

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)*

2013-14

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:

Name of the IQAC Co-ordinator:

Mobile:

IQAC e-mail address:

1.3 NAAC Track ID (For ex. MHCogn 18879)

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:

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

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)4
- ii. AQAR 8-5-2012 (DD/MM/YYYY)
- iii. AQAR 8-5-2012 (DD/MM/YYYY)
- iv. AQAR 8-5-2012 (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

--

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

01

2.9 Total No. of members

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

Total Nos. International National State Institution
 Level

(ii) Themes

- Benchmarking modalities for creation of Institutional Practices at SVS College, Bantwal
- Versatility of Jack fruit
- How to lead a Happy Life
- Seminar on Italian Cuisine

2.14 Significant Activities and contributions made by IQAC

Seminars, Workshops, Industrial visits were organised for the overall development of 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
<ul style="list-style-type: none"> • Planned Rendezvous-Intercollege Cultural Competition 	Conducted on 26th July, 2013
<ul style="list-style-type: none"> • Theme Dinner (Themed dinner for a limited no of guest-100 nos,organised completely by students under the guidance of the Faculty) 	Conducted on 30th August,2013

• Aroma Food Festival (organised by students where there are app. 600-800 guests, conducted in the College)	Conducted on 8 th Feb, 2014
• Plan an Alumni Meet	Conducted on 11 th Feb 2014

* 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* (On all aspects)
- Alumni Parents Employers Students
- 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 6 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
14	02	--	01	11

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	-	--	--

2.4 No. of Guest and Visiting faculty and Temporary faculty 03 -- --

2.5 Faculty participation in conferences and symposia:

No. of Faculty	International level	National level	State level
Attended	--	--	04
Presented papers	--	--	--
Resource Persons	--	--	--

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

- Introduction of E Newsletter instead of the printed SIHA Diary
- Quality Life Skills classes for the students

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

195

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

--

--

01

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	56	7.16	28	30	--	67
--	--	--	--	--	--	--
--	--	--	--	--	--	--

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	01
Orientation programmes	--
Faculty exchange programme	--
Staff training conducted by the university	--
Staff training conducted by other institutions	03
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	13	--	--	--
Technical Staff	01	--	--	--

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
--

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

- The Outgoing batch of 2013 donated stationery to students of D.K. District Primary School, Kankanady.
- The students extended support to the Nitte University for the Marathon organised in collaboration with the Event Management Company, 'Life is Calling'.

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 speed of work.

4.3 Library services:

	Existing		Newly added		Total	
	No.	Value	No.	Value in Rs	No.	Value
Text Books	--	--	10	2664.00	--	--
Reference Books	--	--			--	--
e-Books	--	--			--	--
Journals	--	--	13	33559.00	--	--
e-Journals	--	--	--	--	--	--
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	3	3	--	--	--	--	--	
Total	64	33	19	--	--	--	--	9

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	0.67
ii) Campus Infrastructure and facilities	1.87
iii) Equipments	2.47
iv) Others	6.97
Total :	11.98

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

5.3 (a) Total Number of

UG	PG	Ph. D.	Others
182	--	--	--

students

(b) No. of students outside the state

109

(c) No. of international students

--

No	%
179	97

Men

No	%
5	3

Women

Last Year						This Year					
General	SC	ST	OBC	Physically Challenged	Total	General	SC	ST	OBC	Physically Challenged	Total
103	1	2	113	--	219	34	1	1	148	--	182

Demand ratio 1:0.20

Dropout %

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

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
12	50	50	7

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	42	Rs 5,22,500.00
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

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

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 Plus Two 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

Rs 180,00,000.00

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 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.

- Environment Consciousness

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 more 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*)

- Activities of the 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 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)

SWOC ANALYSIS

STRENGTHS

- The college has been one of the pioneers in imparting Hospitality education since 1992 in the region.
- Best infrastructure and equipments
- Well placed alumni

WEAKNESSES

We have areas for improvement that we are trying to overcome, for eg,

- Since there are no Five Star Hotels in the vicinity, getting Industrial Experts and sending students for Short term Training are difficult.
- Being an affiliated college, the autonomy and freedom of flexibility in curriculum is limited.

OPPORTUNITIES

- Formal extension and improvement in consultancy service
- Scope for conducting more social activities for the local residents

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.

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 – Odd Semester - 2013-14

Date	Teacher In-Charge	Event
17 th June, 2013		Classes commence for I,III,V & VII Semester BHM
20 th June	Mr. Terence Rodrigues	Class photo
24 th June	Mr.Terence Rodrigues	Students Council Elections
5 th July	Mr.Terence Rodrigues/ Ms.Basvarajeswari	Swearing-in Ceremony of Students Council & Freshers Day
15 th – 20 th July	Dean Academics	I Internal Test
26 th July	Ms.Sonia/Mr.Mandar	Rendezvous - Inter College Competitions for PUC & Degree
5 th – 10 th July	Ms.Divya / Mr.Mandar	Cultural Activities
15 th August		Flag Hoisting – Independence Day
19 th - 24 th August	Dean Academics	II Internal Test
30 th August	Mr. Varghese Johnson	Theme Dinner
31 st August		Teachers Appraisal by Student
2 nd – 7 th September	Dean Academics	Model Practical Examinations (during regular Practical Classes)
7 th September		Onam Celebrations
11 th September	Italian cuisine Seminar	SIHA-ALMA
11 th – 17 th September	Dean Academics	Model Theory Exams
11 th October		Last working day for all classes for I,III,V & VII Semester BHM
17 th October		Commencement of University Exams
Vacation for staff : 9th-24 (reopens on 25th Nov)		

Note: Club/Sports Activities on all Saturdays - 12 Noon – 1 pm

Sarosh Institute of Hotel Administration
ACADEMIC CALENDAR – Even Semester - 2013-14

Date	Teacher In-Charge	Event
3 rd December		Commencement of Classes for II, IV & VIII Semester BHM
10 th December	Mr. Savio D'Souza	Photograph session
24 th Dec – 31 st Dec		Vacation
1 st Jan, 2014		Classes Commence
11 th Jan, 2014	Mr. Terence Rodrigues	Sports Day
13 th -18 th Jan, 2014	Dean Academics	I Internal Test
8 th Feb, 2014	Mr. Terence Rodrigues	Aroma 2014
17 th – 22 nd Feb 2014	Dean Academics	II Internal Test
27 th Feb, 2014	Office	Teachers Appraisal by Students
28 th Feb, 2014	Ms. Divya D'Souza	College Day
3 rd – 8 th Mar, 2014	Dean Academics	Model Exams(Theory)
14 th Mar, 2014	Mr. Amar Cherian	Farewell for Final Years
5 th April, 2014		Last working day for all classes for II,IV,VI & VIII Semester BHM
10 th April, 2014		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:-

- Employers brought to the notice of the Placement Cell that Communication Skills and basics in Hotel Management of the candidates needed to be improved.

This was brought to the notice of the IQAC and the IQAC recommended that basic skills in communication and basics of Hotel Management subjects needed to be brushed up. Therefore with the approval of the Principal, soft skill/Life skill classes were scheduled for all the semesters.

- Parents brought to the notice of the College in the PTA Meet that their wards required additional coaching in the subject French in I & II Semester BHM.

Annexure –iv

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 such as Pina Colada Day, Tequila Day etc., to name a few.
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.