

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)*

2012-13

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

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:

7204431558

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:

(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 st Cycle	--	--	--	--
2	2 nd Cycle	--	--	--	--
3	3 rd Cycle	--	--	--	--
4	4 th 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 08-05-2012 (DD/MM/YYYY)
- ii. AQAR 08-05-2012 (DD/MM/YYYY)
- iii. AQAR 08-05-2012 (DD/MM/YYYY)
- iv. AQAR 08-05-2012 (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	<input type="text" value="--"/>		
University with Potential for Excellence	<input type="text" value="--"/>	UGC-CPE	<input type="text" value="--"/>
DST Star Scheme	<input type="text" value="--"/>	UGC-CE	<input type="text" value="--"/>
UGC-Special Assistance Programme	<input type="text" value="--"/>	DST-FIST	<input type="text" value="--"/>
UGC-Innovative PG programmes	<input type="text" value="--"/>	Any other (<i>Specify</i>)	<input type="text" value="--"/>
UGC-COP Programmes	<input type="text" value="--"/>		

2. IQAC Composition and Activities

2.1 No. of Teachers	<input type="text" value="06"/>
2.2 No. of Administrative/Technical staff	<input type="text" value="02"/>
2.3 No. of students	<input type="text" value="01"/>
2.4 No. of Management representatives	<input type="text" value="01"/>
2.5 No. of Alumni	<input type="text" value="01"/>
2. 6 No. of any other stakeholder and 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="01"/>
2.9 Total No. of members	<input type="text" value="12"/>
2.10 No. of IQAC meetings held	02

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

Level Total Nos. International National State Institution

(ii) Themes

2.14 Significant Activities and contributions made by IQAC

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
<ul style="list-style-type: none"> Planned Rendezvous-Intercollege Cultural Competition 	Conducted on 22 nd Aug, 2012
<ul style="list-style-type: none"> Theme Dinner (Themed dinner for a limited no of guest-100 nos,organised 	Conducted on 25 th August 2012

completely by students under the guidance of the Faculty)	
• Industrial visits planned	Visit conducted on 3 rd Dec 2012 for the 2 nd Semester students
• Aroma Food Festival (organised by students where there are app. 600-800 guests, conducted in the College Campus)	Conducted on 2 nd Feb, 2013

* Attach the Academic Calendar of the year as Annexure.

2.16 Whether the AQAR was placed in statutory body Yes No

Management Syndicate Any other body

Provide the details of the action taken

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	--	01	--
PG Diploma	--	--	--	--
Advanced Diploma	--	--	--	--
Diploma	--	--	--	--
Certificate	--	--	--	--
Others	--	--	--	--

Total	01	--	01	--
Interdisciplinary	--	--	--	--
Innovative	--	--	--	--

- 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.

Syllabus has not been revised since the last 5 Years

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

No

Criterion – II

2. Teaching, Learning and Evaluation

2.1 Total No. of permanent faculty

Total	Asst. Professors	Associate Professors	Professors	Others
15	03	--	--	12

2.2 No. of permanent faculty with Ph.D. 01

Asst. Professors	Associate Professors	Professors	Others	Total

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

R	V	R	V	R	V	R	V	R	V
--	--	--	--	--	--	--	--	--	--

2.4 No. of Guest and Visiting faculty and Temporary faculty

04	--	--
----	----	----

2.5 Faculty participation in conferences and symposia:

No. of Faculty	International level	National level	State level
Attended	--	--	03
Presented papers	--	--	--
Resource Persons	--	--	--

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

- LCD are used as teaching aids..
- Guest Faculties from the industry are invited for guiding and motivating students
- Industrial and educational visits were undertaken to supplement classroom teaching
- Project work and tutorials were undertaken to create practical awareness and knowledge among students.

2.7 Total No. of actual teaching days

183

during this academic year

2.8 Examination/ Evaluation Reforms initiated by the Institution (for example: Open Book Examination, Bar Coding, Double Valuation, Photocopy, Online Multiple Choice Questions)

No

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

--	--	01
----	----	----

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	53	9	20	15	--	47
--	--	--	--	--	--	--
--	--	--	--	--	--	--

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

- IQAC initiated formation of academic committee, examination committee, Teacher guardian system.
- Including games hours in the timetable
- Include library hour in the timetable
- 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	02
Orientation programmes	--
Faculty exchange programme	--
Staff training conducted by the university	--
Staff training conducted by other institutions	01
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	14	--	--	--
Technical Staff	01	--	--	--

Criterion – III

3. Research, Consultancy and Extension

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

Formed a Research Committee with Principal as the Chairperson

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

- Talk on Road safety and Traffic Rules by Traffic sub Inspector – Mr. T.D. Nagaraj & sub Inspector Mr. Guru Kamat
- Seminar on the ill-effects of Drugs by Mr. Lavin Miranda from 'Link Deaddiction centre', Mangalore
- Seminar on safety measures to be taken while using LPG by Sainath Safety Solutions

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 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.	--	--	--	--
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 betterment of work.

4.3 Library services:

	Existing		Newly added		Total	
	No.	Value	No.	Value in Rs	No.	Value
Text Books			14	999.00		
Reference Books						
e-Books						
Journals			13	25,091.00		
e-Journals				1,87,600.00		
Digital Database						
CD & Video						
Others (specify)						

4.4 Technology up gradation (overall)

	Total Computers	Computer Labs	Internet	Browsing Centres	Computer Centres	Office	Departments	Others
Existing	61	30	19	--	--	--	--	9
Added	--	--	--	--	--	--	--	
Total	61	30	19	--	--	--	--	9

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

- Faculty use softwares and computers as innovative teaching aid.
- Internet facility is available in the computer lab, staff room and library.
- E-magazine and E-journals are accessible to the staff and students in the library.

4.6 Amount spent on maintenance in lakhs :

i) ICT	0.86
ii) Campus Infrastructure and facilities	2.58
iii) Equipments	1.06
iv) Others	8.29
Total :	12.79

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:-

- Periodic Internal Tests
- Viva Voces
- Group Discussions

5.3 (a) Total Number of

UG	PG	Ph. D.	Others
219	--	--	--

 students

(b) No. of students outside the state

141

(c) No. of international students

--

No	%
211	96

Men

No	%
8	4

Women

Last Year						This Year					
General	SC	ST	OBC	Physically Challenged	Total	General	SC	ST	OBC	Physically Challenged	Total
20	1	2	205	--	228	103	1	2	113	--	219

Demand ratio - 1:0.42

Dropout % - 15

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

52

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

52

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
10	40	49	1

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 level

5.10 Scholarships and Financial Support

	Number of students	Amount
Financial support from institution	24	1,72,500.00
Financial support from government	--	--
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

Vision To build a humane society through excellence in education and health care.
Mission To develop competency in students by providing Hospitality Education in an environment that inculcates professionalism with Ethics and Social Values.

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

- Multimedia is used for class room teaching whenever needed by the teachers. Resource development centre is designed to help the teachers to develop their study materials.
- Students are roistered to work in the Quantity Training Kitchen (QTK) to gain experience and confidence in bulk cooking and portioning.
- 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 guided to conduct studies on topics related to Food, Beverages and Hospitality operations as a part of the research project in the VIII Semester.

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

- Fair Salary Structure
- Personality Development Programs
- Human Resource development programs

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

The college visits Plus Two Schools/PUC Colleges in Karnataka & Kerala to conduct career guidance programmes for these 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

Rs. 191,00,000.00

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

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

- Whenever the alumni visit the college, they interact with the present batch of students and share their industrial experience and provide necessary guidance to the students.
- Cash prizes for students who have proved their excellence in studies is sponsored by the Alumni Association, during the annual day.
- 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 CFL Bulbs
- Notices put up on 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.

Development of the Teacher Guardian system where each teacher monitors the performances of a defined number of students enabling close monitoring of the students performance.

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

- The Placement Cell has been successful in bringing leading firms to the campus. Many students were recruited in various organizations through the Placement Cell and we are expecting to place many more students in the current year.
- The college focuses on student's academic development by the following means
 - Remedial Coaching and tutorials for the students who are weak in their studies
 - Encouraging students to prepare and present assignments in the form of PPT, group discussions so as to improve their subject knowledge, presentation skills and overcome fear of public speaking.
 - College conducted 2 unit tests per semester and also model examinations to prepare students for university final exams
 - Project Guidance & follow up of students
 - Pre-examination guidance is given to students by the faculty.
 - Solved question paper of unit test, model exams and of previous examinations are given to students for easy learning and to provide a structural guideline for answering in the university examination.
 - Faculty developmental programs undertaken
 - To develop entrepreneurial skills of the students, various clubs of the college prepared and sold food and beverages in the college cafeteria. The revenue collected was utilized for the student's development and club activities
 - Faculty of our College who are members of BOS and BOE of the Mangalore University have given suggestions with regard to changes that need to be made in the syllabus in order that current trends of the hospitality industry are also updated.

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

- Bridge Course initiated by the Elixir Club
- Remedial Classes

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

7.4 Contribution to environmental awareness / protection

- 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)

STRENGTHS

- The proactive and financially strong management has steered and positioned the college as a prime center for imparting hospitality education.
- A team of dedicated and committed Faculty.
- Well placed alumni

WEAKNESSES

- Since there are no Five Star Hotels in the vicinity, getting Industrial Experts and sending students for Short term Training are difficult.
- Most of our students are from rural background without much knowledge of English, resulting in slow grasping of the subject matter and poor communication skill.

OPPORTUNITIES

- Rope in more Experts/Professionals to take up sessions for the students
- Increase the Faculty/Student exchange programs

CHALLENGES

- 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.
- Awareness of Hotel Management as a career option is much lower as compared to other profession. This affects the quality of intake.

8. Plans of institution for next year

- 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.
- To involve all stake holders in college activities

Name DHANYA.C.MENON

Name ANUR Z. CHERIAN

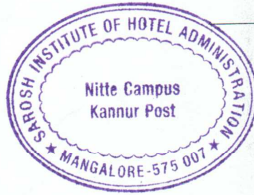


Signature of the Coordinator, IQAC
IQAC



Signature of the Chairperson,

Principal
SAROSH INSTITUTE OF
HOTEL ADMINISTRATION
Mangalore



Sarosh Institute of Hotel Administration
ACADEMIC CALENDAR
For the year 2012-2013

14th June 2012	Classes commence for III Semester, V Semester & VII Semester BHM
18th June 2012	Classes commence for I Semester BHM
14th July 2012	Swearing-in-Ceremony of Students' Council & Fresher's Day & Inauguration of NSS
23rd, 24th, 25th July 2012	Class Tests for all BHM Students
2nd, 3rd August 2012	Cultural Activities
16th, 17th, 18th August 2012	Class Tests for all BHM/B.Sc H & HA Students
22nd August 2012	Inter-College competitions for PUC/Degree
23rd August 2012	Onam Celebrations
25th August 2012	Home Coming of Alumini
25th August 2012	Theme Dinner
31st August 2012	Teachers' Appraisal by Students
5th September 2012	National Level Seminar
3rd October 2012	Last working day for all classes
8th October 2012	Commencement of University Exams
1st December 2012 to 5th April 2013	VI semester BHM On-The-Job-Training
3rd December 2012	Commencement of classes for II, IV, VIII Semester BHM
24th Dec-31st Dec 2012	Vacations
1st Jan 2013	Classes Commence
17th, 18th, 19th Jan 2013	I Internal Test
9th Feb 2013	Aroma 2012
14th, 15th, 16th Feb 2013	II Internal Test

27th Feb 2013	Teachers' Appraisal by Students
28th Feb 2013	College Day
30th Mar 2013	End of Regular classes for all BHM students
8th Apr 2013	Commencement of University Exams

ANALYSIS OF THE FEEDBACK FROM STAKEHOLDERS

1. Methodology for Feedback

The feedback from the stake holders is taken during the meetings every year.

Employers give their feedback regarding quality of the students during the Campus Interviews and this is recorded by the Placement Cell.

Students feedback is obtained at the end of every semester.

Parent's feedback is obtained at the time of the PTA Meets.

2. Action taken report

- The feedback obtained is analysed by the IQAC and suggestions of the stakeholders are brought to the notice of the Management, Principal and Faculty.
- Following are some of the feedback received and action taken:-
 - Result - Grooming standards have improved.
 - Parents were appreciating the initiatives taken by the College to improve overall discipline of their awards.
 - Parents appreciated the Teacher Guardian system
- Employers mentioned that grooming standards of some of the students needed to be improved, therefore the IQAC recommended a Grooming check to be done every day in the morning at the commencement of college hours.

BEST PRACTICES

- **Best Practices - I**

- **Title of the practice:** Bridge Course initiated by the Elixir Club
- 1. **Goal :** To update and keep abreast with the latest trends in the world of hospitality
- 2. **Context :** A Course conducted for the members of the Elixir Club who are students of the College from different semesters, who want to to be constantly informed about changes in the Hospitality field.
- 3. **The Practice :** This Bridge Course conducted by the Elixir Club enable the students to appear for competitive exams conducted by the Club in the form of MCQ, Quizzes etc., which is an interesting way for the students to be tested in their knowledge of F & B related information.
- 4. **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.
- 5. **Problems encountered and resources required :** This quiz was available only for the members of the Elixir Club. The Club though endeavours to make more Final Year students take part in its activities in order to help the student community.

Best Practices - I

- **Title of the practice :** Remedial Classes
- 1. **Goal :** to help slow learners.
- 2. **Context :** Slow learners were identified in individual classes and selected for these classes.
- 3. **The Practice :** At the end of each class/week/month teachers would revise the topics taught in this period and give assistance in the form of remedial classes for the slow learners.
- 4. **Evidence of success :** Students appreciated the individual attention given during these classes
- 5. **Problems encountered and resources required :** Students who were from rural backgrounds and who had difficulty in understanding English needed intensive training in certain subjects and the teachers had to put in double the effort to help these students keeping the time constraint of the semester in mind.