Every year plan of action is prepared at the beginning of the year.
- Preparing student profile.
- Organizing P.T.A meeting twice in a year, Parent teacher interaction.
- Monitoring extra-curricular activities through various associations.
- 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.
- IQAC initiated formation of Academic Committee, Examination Committee, Teacher Guardian System.
- The IQAC interacts with the Training and Placement Committee.
- The Alumni informs the IQAC regarding suggestions put forward by visiting alumni 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	02
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
- Motivating students to identify areas of research in Food and beverage preparation, hospitality, tourism.
- To participate in seminars, workshops and symposium
- To encourage innovative and technology aided teaching.
- To conduct periodical evaluation of teachers by the students.
- To have a better network with Alumni

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 Year	Name of the funding Agency	Total grant sanctioned	Received
Major projects	-----	-----	-----	-----
Minor Projects	-----	-----	-----	-----
Interdisciplinary Projects	-----	-----	-----	-----
Industry sponsored	-----	-----	-----	-----
Projects sponsored by the University/ College	-----	-----	-----	-----
Students research projects <i>(other than compulsory 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   
National level  International level

### 3.25 No. of Extension activities organized

University forum  College forum   
NCC  NSS  Any other

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

- Blood donation drive
- Health check-up camp for students
- Visit to Ave Maria Palliative Care Centre Mangalore

## Criterion – IV

### 4. Infrastructure and Learning Resources

#### 4.1 Details of increase infrastructure facilities

Facilities	Existing	Newly created	Source of Fund	Total
Campus area	5.13 acres	--	--	5.13 acres
Class rooms	08	--	--	08
Laboratories	06	--	--	06
Seminar Halls	02	--	--	02
No. of important equipments purchased ( $\geq$ 1-0 lakh) during the current year.	11	--	--	--
Value of the equipment purchased during the year (Rs. in Lakhs)	Rs. 4.0 lacs	--	--	--
Others	--	--	--	--

#### 4.2 Computerization of administration and library

- Internal examination results, Daily Attendance and Accounts use 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	Rs. 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	59	40	11	--	--	5		3
Added	--	--	--	--	--	--	--	--
Total	--	--	--	--	--	--	--	--

#### 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 for Study related activities
--

#### 4.6 Amount spent on maintenance in lakhs:

i) ICT	Rs. 0.63
ii) Campus Infrastructure and facilities	Rs. 0.63
iii) Equipments	Rs. 6.11
iv) Others	--
<b>Total :</b>	Rs. 7.37 lacs

## 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 Admission brochures, E-Handbook which informs the student about support services.
- Student orientation programme in the beginning of the year on Examination system, Library usage etc.
- Soft skills training programme.
- All students of the College are covered under the scheme of group insurance. Assistance in organising industrial/factory visits to provide practical exposure to the Students
- Notices about scholarship are duly posted on the notice board and students use the facility of scholarships provided by the Government and NGOS.

#### 5.2 Efforts made by the institution for tracking the progression

- The College tracks the progression of the student by conducting regular: -
- Two Internal Tests in a Semester
- Mentoring schedule included in the timetable
- Identifying and helping slow learners
- Regular attendance of students monitored – those with attendance shortage were informed well in advance.
- Class guide/Mentoring /Tracking the progress of students
- Counselling
- The progress of the students in the internal examination is communicated to them by handing over their answer script and advising them to rectify the errors in the next examination.

#### 5.3 (a) Total Number of students

UG	PG	Ph. D.	Others
251	--	--	--

#### (b) No. of students outside the state

91
----

#### (c) No. of international students

NIL
-----

No	%
235	93

 Men

Women

No	%
16	7

Last Year						This Year					
General	SC	ST	OBC	Physically Challenged	Total	General	SC	ST	OBC	Physically Challenged	Total
31	--	--	29	--	60	44	-	02	52	--	98

Demand ratio 1:1.4      Dropout % 01

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

- Workshops / Career guidance classes / Personal counselling are conducted to give information about the PG courses and other competitive exams.
- Skill Development Classes

No. of students beneficiaries

15

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 conducted
- The placement officer of the college organized Career guidance programmes to the final year Students.
- The system of Teacher-Mentor is in practice which helps to monitor progress of students individually by respective mentors

No. of students benefitted

20

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
03	15	09	05



## 5.8 Details of gender sensitization programmes

Gender equity is a topic in the curriculum for the BHM course and a seminar was conducted to sensitize our students.

## 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 level

## 5.10 Scholarships and Financial Support

	Number of students	Amount
Financial support from institution	101	Rs.7,44,750/-
Financial support from government	05	Rs. 1,00,00/-
Financial support from other sources	--	--
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>Vision</p> <p>To build a humane society through excellence in education and health care.</p> <p>Mission</p> <p>To develop competency in students by providing Hospitality Education in an environment that inculcates professionalism with humane values.</p>
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6.2 Does the Institution has a management Information System

<p>NO</p>
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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.
- Faculty of the Institute are members of the Board of Studies and put forward their suggestions in the BOS Meetings.

#### 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 appropriate activities and measures are identified by the Teachers and implemented for each group.
- ICT based teaching, group discussion, assignments, seminars, and workshops are the innovative methods adopted in the teaching and learning apart from chalk & talk method

### 6.3.3 Examination and Evaluation

University has adopted credit based semester scheme, where in student participation in extra-curricular and co-curricular activities is also considered for internal assessment. As per University regulations internal assessment is based on two internal assessment examinations. The College also considers assignments for internal assessment

### 6.3.4 Research and Development

Industrial/factory visits to understand the practical aspects of functioning and interaction with the employees helps to develop and update knowledge in the field of Hospitality.

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

The following developments are noted:  
ICT learning resources  
Current journals are displayed on the racks in the library.

### 6.3.6 Human Resource Management

- Regular faculty development programmes are conducted for the staff to update the skills in learning oriented teaching methods. These measures help in faculty motivation and enrichment and thereby meet the changing requirement of the curriculum. Periodical training in classroom management, counselling is given to the staff.
- for students: Activities oriented for HRD such as Group discussions, Debates, Essay writing are conducted regularly through extracurricular activities. Credits are given to such programmes.
- Through NSS and Rotaract Club outreach programmes are conducted.

### 6.3.7 Faculty and Staff recruitment

The Management recruits the staff as and when vacancy arises. Selection is based on experience and expertise.

### 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 current trends of Hotel Operations.
- The Industry cooperates and collaborates with the College for their requirement of Manpower

### 6.3.9 Admission of Students

- Admission is done as per University rules and regulations and governments guidelines .
- 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.
- The College has been Conducting Literary and other competitions in its premises for students of Pre University Colleges in order to familiarise them with the Hotel Management Course.

### 6.4 Welfare schemes for

Teaching	Medical Insurance, EPF
Non teaching	ESI/Medical Insurance/EPF
Students	Medical Insurance

### 6.5 Total corpus fund generated

Rs.2,51,08,387/-

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	----	----	----
Administrative	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?

- Conducting Two Internal Assessment examinations per semester.
- Computerisation of the tabulation scheme
- Online registration of students for examination
- Online declaration of results.
- Online submission of internal marks

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

The University grants autonomy to Affiliated Colleges as per stipulated guidelines of regulatory bodies.

6.11 Activities and support from the Alumni Association

- The Alumni interacts with the students on their visit to the Institute
- They also contribute financially to promote Academic Excellence

6.12 Activities and support from the Parent – Teacher Association

- The PTA offers its support and suggestions during the Meetings in the Institute which are forwarded to the IQAC for consideration.
- PTA Meetings are called twice in year
- Parent feedback is obtained for further improvement in some special cases parents were invited to discuss the matter related to their ward

6.13 Development programmes for support staff

Staff outing along with Personality development programmes by the Faculty are conducted to motivate the staff.

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

- The ROTARACT club of the College conducted Vanamahothsava programme in planting more trees in the campus.
- Use of LED Bulbs/Solar energy for cooking in the Quantity Training Kitchen (QTK).
- Notices put up for judicious use of all forms of energy
- Use of Plastic is discouraged in the Campus

## 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 – importance of social awareness by means of visits to orphanages, home for destitute etc
- Environment Consciousness
- Society oriented activities for students
- Industry familiarization by means of Industrial visits and talks by Alumni who are Experts in the field.
- Encouraging attendance to class by means of interactive classroom style.
- The biometric system for attendance in the College has helped in improving student attendance substantially along with sms sent to parents if a student remained absent for the day or an hour.

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

- The institute incorporates the strategic plan to determine the mission which is periodically reviewed by the governing body. The governing body meets periodically to incorporate action plans in to the institutional strategic plan.
- The Principal meets with various stakeholders such as students, alumni, parents, industrialists, teachers, employers, university personnel, etc from time to time through parents teachers meet, staff council meet, etc.
- In the beginning of every academic year on the orientation day First year students are given a power point presentation which contains details about general rules and regulations of the programme, uniform and grooming standards, process of internal assessment, Career prospects and subjects offered in the programme.
- The academic calendar containing working days, examination schedule and other details is displayed on the notice board for reference of students and the staff
- The principal holds meetings to discuss the allocation of subjects and teaching load at the beginning and end of every term. Individual teachers prepare their teaching plan for each term, which is approved by the Principal.
- Day-wise record of teaching is maintained by all the teachers in a Teacher's diary. Depending upon the pre-determined criteria, internal assessment tests are conducted. Internal assessment tests are conducted as per the schedule printed in the academic calendar. Semester end examinations are conducted as per the schedule put up by the University.

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

- Teacher student mentor system to monitor and guide the students.
- Students should wear ID card with appropriate uniform during class hours and be well groomed

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

7.4 Contribution to environmental awareness / protection

- Awareness is created among the staff and students regarding the energy conservation through notices put up in various places.
- Renewable energy is used in the campus through solar energy
- Large areas of the campus are covered with plantations.
- Proper water flow is managed.
- Vanamahostava is practiced by rotract club

7.5 Whether environmental audit was conducted?    Yes     No

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

**SWOC ANALYSIS  
STRENGTHS**

- The college is one of the premier Hotel Management Colleges in the region.
- Infrastructure and equipments
- Well placed alumni
- Expert Faculty

**WEAKNESSES**

- Areas for Improvement are there for eg: Collaboration with Hotels in the region for sharing and updating current trends.
- Being an affiliated college, the autonomy and freedom of Flexibility in curriculum is limited.

**OPPORTUNITIES**

- Improvement in consultancy service
- Scope for conducting more social activities for the local residents
- Tie up with upcoming Hotels to provide on the job training for the students.

**CHALLENGES**

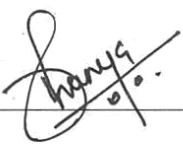
- Presently there are no five star hotels in Mangalore, compelling our students to go outside Mangalore and in some cases abroad for training and also there is difficulty in getting resource persons from the industry for conducting short duration workshops.
- Awareness of Hotel Management as a career option is only being considered gradually compared to other professions. This affects the quality of intake.

## **8. Plans of institution for next year**

- Skill development programmes for staff and students.
- Regular curricular, Co-curricular and Extra-curricular activities for students.
- Increase in the use of modern teaching methods.
- Regular Maintenance and repair and up-gradation of infrastructure.
- Leadership training programmes.
- To increase the placement of students through the placement cell.
- Regular counselling for the students by the mentors.
- To organize study tours and industrial visits.
- Improve spoken English in order to improve communication skills of the students.

*Name \_Ms. Dhanya C. Menon*

*Name Mr. Amar Z. Cherian*



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*Signature of the Coordinator, IQAC*



*Signature of the Chairperson, IQAC*

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**Annexure- i**

Sarosh Institute of Hotel Administration  
ACADEMIC CALENDAR – Odd Semester – 2016-17

<b>Date</b>	<b>Teacher In-Charge</b>	<b>Event</b>
1 <sup>st</sup> July		Classes commence for I,III,V & VII Semester BHM
16 <sup>th</sup> July	Mr. Donald D' Souza	Students Council Elections
23 <sup>rd</sup> July	Ms. Divya D'Souza	Swearing-in Ceremony of Students Council & Freshers Day
1 <sup>st</sup> – 6 <sup>th</sup> Aug	Dean Academics	<b>I Internal Test</b>
15 <sup>th</sup> August	Mr. PrashunNeil	Flag Hoisting – Independence Day
17 <sup>th</sup> Aug	Ms. Veda Rai	Inter College Competitions for PUC & Degree Colleges
19 <sup>th</sup> , 20 <sup>th</sup> Aug	Ms. Divya D'Souza	Cultural Activities
27 <sup>th</sup> Aug	Mr. PrashunNeil	Theme dinner
29 <sup>th</sup> - 31 <sup>st</sup> Aug, 1 <sup>st</sup> - 3 <sup>rd</sup> Sept	Dean Academics	<b>II Internal Test</b>
10 <sup>th</sup> Sept		Onam Celebrations
16 <sup>th</sup> Sept	Mr. Donald D'Souza	National Level Seminar
19 <sup>th</sup> Sept	Office	Teachers Appraisal by Student
22 <sup>nd</sup> October		Last working day for all classes for I,III,V & VII Semester BHM
26 <sup>th</sup> October		<b>Commencement of University Exams</b>

Annexure-ii

**Sarosh Institute of Hotel Administration**  
ACADEMIC CALENDAR Even Semester – 2016-17

<b>Date</b>	<b>Teacher In-Charge</b>	<b>Event</b>
15 <sup>th</sup> December, 2016		<b>Classes commence for II,IV,VIII SEMESTERS</b>
24 <sup>th</sup> -31 <sup>st</sup> December, 2016		<b>Christmas Vacations</b>
2 <sup>nd</sup> January, 2017		<b>Classes commence after Vacations</b>
22 <sup>nd</sup> December, 2016	Ms. Divya D'Souza	<b>Christmas Programme/SIHA Kids</b>
20 <sup>th</sup> Jan, 2017	Mr. Prashun Neil	<b>Photograph session</b>
21 <sup>st</sup> Jan, 2017	Mr. Donald D'Souza	<b>Sports Day</b>
23 <sup>rd</sup> – 28 <sup>th</sup> Jan, 2017	Dean Academics	<b>I Internal Test</b>
11 <sup>th</sup> Feb, 2017	Mr. Donald D'Souza	<b>Aroma 2017</b>
15 <sup>th</sup> – 22 <sup>nd</sup> Feb, 2017	Dean Academics	<b>II Internal Test</b>
17 <sup>th</sup> Mar, 2017	Office	<b>Teachers Appraisal by Students</b>
18 <sup>th</sup> March, 2017	Mr.Prashun Neil /Mr.Jogi/Ms. Veda/	<b>Alumni Meet/College Day</b>
24 <sup>th</sup> March, 2017	Ms. Dhanya / Ms. Veda/Ms. Divya	<b>Farewell for Final Years</b>
12 <sup>th</sup> April,2017		<b>Last working day for all classes for II,IV,VIII Semester BHM</b>
17 <sup>th</sup> April, 2017		<b>Commencement of University Exams</b>

Annexure – iii

1. The **Orientation programme** for the Batch 2016-17 was conducted on 1<sup>st</sup> July 2016. Mr. Vynatheya B., Manager – Human Resources of Taj Gateway Hotel, Mangalore and Ms. Matharani Mathias-former Principal of SIHA were present on the occasion and gave the freshers a talk on the Hospitality Industry and its career prospects.
2. A **personality development programme** was conducted from 20<sup>th</sup>-22<sup>nd</sup> July 2016 for the students. **Mr. Isaac Sikha** was the resource person.
3. The **Students Council Inauguration** was held on 23<sup>rd</sup> July, 2016. Prof. Rajshekhar, Director-SDC, Nitte University was the Chief Guest on the occasion and administered the oath of Office to the Office bearers.
4. **Freshers Day** The Freshers were welcomed by the senior students to the College with a sumptuous Lunch. The programme ended with various cultural programmes performed by the Freshers where they showcased their talents.
5. On the occasion of **Independence Day** Flag Hoisting ceremony was conducted in the College Campus.
6. **Rendezvous 2016** an Inter College Cultural Competition was held on 17<sup>th</sup> Aug, 2016. Pre-University and Degree Colleges from in and around Mangalore participated in the event. Dr.Krishna Nayak, Dean of A.B.Shetty Institute of Dental Sciences was the chief guest for the inaugural function and Mr.Ivan D'Souza, MLC, Karnataka Assembly was the Chief Guest for the valedictory function.
7. **Mr. Shammi Mohan, Alumni** of the Institute spoke to the students on the 18<sup>th</sup> of Aug regarding his experiences and challenges he faced in his career. It was indeed a time of learning for all the students to hear of his first hand experiences in the Hospitality Industry.
8. **Cultural and Food and Beverage Competitions** were conducted for the students of the College on the 19<sup>th</sup> and 20<sup>th</sup> of August. Students took part in the competitions and brought out the best of their talents and performances.
9. The **Annual Theme Dinner**(The Theme was on one of the adventures of Harry Potter- Feast at Hogwarth)was held on 27<sup>th</sup> of Aug 2016. The event was organized by the V Semester students who are at present undergoing their Industrial Training. Guests from all walks of life from Mangalore City attended the Event. It was a great learning experience for all.
10. **Onam** the traditional Kerala Festival was celebrated on 10<sup>th</sup> Sept, 2016. The Corporator of Mangalore City Shri. SudhirShetty was the Chief Guest on the occasion. The traditional Onam Sadhya was prepared and served by the students.
11. As a part of **Christmas celebration** Sarosh institute of hotel administration distributed Xmas goodies to the management, staff of the institute.

12. The traditional fruit mixing ceremony, ” **Soak & Mix 2016** “ was conducted on 22<sup>nd</sup> November 2016. Mr.Donald D’souza and Ms DivyaDsouza along with Principal, Staff & Students organized the ceremony which is a part of a Christmas tradition of cake mixing and spreading happiness.  
**Dr.C.S Shastry**, Principal of NGSM Pharmaceutical Institute was the Chief Guest for the Cake mixing ceremony.
13. Christmas is all about sharing & spreading happiness, keeping this in mind the 2<sup>nd</sup> semester students of SIHA celebrated Christmas on 21<sup>st</sup> December 2016 at **Samvedana Ashram** a home for underprivileged children and they organized games, carol singing etc. Students distributed cakes to the children which were sponsored by Vas Bakery Mangalore.
14. The Christmas Celebrations in the College commenced on 22<sup>nd</sup> Dec 2016 .Various competitions such as Crib & Star making, carol singing, Christmas cake making, Christmas photo contest were held on that day. Students participated enthusiastically in these competitions. A formal programme was conducted giving the significance of the celebration. Principal , Staff & Students gathered in the seminar hall for the formal Christmas cake cutting ceremony & carol singing. At the end of the programme traditional Christmas cake was distributed to all the students which was made by the students.
15. **SIHA KIDS 2017**, a kids fun fiesta was organized by the first year BHM students on 7<sup>th</sup> January, 2017. This year students decided to organize the kids fiesta for the children of Jeevadhan & Snehasadhan Ashram,Ganjimatta. 60 students along with 4 staff were invited.The First year students raised funds and contributed generously to prepare High Tea and organized games, each child was given a gift ,60 goody bags were given to the children which included bedsheets, and snacks. Along with the first year students,the second year students also gave 60 bags of toiletry items to the children with contributions from their class.
- 16. Republic Day Celebration**  
The 68<sup>th</sup> Republic Day Celebration was held in SIHA Boys Hostel on 26<sup>th</sup> of January 2016 at 8 am. The Principal hoisted the flag and Mr. Jithu Nair, President Students council, spoke about the importance of Republic Day. Sweets were distributed to the hostelites on the occasion.
- 17. Aroma 2K17**  
The Annual food festival, Aroma 2016 was successfully organised by the VIII Semester students of the College with the cooperation of the II & IV Semester students of the College on the 11<sup>th</sup> of February 2017.The event was attended by people of all walks from in and around Mangalore city. Dance performances by a dance troupe and spot games entertained the guests on the occasion.  
Food counters were set by the students of the II,IV& VIII Semesters, with a wide array of dishes.
- Social Awareness and Responsibility**
18. The Rotaract Club of the College under the guidance of Ms. Veda Rai, Senior Lecturer had taken the students to the Ave Maria Palliative Care Centre on 21<sup>st</sup> Feb, 2017.

**19. Blood Donation Drive**

20. The NSS Unit of the College conducted a Blood Donation Camp in collaboration with the Red Cross Society on 6<sup>th</sup> Sept 2016.

**21. Annual Sports Meet**

The Annual Sports Meet of SIHA was held on 28<sup>th</sup> of January 2017 at the Police Grounds, Pandeshwar

Annexure - iv  
Best Practices - I

1. Title of the practice :Teacher student mentor system to monitor and guide the students.
2. Goal : To ensure personal attention for development of the students
3. Context : Teachers mentor students to motivate them to have all round development and therefore perform well
4. The Practice : Weekly/Monthly meetings were students are advised regarding their performance in class and class tests.
5. Evidence of success : Constant monitoring has helped in developing good relationship with students and their being motivated to do well.
6. Problems encountered and resources required : Getting 100 % participation was not always possible.

Best Practices - II

1. Title of the practice: Students to wear ID card with uniform during class hours and be well groomed
2. Goal : To improve the professional skills of the students and keep with Hotel Industry Standards.
3. Context : This is done in order to make them suitable for the Hospitality Industry.
4. The Practice : Grooming check is done at the entrance of the College daily and constant reminders throughtout the day in the College are made to inform students regarding proper grooming standards as per the requirement of the Industry.
5. Evidence of success : A good number of the students coming from rural backgrounds have come to know the requirement of the Hospitality Industry and follow grooming standards properly.
6. Problems encountered and resources required: Getting students to follow the grooming standards was difficult.