Sarosh Institute of Hotel Administration

Nitte Campus, Kodakal, NH-75, Kannur Post, Mangalore -575007
Ph:0824 2275861, 2275862, Fax: 0824 2275863,
E-mail:sihainst@hotmail.com Website : www.sihainst.com

SELF STUDY REPORT (SSR)
CYCLE – 1

Submitted to

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL
P.O. Box No.1075, Nagarbhavi,
Bangalore-560072, India

April 2015

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SAROSH INSTITUTE of HOTEL ADMINISTRATION

AFFILIATED TO MANGALORE UNIVERSITY, APPROVED BY AICTE - NEW DELHI.

To,

The Director,

National Assessment & Accreditation Council,

P.O.Box No. 1075, Nagarbhavi,

Bangalore 560 010   Dt: 25.04.2015

Sir,
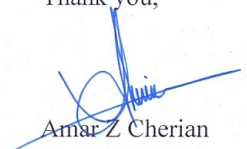
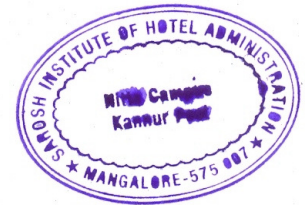<u>Submission of Self Study Report for Accreditation</u>

In compliance of our LOI Requirements, we are glad to submit herewith our Self Study Report
for the Accreditation.

We would like to acknowledge that the Accreditation Process has brought immense changes into
our system.

We look forward to hearing from you about the Peer Team Inspection.

Thank you,

Amar Z Cherian

Principal

EXECUTIVE SUMMARY AND SWOC ANALYSIS

PREFACE

The President of Sarosh Education Trust, Mr. N. Vinaya Hegde, an Educationist, industrialist and philanthropist heads the Nitte Education Group, founded by the Judge of Supreme Court and Speaker of the 6th Lok Sabha, Late Justice K S Hegde, with the aim of imparting quality education to all sections of the student community. The trust has been actively involved in the field of education and upliftment of the underprivileged sections of the society. Starting from a small primary school in an unknown and a remote village in Karnataka, the group has steadily spread out in the field of education, offering a range of education like schooling, degree courses, management studies, paramedical, dental, engineering and medical education. This is apparent from the 3 distinct campuses and 28 institutions under its purview, imparting quality education and professional excellence in varied fields and Health care. Each of these Institutions is well-established and has students enrolled from various parts of India and abroad. There are over 3,000 faculty and more than 20,000 students on rolls. Mr. N.Vinaya Hegde with his vast experience has been guiding these Institutions. The Hotel Management College (Sarosh Institute of Hotel Administration) was started in the year 1992 and is a self financed College. Aiming to be a centre for excellence and professionalism with a mission, "To develop competency in students by providing Hospitality education in an environment that inculcates professionalism with Ethics and Social Values", the college has been constantly restructuring and renovating its infrastructure and Education delivery processes to fulfill the institute's mission. The visit by the NAAC experts and their feedback will provide us the necessary direction and guidance that will help the college in taking renewed vigor for quality strides in various aspects. The College was assessed and accredited by the NAAC in 2006 (C++). Since there was a break in the continuity of assessment but with a firm determination that the College should march towards excellence, we are submitting the Institution for Accreditation.

A steering committee comprising of the following members was formed.

NAAC Steering Committee Members

1. Chairperson   :   Mr. Amar Cherian,
                                   Principal
2. Convener   :   Ms. Dhanya C Menon
                                   Assistant Professor
3. Members   :   Prof. Rajshekar M. – Director, Curriculum Development,
                                   Nitte University
                                   Prof. Matharani Mathias - Advisor, S.I.H.A
                                   Mrs. Sonia Thomas – Assistant Professor
                                   Prof. Y G Tharakan – H.O.D. W.G.S.H.A., Manipal
                                   Mr. Sumanth Shetty – Sales & Marketing Executive – Taj
                                   Group Hotels-Bengaluru,(Alumnus)
                                   Fermi Priyank Crasto - Student member

The Committee met several times to discuss & deliberate and held meetings with the Management and other stakeholders on issues pertaining to assessment and thus the SSR was prepared.

1. CRITERIA I: CURRICULAR ASPECTS

The college is affiliated to Mangalore University and follows the syllabus prescribed by this university. The college offers a 4 year (8 semester) Bachelor of Hotel Management degree course. The faculty who are members of BOS (Board of Studies) put forth suggestions regarding curriculum development and amendment during the BOS and BOE meetings. Value added courses, enrichment programs and soft skill are conducted during the course of the semester, in order to inculcate professionalism and transform the students as good human beings apart from their academic growth. Teachers are provided all support in terms of requirements of equipments, books and other facilities. Staffs are motivated to attend workshops, seminars and enroll for higher studies. Feedback

regarding curriculum and areas for enrichment is taken from all the stakeholders like Industry professionals, Alumni, Academicians, Parents etc. The IQAC takes up appropriate actions based on this feedback, by conducting enrichment programs and seminars for students/staff. There are various clubs managed and operated by the students, under the guidance of a teacher, which gives them the confidence of handling the hospitality situations at an elementary level besides giving them a practical view point of the theory taught within the classroom.

2. CRITERIA   II: TEACHING-LEARNING AND EVALUATION

There has been a paradigm shift from teacher centric learning to a student-centered learning environment. The college provides hospitality education to students from different background by ensuring wide publicity about the course to students of various colleges in Karnataka and neighboring states. This is evident from the fact that more than 40% of our students are from other states. Remedial and bridge course are conducted for students to strengthen their basics in various subjects. Students identified as slow learners are tutored and provided extra time and support material to bring them on par with the other student. Fast learners are motivated to explore their potential and share their knowledge and coach the other students. The college has wi-fi facility, well-equipped and spacious laboratories. Students and staff are encouraged to attend seminars and share the experience gained with their peer team to bridge the knowledge gap. A system of Teacher Guardian has helped students in developing confidence of students. The efforts of the teachers in providing excellence in education have impacted the academic performance. Our students have been continuously securing ranks since 6 years. The IQAR initiated the formation of academic committee, examination committee and various other committee that work together to promote better quality of teaching and learning process. All the steps in the learning process is student-centric and students are inspired to take up active participation in the delivery of the subject knowledge and skill, by doing presentation, taking class and demonstrating skills, involving in role play etc. The IQAC charts out effective quality enhancement plans, in order to augment the teaching-learning process.

3. CRITERIA III : RESEARCH, CONSULTANCY AND EXTENSION

The college has constituted a research committee to monitor the research work carried out and address the issues encountered. The college has initiated faculty/student interaction with the research group of other college in a bid to widen the horizon of research thinking process. Discussions on research topics are held for enhancing the research knowledge. Students and staff are motivated and supported to conduct workshops and hold various skill demonstration programs for other college students and for the members of the local community. Extension activities for the development of the student in terms of employability skills, soft skills are organized. The students and staff also take up socially relevant issues and create awareness among the local community. Students interact and provide support to the underprivileged sections of the society, thus inculcating a sense of social responsibility and developing them as fine citizen.

4. CRITERIA IV: INFRASTRUCTURE AND LEARNING RESOURCES

The college has adequate infrastructure and the management makes sincere and committed effort to expand the infrastructure with the growing needs. After the last NAAC visit, several changes have been taken up. Most important, being the shifting of the college to a new and serene location. Apart from this several equipments and infrastructure upgradations has been done. The college has a built up area of 5951.93 sq.mt comprising of classrooms, Quantity training kitchen, Basic training kitchen, Advanced training kitchen, Service training restaurant, Housekeeping Lab, Laundry unit, Guest rooms, Front office training area, Bakery and Confectionery Lab, Computer Lab, LCD facilities, Cafeteria with a TV, Amphitheatre, 'Le-jardin' the restaurant managed by the students, Gym, Indoor games room, Counseling room, Manthan – the Seminar room, Utsav – the Open hall. There is Wi-Fi facility in the Library and Staff room, apart from the internet facility provided in the Computer Lab, Administration department. The college has a well stocked library, Internet lab and has subscribed to E-journal. There is a garden maintained by the students, named as Navarathna, where spices, herbs, flowering plants, fruiting plant, vegetables are grown organically. The Boy's hostel is located close to the college and free transportation facility is provided for all the staff and hostelites.

There is uninterrupted power supply to the campus. There is a constant supply of well water for the campus needs.

5. CRITERIA V: STUDENT SUPPORT AND PROGRESSION

All our activities are focused on supporting our students and preparing them as professionals with values and ethics. The team of dedicated teachers have put their whole hearted efforts and have been conducting bridge course, remedial class and practicing innovative teaching methodology; resulting in our students securing University ranks since 2006. The students are trained and encouraged to take up initiatives in various activities that would fine tune their professional skills and develop their confidence to face the challenges of the industry. The various committees have student representatives, and they are encouraged to take up responsibilities and execute them in a cordial environment, under due guidance from their teachers. The alumni, provide guidance and share their experience with the students, whenever they visit the campus. The training and placement cell conducts mock interviews, group discussions, debates and other soft skill classes and provides placement assistance to all the students who prefer to take up a job after their degree. Orientation is given to students on avenues for higher studies, by various educational consultants, as a result some of the students have opted for higher studies in India and abroad. Our alumni are well placed in various hotels, cruiseliners, airlines and allied sectors in various parts of the globe.

6. CRITERIA VI: GOVERNANCE, LEADERSHIP AND MANAGEMENT

The Management and Principal have ensured that there is free and fair working environment for the staff, aimed at overall development. In view of providing value based Hospitality education, the management ensures that well qualified and experienced candidates are recruited. Staff are encouraged to attend seminars, refresher courses and enroll for higher studies. Complete autonomy is given to all the staff in executing their duties. The college has various committees headed by the teachers, based on their area of interest and expertise. All the decisions are taken through regular interaction with all the stakeholders and after sharing each others views. Budget allocation is done at the

beginning of each semester and most of the financial needs are met through internal accruals. The institution has both internal and external audit being done periodically.

7. CRITERIA VII: INNOVATIONS AND BEST PRACTICES

The college has been sensitive to the dynamic changes in the Hospitality industry and the socio-economic environment. The practices adopted by the college are strategies that evolved due to the insights received from the stakeholder through the feedback mechanism. Plans and system are devised to benefit all the stakeholders. Industry professionals are frequently invited to address the students, to provide the students with the knowledge/skills/grooming standards of the hospitality Industry. The IQAC monitors and ensures all round quality improvement in all aspects of the functioning of the college and in fulfilling the social and environmental commitments. The staff and students have been playing an active role in addressing and responding to various issues like abuse of drugs, carbon emission, spread of malaria, need for eco-friendly practices, serving the underprivileged sections of the society. The various committee and the stakeholders are continuously involved in augmenting the quality of hospitality education and inculcating values among the students.

SWOC ANALYSIS
STRENGTHS

- The college has been one of the pioneers in imparting Hospitality education since 1992 in the region.
- 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.
- 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.
- 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.
- Being an affiliated college, the autonomy and freedom of flexibility in curriculum is limited.

OPPORTUNITIES

- Formal extension and improvement in consultancy service
- Rope in more Experts/Professionals to take up sessions for the students
- Scope for conducting more social activities for the local residents
- 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 conducing 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.

B. Profile of 'Sarosh Institute of Hotel Administration'

1. **Name and address of the college:**

Name	: **Sarosh Institute of Hotel Administration**
Address	: Nitte Campus, NH 75, Kodakal, Kannur P O
City	: Mangalore Pin: 575007 State: Karnataka
Website	: www.sihainst.com

2. **For communication:**

Designation	Name	Telephone with STD code	Mobile	Fax	Email
Principal	Mr. Amar Cherian	O:0824 2275861 R:0824 24717063	9480571563	0824 2275863	ampratej@ rediffmail .com
Steering Committee Co-ordinator	Ms.Dhanya Menon	O:0824 2275861 R:0824 2240328	7204431558	0824 - 2275863	dhanyacmenon 84@gmail.com

1. **Status of the of Institution :**

   Affiliated College   ✓

   Constituent College   ☐
   Any other (specify)   ☐

2. **Type of Institution :**
   a. By Gender
      i. For Men   ☐

      ii. For Women   ☐

      iii. Co-education   ✓

b. By shift

    i. Regular   ✓

    ii. Day   --

    iii. Evening   --

5.Is it a recognized minority institution?

    Yes   --

    No   ✓

If yes specify the minority status (Religious/linguistic/ any other) and provide documentary   evidence.   No

1. **Source of funding:**

Government	--
Grant-in-aid	--
Self-financing	✓
Any other	--

2. **a. Date of establishment of the college**   **:**   **24/08/1992**

   b. University to which the college is affiliated /or which governs the college (If it is a constituent college)   **MANGALORE UNIVERSITY**

c. Details of UGC recognition:

Under Section	Date, Month & Year (dd-mm-yyyy)	Remarks (If any)
i. 2 (f)	--	--
ii. 12 (B)	--	--

(Enclose the Certificate of recognition u/s 2 (f) and 12 (B) of the UGC Act)

d. Details of recognition/approval by statutory/regulatory bodies other than UGC   (AICTE, NCTE, MCI, DCI, PCI, RCI etc.)

Under Section/clause	Recognition/Approval details Institution/Department/Programme	Day, Month and Year (dd-mm-yyyy)	Validity	Remarks
i.	AICTE	7/04/2015	1 Year	Approval F.No.South-West/1-2455928471/2015/EOA (Approval 2015-16) Though the College has been recognized from 1994, renewal is done annually

(Enclose the recognition/approval letter)

8. Does the affiliating university Act provide for conferment of autonomy (as recognized by the UGC), on its affiliated colleges?

Yes ✓   No --

If yes, has the College applied for availing the autonomous status?

Yes --   No ✓

9. Is the college recognized

a. by UGC as a College with Potential for Excellence (CPE)?

Yes --   No ✓

If yes, date of recognition: …………………… (dd/mm/yyyy)

b. for its performance by any other governmental agency?

Yes --   No ✓

If yes, Name of the agency …………………… and

Date of recognition: …………………… (dd/mm/yyyy)

10. **Location of the campus and area in sq.mts :**

Location *	Urban
Campus area in sq. mts.	**20234 sq.mts**
Built up area in sq. mts.	**5952 sq.mts**

(* Urban, Semi-urban, Rural, Tribal, Hilly Area, Any others specify)

11. **Facilities available on the campus (Tick the available facility and provide numbers or other details at appropriate places) or in case the institute has an agreement with other agencies in using any of the listed facilities provide information on the facilities covered under the agreement.**

➢ Auditorium/seminar complex with infrastructural facilities - **Yes**

➢ Sports facilities

❖ Play ground   - **Yes**

❖ Swimming pool   - **No**

❖ Gymnasium   - **Yes**

➢ Hostel

❖ Boys' hostel

i. Number of hostels   :   **1**

ii. Number of inmates   :   **60**

iii. Facilities (mention available facilities) :

- **Dining hall cum recreation room**
- **Good Infrastructure**
- **Sports room (Table Tennis, Shuttle, Carrom, Chess)**
- **First aid facilities**
- **Lobby for reading newspaper**
- **Free transportation**

❖ Girls' hostel

i. Number of hostels   :   **1**

ii. Number of inmates   **:**   **1**

iii. Facilities (mention available facilities) :

- **Dining hall**

- **Recreation Room**
- **First aid facilities**
- **Indoor games (Chess, Shuttle, Carrom etc)**
- **Reading Room, Free transportaion**

❖ Working women's hostel : **Not applicable**
  i.   Number of inmates
  ii. Facilities (mention available facilities)

➢ Residential facilities for teaching and non-teaching staff (give numbers available -- cadre wise)   :   **No**
➢ Cafeteria   :   **Yes**
➢ Health centre   :   **No**
  ❖ First aid   :   **Yes**
  ❖ Inpatient   :   ---
  ❖ Outpatient   :   **Justice K S Hegde Hospital**
  ❖ Emergency care facility : **Justice K S Hegde Hospital**
  ❖ Ambulance :   **Ambulance of Justice K S Hegde Hospital**
➢ **Health centre staff –**

  Qualified doctor   Full time ☐   Part-time ☐

  Qualified Nurse   Full time ☐   Part-time ☐

➢ Facilities like banking, post office, book shops   : **Yes**
➢ Transport facilities to cater to the needs of students and staff : **Yes**
➢ Animal house   :   **No**
➢ Biological waste disposal   :   **Yes**
➢ Generator or other facility for management/regulation of electricity and voltage   :   **Yes**
➢ Solid waste management facility   :   **No**
➢ Waste water management   :   **No**
➢ Water harvesting   :   **No**

12. Details of programmes offered by the college (Give data for current academic year)

Sl. No.	Programme Level	Name of the Programme/ Course	Duration	Entry Qualification	Medium of instruction	Sanctioned/approved Student strength	No. of students admitted
1	Under-Graduate	BHM (Bachelor of Hotel Management)	4 years	10+2	English	120	65
	Post-Graduate	--	--	--	--	--	--
	Integrated Programmes P G	--	--	--	--	--	--
	Ph.D.	--	--	--	--	--	--
	M.Phil.	--	--	--	--	--	--
	Ph. D.	--	--	--	--	--	--
	Certificate courses	--	--	--	--	--	--
	UG Diploma	--	--	--	--	--	--
	PG Diploma	--	--	--	--	--	--
	Any Other (specify and provide details)	--	--	--	--	--	--

13. Does the college offer self-financed Programmes?

Yes ✓   No --

If yes, how many?   One

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14. New programmes introduced in the college during the last five years if any?

| Yes | -- | No | ✓ | Number | -- |

15. **List the departments: (respond if applicable only and do not list facilities like Library, Physical Education as departments, unless they are also offering academic degree awarding programmes. Similarly, do not list the departments offering common compulsory subjects for all the programmes like English, regional languages etc.)**

Particulars	UG	PG	Research
Science	--	--	--
Arts	--	--	--
Commerce	--	--	--
Any Other not covered above	--	--	--

16. Number of Programmes offered under (Programme means a degree course like BA, BSc, MA, M.Com…)

a. Annual system

b. **Semester system** | 01 |

c. Trimester system

17. Number of Programmes with

a. Choice Based Credit System

b. Inter/Multidisciplinary Approach

c. Any other (specify and provide details) | **Credit Based Semester** |

18. Does the college offer UG and/or PG programmes in Teacher Education?

Yes | -- | No | ✓

  If yes,
  a. Year of Introduction of the programme(s)……….. (dd/mm/yyyy)
     and number of batches that completed the programme

  b. NCTE recognition details (if applicable)
     Notification No.: …………………………………
     Date: ………………………… (dd/mm/yyyy)
     Validity:………………………...

  c. Is the institution opting for assessment and accreditation of Teacher
     Education Programme separately?
     Yes ☐   No ☐

19. Does the college offer UG or PG programme in Physical Education?

Yes | -- | No | ✓

If yes,
  a. Year of Introduction of the programme(s)………(dd/mm/yyyy)
     and number of batches that completed the programme ☐

  b. NCTE recognition details (if applicable)
     Notification No.: …………………………………
     Date: ………………………… (dd/mm/yyyy)
     Validity:……………………

  c. Is the institution opting for assessment and accreditation of Physical
     Education Programme separately?
     Yes ☐   No ☐

20. Number of teaching and non-teaching positions in the Institution

Positions	Teaching faculty								Non-teaching staff		Technical staff	
	Professor		Assistant Professor		Senior Lecturer		Lecturer					
	*M	*F	*M	*F	*M	*F	*M	*F	*M	*F	*M	*F
Sanctioned By the UGC /University / State Government *Recruited*	--											
Yet to recruit	--											
Sanctioned by the Management/society or other authorized bodies *Recruited*	-	-	2	2		1	2	1	3	07	2	1
Yet to recruit												

*M-Male bn*F-Female

21. Qualifications of the teaching staff:

Highest qualification	Professor		Assistant professor		Sr. Lecturer		Lecturer		Total
	M	F	M	F	M	F	M	F	
Permanent teachers									
D.Sc/ D.Litt.									
Ph.D									
M.Phil.									
PG			2	2		1	1	1	7
UG							1		1
Temporary teachers									
Ph. D									
M.Phil									
PG									
Part-time teachers									
Ph. D									
M.Phil									
PG							1	4	5

22. Number of Visiting Faculty /Guest Faculty engaged with the College.

5

23. Furnish the number of the students admitted to the college during the last four academic years.

Categories	2011-12		2012-13		2013-14		2014-15	
	Male	Female	Male	Female	Male	Female	Male	Female
SC	2	-	-	-	-	-	1	
ST	1	-	-	-	-	-	-	
OBC	15	2	12	-	11	-	31	
General	30	1	35	-	14	-	30	3
Total	48	3	47	-	25	-	62	3

24. Details on students enrollment in the college during the current academic year:

Type of students	UG	PG	M. Phil.	Ph.D.	Total
Students from the same state where the college is located	42	--	--	--	--
Students from other states of India	23	--	--	--	--
NRI students	--	--	--	--	--
Foreign students	--	--	--	--	--
Total	65	--	--	--	--

25. Dropout rate in UG and PG (average of the last two batches)

UG | 5 % | PG | -- |

26. Unit Cost of Education

(Unit cost = total annual recurring expenditure (actual) divided by total number of students enrolled)

(a) Including the salary component | Rs.73,067 |

(b) Excluding the salary component | Rs.32.951/- |

27. Does the college offer any programme/s in distance education mode (DEP)?

Yes | -- | No | ✓ |

If yes,

    a) is it a registered centre for offering distance education programmes of another University   Yes ☐   No ☐

    Name of the University which has granted such registration.

    ☐

    b) Number of programmes offered   ☐

    c) Programmes carry the recognition of the Distance Education Council.   : ☐   ☐

28. **Provide Teacher-student ratio for each of the programme/course offered :**   1:13

29. **Is the college applying for**

    Accreditation :   Cycle 1 ✓   Cycle 2   Cycle 3   Cycle 4

    Re-Assessment:
    (Cycle 1refers to first accreditation and Cycle 2, Cycle 3 and Cycle 4 refers to re-accreditation)

The First accreditation period expired in September 2011. As per direction of the NAAC Office this assessment will be Cycle 1.

30. **Date of accreditation* (applicable for Cycle 2, Cycle 3, Cycle 4 and re-assessment only)**
Cycle 1   :   **16/09/2006** (dd/mm/yyyy)
Accreditation Outcome/Result   :   **C++**

31. **Number of working days during the last academic year.**   235

32. **Number of teaching days during the last academic year**   195

    (Teaching days means days on which lectures were engaged excluding the examination days)

33. **Date of establishment of Internal Quality Assurance Cell (IQAC)**
    30/10/2006   **(dd/mm/yyyy)**

34. Details regarding submission of Annual Quality Assurance Reports (AQAR) to NAAC.

AQAR (i)   08/05/2012
AQAR (ii)   08/05/2012
AQAR (iii)   08/05/2012
AQAR (iv)   08/05/2012

35. Any other relevant data (not covered above) the college would like to include. (Do not include explanatory/descriptive information)

❖ Our institute has the provision to share resources with the colleges belonging to NITTE Education Group. Also medical facilities of K. S. Hegde Medical hospital (KSHEMA) can be availed by staff and students. The Justice KS Hegde Hospital, is a full fledged 1200 bed hospital. The hospital has state-of-the-art facilities in Anaesthesiology, Dermatology, ENT, General Medicine, General Surgery, Obstetrics & Gynaecology, Ophthalmology, Orthopaedics, Paediatrics, Radiology and TB, Chest & Respiratory diseases.

CRITERION WISE

ANALYTICAL REPORT

CRITERION I:

CURRICULAR ASPECTS

Criterion I : Curricular Aspects

1.1   **Curriculum Planning and Implementation**

1.1.1   **State the vision, mission and objectives of the institution, and describe how these are communicated to the students, teachers, staff and other stakeholders.**

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.

Quality Policy

Sarosh Institute of Hotel Administration is committed to provide value based hospitality education to develop students as professionals with ethics to meet the industry standards.

Objective of the college

- To provide the best infrastructure and facilities for the development of students.
- To impart knowledge and competencies on par with global standards
- To groom the students as ethical hospitality professionals.
- To sensitize students towards social responsibilities.

Communication to stakeholders

The vision, mission and objectives are communicated to the stakeholders during the orientation program for the first year students and their parents, during workshop, seminars conducted, faculty meetings, Parent Teacher Association meetings, and Alumni meetings. The college mission and vision statement is also displayed at the college entrance and at prominent locations in the campus. It is

communicated to the students through college prospectus, college calendar, college magazine, placement brochure and college website.

1.1.2 How does the institution develop and deploy action plans for effective implementation of the curriculum? Give details of the process and substantiate through specific example(s).

The college follows the academic curriculum designed by Mangalore University to which the college is affiliated. Flexibility in making changes in curriculum is restricted due to this. The staff members holding position as committee members of BOS (Board of Studies). puts forth suggestions regarding curriculum development and deployment during the BOS meetings.

The college plans the academic schedule as per Mangalore University's academic calendar. Meetings are conducted by the academic committee to monitor the progress of the completion of syllabus. Special classes and remedial classes are conducted for students who find difficulty in understanding concepts and to bring them on par with the rest of the class, in order to complete the syllabus well on time. For effective implementation of the curriculum, teachers prepare lesson plan and teaching plan.

1.1.3 What type of support (procedural and practical) do the teachers receive (from the University and/or institution) for effectively translating the curriculum and improving teaching practices?

Teachers are advised to procure equipments, support materials, books and refer to additional teaching materials and journals that would enrich the contents and knowledge needed to effectively deliver the subject knowledge to the students. Teachers are encouraged to visit Hotel Management Institutes, colleges affiliated to Mangalore University and other Universities and interact with experts from the industry and academics to update themselves about the latest practices and skill requirements prevalent, related to their subject area.

The college conducts various seminars on: effective teaching, use of teaching aids like power point and multimedia presentation, teaching methodology to cultivate practices that facilitates effective translation of curriculum and improve the teaching practices.

1.1.4 Specify the initiatives taken up or contribution made by the institution for effective curriculum delivery and transaction on the Curriculum provided by the affiliating University or other Statutory agency.

The college has vestibule training facilities like House Keeping,Laundry, Bakery, Basic training kitchen, Advanced training kitchen, Quantity training kitchen, Service

training restaurant with mock bar, Computer lab, Food science lab, Engineering and maintenance lab, Front office pilot. Students are trained in Intellectual Data System (IDS), a hotel property management software system to stimulate real time front office operation. The college provides a well set up computer lab 51 computers and internet facility. The college conducts skill development programs on telephone etiquettes, grooming, flaring, fruit and vegetable carving, flower arrangement. The college organizes industrial/ field visits for students to gain industry exposure. The college also organizes additional training on soft skill, personality development, English language (communication class), workshops on flower arrangement, vegetable carving to assist in the learning process. In addition to the regular classes the college also invites experts from the Hospitality and Tourism industry to share their inputs about current trends in hospitality, and interact with the students.

1.1.5 How does the institution network and interact with beneficiaries such as industry, research bodies and the university in effective operationalisation of the curriculum?

Professionals from the Hotel industry conduct orientation for the students about the recent trends in hospitality industry when conduct campus interviews or when they are invited for guest lectures. This interaction with the Industry helps in guiding

our students and staff to equip themselves adequately by familiarizing themselves with the latest trends and standards maintained by the industry. The college has teamed up with hotels that regularly provide training to our students in various departments, through the Outdoor Catering (ODC's) which enhances and fine tunes the operational skills of our students.

In order to motivate research temperament among the students, research workshops are conducted and they are encouraged to take up minor research work related to their subjects. Academicians from the university and other hotel management college are invited to deliver talks on effective teaching. Discussions are held on ways to enrich the curriculum.

Teachers, as member representative of BOS (Board of Studies) share their views about enriching the curriculum and evaluation system, during the BOS/BOE meetings.

1.1.6 What are the contributions of the institution and/or its staff members to the development of the curriculum by the University?(number of staff members/departments represented on the Board of Studies, student feedback, teacher feedback, stakeholder feedback provided, specific suggestions etc.)

The IQAC of the college regularly holds discussion with the academic committee and other committees about the curriculum feedback received from the stakeholders. Though the college has constraints in modifying syllabus, the college ensures that the recommendations are brought to the notice of the university officials, through our faculty members who are the members of BOS.

1.1.7 Does the institution develop curriculum for any of the courses offered (other than those under the purview of the affiliating university) by it? If 'yes', give details on the process ('Needs Assessment', design, development and planning) and the courses for which the curriculum has been developed.

Since the college has to strictly abide by the university curriculum, it cannot make changes to the existing curriculum. However, the college has structured Curriculum Enrichment Modules to enhance the skills of Hotel Management

Professionals and includes skills such as Vegetable Carving, Bartending, Flaring, workshops on plate presentation, Italian cuisine, Soft skills and Flower Arrangement for the students.

1.1.8 How does institution analyse/ensure that the stated objectives of curriculum are achieved in the course of implementation?

Curriculum contents are well structured and in line with the guidelines of

Mangalore University. It includes current trends in the Hospitality Industry.

Information and communication technology is integrated into the curriculum. The

Curriculum is able to

achieve an adequate student learning outcome.

The objective of the curriculum is to groom students to become managers in the

future.

1.2   Academic Flexibility

1.2.1   Specifying the goals and objectives give details of the certificate/diploma/ skill development courses etc., offered by the institution.

The college conduct only one degree program in the campus i.e. BHM (Bachelor of Hotel Management) program. As per the objective, the college provides quality infrastructure and facilities for the development of the students and imparts knowledge and competencies to groom the students as hospitality professionals. Additional training programs are conducted on soft skill, personality development, English language (communication classes) aimed at overall development of the student's personality and enhancement of their knowledge. Programs and workshops are conducted to sensitize students towards ethics and social responsibilities.

1.2.2   Does the institution offer programs that facilitate twinning /dual degree? If 'yes', give details.

No, the Institution does not offer dual degree program. All the additional courses are conducted to strengthen the requirements of the college.

1.2.3 Give details on the various institutional provisions with reference to academic flexibility and how it has been helpful to students in terms of skills development, academic mobility, progression to higher studies and improved potential for employability

The college is affiliated to Mangalore University and there is no academic flexibility in terms of academic mobility and credit transfer. However soft skill classes are conducted and orientation on higher studies are given by various institution and universities. Also brochures and information on higher studies is displayed on the notice board for student's reference. Students are also trained in IDS (Intellectual Data System) software.

1.2.4 Does the institution offer self-financed programs? If 'yes', list them and indicate how they differ from other programs, with reference to admission, curriculum, fee structure, teacher qualification, salary etc.

The College runs the BHM programme and it is self financed.

1.2.5 Does the college provide additional skill oriented programmes, relevant to regional and global employment markets? If 'yes' provide details of such programme and the beneficiaries.

Yes, the college provides additional skill oriented programs to prepare the students for the hospitality industry.

Students are trained on communication skill, time management, facing interviews. Interpersonal skills of the students are improved by providing them with opportunities to work as a team during events like food festivals and other college functions. Civic sense, value system is imparted by conducting seminars and counselling. English language lab is equipped with software to improve their vocabulary. Managerial and skill oriented workshops and competitions are conducted for the students. Seminars are conducted to sensitize the students towards the gender issues at the work place, an awareness of which is important in a hotel workplace.

1.2.6 **Does the University provide for the flexibility of combining the conventional face-to-face and Distance Mode of Education for students to choose the courses/combination of their choice" If 'yes', how does the institution take advantage of such provision for the benefit of students?**

The College does not offer any course in distance education mode.

1.3 **Curriculum Enrichment**

1.3.1 **Describe the efforts made by the institution to supplement the University's Curriculum to ensure that the academic programmes and Institution's goals and objectives are integrated?**

The college ensures that the academic program and the institutional goals and objectives are integrated through various rigorous co-curricular and extra-curricular activities incorporated into the academic calendar. The academic calendar is prepared by the academic committee at the beginning of each semester, by providing slots for incorporating various enrichment sessions.

The quality of the students are enhanced by conducting personality development programs, skill enrichment programs, seminars on managerial, moral and ethical values, talks on awareness about sustaining the environment, team spirit and leadership quality.

Feedback is collected from the stakeholders by various committees and actions are planned, which is monitored and evaluated by the IQAC.

1.3.2 **What are the efforts made by the institution to modify, enrich and organize the curriculum to explicitly reflect the experiences of the students and cater to needs of the dynamic employment market?**

The college follows the curriculum designed by the Mangalore University. However, the college strives to enrich the knowledge and skills of the students based on the needs and expectation of the industry.

The training and placement coordinator regularly interacts with the training and HR manager to collect first hand information about the skill requirement in the industry and to identify areas of improvement in our infrastructure and students. This feedback is communicated to various committees and clubs as an initiative to design and develop modules and activities for improvement.

The students take part in different activities conducted by various clubs within the college such as The Elixir club, Gastronomy club, Rotaract club, Eco club and NSS. The club activities are designed to train the students and provide additional skill based knowledge. Regular events such as Food Festivals, Theme Dinners, Kids parties ,intercollegiate, inter class activities, debates, group discussions are organized to ensure that the student's skills are enhanced as per the industry requirement.

1.3.3 Enumerate the efforts made by the institution to integrate the cross cutting issues such as Gender, Climate Change, Environmental Education, Human Rights, ICT etc., into the curriculum?

The University Curriculum has two subjects Constitution of India, Human Rights, Gender Equity & Environmental Science, which is studied in the First Year of the Course. In addition to this, the college makes efforts in the following ways:-

Gender Issues: Talks are conducted on sensitizing gender issues, developing and adopting right attitude towards gender at the work place.

Climate change: Issues on Environment, Pollution, Ecological balance and Global warming are highlighted and discussed during talks, with experts.

Environment Education: Eco club of the college, creates awareness about environmental issues by conducting seminars, activities, distributing pamphlets to the local residents and public to spread awareness about the need for environmental protection

Human Rights: The College highlights and focuses on issues relating to human rights by means of seminars.

- **ICT:** As a part of the curriculum are taught the Hospitality software IDS and MS Office.

- **Language skills:** Language Lab facilities are also utilized for developing communication skills of the students.

1.3.4 What are the various value-added courses/enrichment programs offered to ensure holistic development of students?

Moral and ethical values: The college NSS unit and Rotaract club organizes lectures on social, moral, ethical values for the students. Seminars and talks on the ill-effects of smoking and alcoholism and drug abuse are conducted on regular basis for the students. The College assembly is also used as a platform to impart value education. .

Employable and life skills: the institute with the assistance of faculty organizes various session for students on group discussion, written communication, mock interviews, debates, CV writing, practicing one minute introduction in order to prepare the students, with the skills needed for employability. Quality life skill sessions are conducted to cultivate various skills in professional grooming, body language, business communication. Students are allotted different responsibilities during various events and activities such as cultural programs, competitions, seminars, workshops and food festivals etc., that helps to improve their employable and life skills. The Elixir club (F & B Service Club) organizes various workshop, seminars, quiz competitions for improving food and beverage service skills. The Gastronomy club (F & B Production Club) trains and conducts workshops and competitions in cookery. Students are trained in Bulk cooking in the quantity training kitchen. Students are given responsibilities for handling the College laundry on a rota basis.

Better career options: Institutes and universities conducting higher education are invited to the campus to give orientation to our students regarding the prospects of higher studies. The information on higher career options received by the college is displayed on the notice board. The Librarian updates the library notice board with news clippings about 'career options' and later the same is filed in the student information file, for reference. The training and placement cell

prints placement brochure (comprising of a brief CV of the students), which is sent to 100 hotels across various cities. The training and placement cell coordinates with various hotels for conducting campus interview.

Community orientation: The College constantly renders services to the local community by organizing dental and health check up camp. As a continuing practice of helping the underprivileged, the staff and students visit orphanages, old age homes, and home for the mentally retarded, AIDS affected patients and distribute necessities such as books, clothes etc, and students conduct games and spends some quality time with these inmates. To create social awareness, the students organize various events and awareness campaign highlighting issues like; prevention of malaria, dengue fever, ill effects of plastic usage among residents in the nearby locality.

1.3.5 **Citing a few examples enumerate on the extent of use of the feedback from stakeholders in enriching the curriculum?**

The academic committee collects feedback from students and analyses it and forwards it to the IQAC cell for discussing and drafting out appropriate action plans.

Training and placement cell collects the feedback from industry experts, analyses and forwards their recommendation to the IQAC cell, for framing necessary policy.

Feedbacks are collected from the parents and alumni during the PTA meeting and alumni meet, which is used by the IQAC for formulating procedures that would enrich the curriculum.

The college collects the feedback regarding various dimension of the teaching learning process at the end of each semester from the students and also collects exit feedback from outgoing students. The academic committee reviews the feedback and prepares a feedback report that is used by the IQAC cell in bringing forth positive changes.

Academic committee communicates relevant curriculum based needs/changes to the staff who are the members of BOS of the Mangalore University.

Few examples on how we enrich the curriculum based on the feedback;

- Conducting model theory/ practical exams on par with university format
- Holding remedial and special class.
- Started training students in handling laundry, quantity cooking, bakery and confectionery, managing restaurants. This is done by the students as part of the Club or Class activities under the guidance of a Faculty.
- Conducting Soft skill classes
- Sending students to handle outdoor catering events

1.3.6 How does the institution monitor and evaluate the quality of its enrichment programmes?

The IQAC committee monitors and routinely evaluates the accomplishment of various enrichment programs, carried out by the committees and clubs of the college. The IQAC ensures that all the programs are aligned towards developing competencies among students, inculcating value system and providing a strong foundation for the students to work in the industry.

1.4 Feedback System

1.4.1 What are the contributions of the institution in the design and development of the curriculum prepared by the University?

The university is the sole authority for design and development of the curriculum. Since the college committee members routinely interact with the students, parents, alumni, external examiners, academicians and industry professionals; useful insights gained about the curriculum are taken up by our faculty who serve as members of statutory bodies of the university like the BOS (Board of studies). These faculty in turn, table these insights during relevant sessions conducted by the university.

1.4.2 **Is there a formal mechanism to obtain feedback from students and stakeholders on Curriculum? If 'yes', how is it communicated to the University and made use internally for curriculum enrichment and introducing changes/new programmes?**

Yes, the college follows the systematic pattern of obtaining feedback from the students, alumni, parents, academicians, industry professionals on curriculum.

The suggestions received are passed to the IQAC for review and for taking further actions. All the suggestions are communicated by the faculty who are members of BOS and BOE during various university academic meetings. Based on the feedback received from the stakeholder, the college drafts out various internal programs. For example, inclusion of library hour in the time table to encourage additional reading of reference books, soft skills classes, encouraging students to contribute to in-house publication, compulsory training in laundry, quantity kitchen, assigning students to talk on subject/ other relevant topics during assembly hours and during class hours.

Vegetable and fruit carving classes, bartending and flaring classes and soft skill classes are introduced to enrich the skills of the students. Latest hospitality information is communicated through the in house display board .

1.4.3 **How many new programs/courses were introduced by the institution during the last four years? What was the rationale for introducing new courses/programmes?)**

No new programs were introduced by the college during the last four years.

CRITERION II:

TEACHING – LEARNING AND EVALUATION

Criterion II: Teaching-Learning and Evaluation

2.1   Student Enrolment and Profile

2.1.1   How does the college ensure publicity and transparency in the admission process?

Publicity: The admission committee of the college plans and carries out the admission process to ensure publicity and transparency. Wide publicity is ensured through systematic planning and dissemination of information about the college, course, fee structure through media and other modes. The college is registered with the electronic media Shiksha.com. Admission notification is published in leading national and regional daily newspapers and local television channels; all admission related details are uploaded on the college website (www.sihainst.com). The prospectus and application can be obtained in person from the college office, downloaded from the website or through post on request. Admission counseling is carried out by faculty in various PU colleges in Karnataka and neighboring states. To create awareness about the increasing prospects for women in the hotel industry, career counseling is done in women's PU College. Information about the course and admission dates is also sent to the addresses of the PU students. Admission posters are sent to the PU colleges requesting the Principal to display them on their college notice board. College banners are displayed at strategic locations in the city.

Transparency: The College adheres to the academic calendar of Mangalore University, regarding the admission dates and schedules. Selection of the candidate is based on the eligibility criteria fixed by the Mangalore University and the candidate's inclination towards the BHM program after a career counseling session with the candidate and his/her parents. The admission prospectus containing information about the course, subjects of study, eligibility criteria, fees and concession details, duration of the course, curricular and co-curricular activities, infrastructure details, hostel information; is issued to the candidate who come for admission. Transparency is ensured at every stage of the admission process, thus ensuring justice.

2.1.2 **Explain in detail the criteria adopted and process of admission (Ex. (i) merit (ii) common admission test conducted by state agencies and national agencies (iii) combination of merit and entrance test or merit, entrance test and interview (iv) any other to various programmes of the Institution.**

The Admission committee scrutinizes the certificates and checks for the eligibility criteria as prescribed by the Mangalore University. The eligibility criteria being that the student should have passed PU exam or any other equivalent with minimum 45% marks for general category and 40 % marks for reserved category. The candidate is selected after a counseling session with the candidate and their parents, in order to familiarize them with the course content, skill requirements, admission procedure, fee concessions, scholarships, career prospectus.

2.1.3 **Give the minimum and maximum percentage of marks for admission at entry level for each of the programmes offered by the college and provide a comparison with other colleges of the affiliating university within the city/district.**

The college offers only one programme, i.e BHM degree program. The minimum and maximum percentage of marks for admission at entry level offered by the college and other colleges of the affiliating University are:

Colleges	Minimum Marks	Maximum Marks
Sarosh Institute of Hotel Administration	45%	85%
Srinvas College Hotel Management	45%	85%
Moti Mahal College of Hotel Management	45%	75%

2.1.4 **Is there a mechanism in the institution to review the admission process and student profiles annually? If 'yes' what is the outcome of such an effort and how has it contributed to the improvement of the process?**

Yes, the admission committee of the college has a mechanism to review its admission process and student profile. The admission committee makes a summary of the academic background, medium of education, economic status, curricular/extracurricular activities and gender of the admitted students. Bridge course on English language is designed for students from vernacular backgrounds.

The admission committee guides the students from economically weak background, on the procedures for educational bank loan. Documents required for educational loan are provided. Students are motivated to take up initiative in pursuing extracurricular activities in which they are good at. Familiarization with the student has helped us identify their strengths and train students from the first semester onwards. Teacher guardians are allocated their mentees based on ease of communication in terms of commonality of mother tongue between the teacher and student.

Outcome

This system of identifying the background details of the student helps in focusing the student's time and energy into areas that they are good at, at the same time, support and counseling is provided to students to overcome their drawbacks. As a result of this process, in the last five years, the college could move in the direction of maintaining discipline, healthy relationship among the staff and students. Students have accepted the campus as a place for learning and developing their overall personality. In the past six years our students bagged university ranks.

2.1.5 Reflecting on the strategies adopted to increase/improve access for following categories of students, enumerate on how the admission policy of the institution and its student profiles demonstrate/reflect the National commitment to diversity and inclusion

- **SC/ST -**
- **OBC**
- **Women**
- **Differently abled**
- **Economically weaker sections**
- **Minority community**
- **Any other**

SC/ST/ OBC Community: To increase and improve access to different categories of the student, the college adheres to the university and government norms. The minimum eligibility criteria for admission for SC/ST is 40% as compared to 45% for General Category.
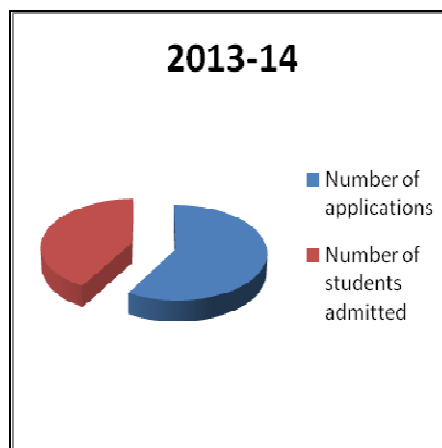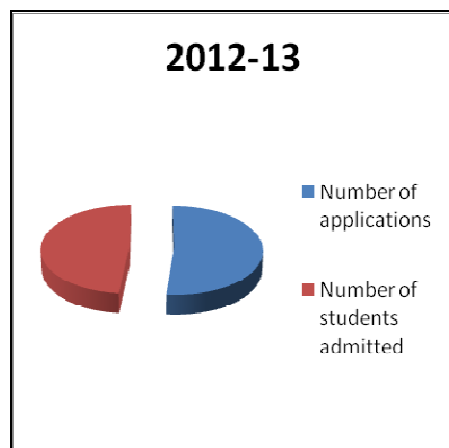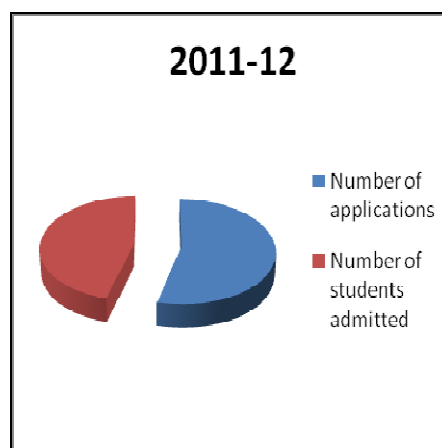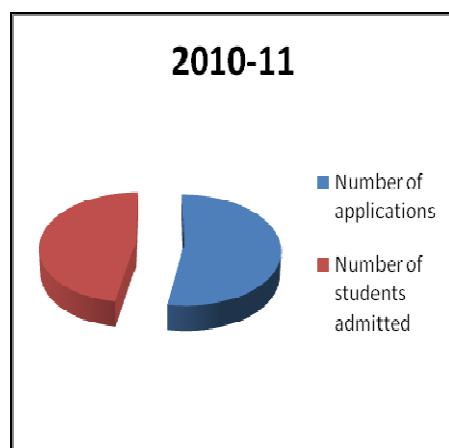
Women: The admission committee conducts special admission counseling sessions for girls in women's PU college: to inform, provide details and receive

queries on the scope of hospitality education for girls. Separate hostel facility is provided for women.

Economically weaker sections: Students belonging to the economically weaker sections, are provided with information about various scholarship facility, guidance and documents for obtaining educational loan.

2.1.6 Provide the following details for various programmes offered by the institution during the last four years and comment on the trends. i.e. reasons for increase / decrease and actions initiated for improvement.

Programs BHM	Number of applications	Number of students admitted	Demand Ratio
2009-10	65	53	1:0.82
2010-11	75	67	1:0.87
2011-12	60	51	1:0.85
2012-13	50	47	1:0.94
2013-14	35	25	1:0.71

There is a decrease in admissions as new hotel management colleges have been started in Kerala and a good percentage of the students enrolled are from Kerala state. The admission committee has taken up admission counseling activities across colleges in Karnataka and neighboring states. Course details are posted to the PU colleges.

2.2   Catering to Diverse Needs of Students

2.2.1   How does the institution cater to the needs of differently- abled students and ensure adherence to government policies in this regard?

As this course requires physical skills, so far no students belonging to differently-abled section has applied.

2.2.2   Does the institution assess the students' needs in terms of knowledge and skills before the   commencement of the programmes? If 'yes', give details on the process.

The admissions are purely based on merit and no assessment of knowledge and skills is made at the time of admissions, however the College conducts and Orientation programme which is followed by a counseling session which not only gives information about course requirement but also assesses the student's knowledge and skill. The admission committee categorizes the admitted students on the basis of their previous academic performance, social background, economic status, curricular/ extracurricular achievements. This initiative helps the teachers to develop guidelines and programs for the students, before the commencement of the academics.

2.2.3   What are the strategies drawn and deployed by the institution to bridge the knowledge gap of the enrolled students to enable them to cope with the programmes of their choice? (Bridge/Remedial/Add-on/Enrichment Courses, etc).

Remedial classes are conducted for students lacking the proficiency in certain subjects like English, French, Accounting and Statistics. The English Language lab is compulsory for all the first semester students to improve their fluency in English.

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Enrichment courses like Personality development programs, Quality Life skills, are conducted to enhance student's personality and groom them professionally. Academically weak students and slow learners are identified by the teacher and remedial classes are conducted for such student.

For skill enrichment; classes are conducted on vegetable and fruit carving, flower arrangement, first aid, flaring, bakery and confectionery, quantity cooking and laundry.

2.2.4 How does the college sensitize its staff and students on issues such as gender, inclusion, environment etc.?

The college gives due priority to sensitize its staff and students on gender, inclusion, environment. The college is co-educational and creates awareness on gender inclusion by holding seminars on relevant topics like women empowerment, sex education, and educating them on family life. The college regularly organizes drawing, essay competition on environment issues to enliven the awareness among students. The student studies subjects like environment education and human rights as compulsory subjects. The Eco-club of the college conducts various programs to build environment awareness among staff and students.

The Women's cell is constituted in the college to oversee the welfare of the women staff and students.

Drawing and essay competitions are held for staff and students on contemporary social issues as a means to create awareness.

The Rotaract Club and NSS unit organizes community service programs.

2.2.5 How does the institution identify and respond to special educational/learning needs of advanced learners?

The advanced learners are identified by the response of the students during class room discussion, their academic performance, internal test performance, university examination results, counseling, feedback from peers, and feedback from the teacher guardians and class teachers.

The college responds to the needs of advanced learners by providing additional reference materials to supplement their subject knowledge, extended library facilities, ICT learning and encouraging such students to take classes for their peer group and juniors. The college recognizes their achievement during assembly and annual day by awarding certificates and prizes.

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2.2.6 How does the institute collect, analyze and use the data and information on the academic performance (through the program duration) of the students at risk of drop out (students from the disadvantaged sections of society, physically challenged, slow learners, economically weaker sections etc.)?

The teacher guardian collects data about the performance of their mentees, their academic performance, feedback from their parents, feedback from the other teachers, student behaviors during the course of studies. Student who do not seem to cope up with the pace of learning are helped by the teacher guardians and class teachers by systematically supporting them to take up assignments and encouraging them to attend extra coaching conducted by the teachers. The confidence level of the slow learners is boosted by giving individual attention, holding periodical counseling sessions, remedial classes by teachers and peer teaching. Students from economically weak sections are academically assisted by providing them with free additional learning materials such as textbooks, solved question bank. Besides the above, there is a system of carry-over of subjects in each semester. This reduces the dropout rate.

2.3   Teaching-Learning Process

2.3.1   How does the college plan and organise the teaching, learning and evaluation schedules? (Academic calendar, teaching plan, evaluation blue print, etc.)

Academic Calendar: The academic committee prepares the academic calendar in concurrence with the Mangalore university academic calendar before the commencement of the academic year. It provides information about the academic, co-curricular and extra-curricular activities for the academic term of the year. Major events like the date of commencement of the classes, last working day, schedule for the internal test, preparatory exam, university exam, date for the annual theme dinner, annual food festival – AROMA, sports day, annual day are mentioned in the academic calendar. Staff meetings are held prior to the commencement of the academic year to discuss and decide the following - subjects to be handled by each teacher, preparation of lesson plan and study guidelines, delegation of responsibilities for conducting co-curricular and extra curricular activities, faculty in-charges for various clubs and functions, decide guest lectures and industrial visits. Periodic evaluation and necessary changes are introduced as and when required in the teaching, learning and evaluation schedules.

Teaching Plan: A comprehensive lesson plan is prepared by each teacher. Each teacher records and maintains details of all the academic and other responsibilities taken up by them. The teacher's diary is submitted to the principal once a week during the weekly meeting with the staff member for verification, thus ensuring that the activities are on par with the academic schedule. The academic committee ensures that the teaching plan is adhered to by each teacher.

Evaluation Blue print: Students are continuously evaluated on the basis of two internal tests, assignments, project work, model exams and attendance throughout the semester.

2.3.2 How does IQAC contribute to improve the teaching –learning process?

The IQAC that was formed, after the first NAAC accreditation greatly helped to improve teaching learning process in the following ways:

- IQAC initiated formation of academic committee, examination committee and various other committee that work together to promote better quality of teaching and learning process.
- Routine and systematic monitoring of the academic activities, by the academic committee
- Teacher guardian system to monitor student's attendance and their academic performance.
- Including games hours in the timetable to provide mental and physical relaxation for students.
- Decided to include library hour in the timetable to promote reading skills and to update general knowledge of the students.
- The IQAC interact with training and placement committee and takes feedback on the latest trends and suggestions for improvement which is effectively implemented through the various committees and club activities
- The alumni committee forwards the feedback from alumni's with their suggestions and IQAC 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.

2.3.3 How is learning made more student-centric? Give details on the support structures and systems available for teachers to develop skills like interactive learning, collaborative learning and independent learning among the students?

The classes are usually interactive with teachers taking on the role of being a facilitator and motivating the students to play a leading and active role during the course of the class, using role play, case study, debates and group discussion.

Students are encouraged to discuss on a topic and do power point presentations on various topics, assisted by the teachers. Students are encouraged to prepare charts and models. Various clubs in the college are represented by students and are responsible for the activities of the club. These activities help the students to apply their knowledge and put them into practice. Library hours are allotted for each subject wherein students are taken to the library to read additional study material and do a presentation in the class.

Students are assisted by teachers to conduct classes for junior batches and conduct workshops; in-house and in other colleges.

The teachers are encouraged to take students on industrial tours in order to update themselves about the recent trends in the industry. The college has a resource development centre for teachers, with the necessary equipment and technology required for developing effective learning materials. In-house workshops are conducted by the teachers for the peer group, apart from the seminars and workshops on effective teaching methods, communication skill, time management, value education and ethics, anger management and teacher guardian skills that are taken by external experts.

The support structures and systems made available for the students are:

Interactive learning:

- Group assignments are given to cultivate team work and synergy.
- Teachers take students for industrial visits and they are encouraged to clarify their doubts during industrial visits.
- Teachers interact with academic/industry experts and invite them to conduct sessions on various topics related to their subjects
- Workshops are arranged for developing skills like bartending, flaring, vegetable and fruit carving, bakery and confectionary, grooming.
- Students are encouraged to participate in seminars/ workshops/ competitions organized by the other colleges.

Collaborating learning:

- Collaborating learning is encouraged by sending students for outdoor catering (ODC)
- Students are motivated to share their knowledge/skill acquired after their industrial training, with the students from the junior batches in various reputed and branded hotels

Independent learning

- Student Consumer cell and "Le jardin" –the roof top training restaurant provided a platform for students to independently handle and manage basic accounting, Inventory management, operational functions and Human Resource management.(was discontinued in 2013-14).
- Wi-Fi facilities are provided for the students to collect study materials and additional information
- Students are encouraged to take up individual assignments and do a presentation
- Library hours are monitored and included as a compulsory hour in the timetable, in order to promote individual learning and reading skill
- Students are given task/responsibilities during various events held in the college like annual THEME dinner, AROMA food festival, Rendezvous – the cultural fest; that helps students to learn and handle various workplace like situation.

2.3.4 How does the institution nurture critical thinking, creativity and scientific temper among the students to transform them into life-long learners and innovators?

The need for transforming students as life-long learners has been infused into the teaching-learning practices. The institution motivates the students to interact and clear their queries during guest lectures and industrial visits. The college motivates the students to take initiative and do presentation on any subjects/other topics during the class hours and during the assembly. Entrepreneurial training is

imparted by organizing in-house competitions, food festivals, encouraging students to play an active role in day to day functioning of the training restaurant. Industrial training and ODC's (Out Door catering) sessions are arranged for our students to facilitate a platform for gaining industrial experience;

To sharpen the critical thinking among students; debates, quiz, competitions and group discussions are conducted.

In order to inculcate scientific temperament among the students, they are encouraged to take up minor survey study. A minor survey study encourages students to analyse the subject through case studies and Group discussions.

To transform them into lifelong learners and innovators, students are encouraged to conduct in-house workshops for the peer group, junior batches and also for students of other colleges.

2.3.5 What are the technologies and facilities available and used by the faculty for effective teaching? Eg: Virtual laboratories, e-learning - resources from National Program on Technology Enhanced Learning (NPTEL) and National Mission on Education through Information and Communication Technology (NME-ICT), open educational resources, mobile education, etc.

The College has Computer labs with IDS - Hotel software package and English language Lab is available for training the students. Teachers use LCD facilities and Wi-Fi facilities, for effective delivery of the subject knowledge. E-journal is introduced as a requirement of AICTE which help the faculty to get reference materials for their subject. A resource development centre is designed and equipped with the required infrastructure in the computer lab.

2.3.6 How are the students and faculty exposed to advanced level of knowledge and skills (blended learning, expert lectures, seminars, workshops etc.)?

The students and faculty   are exposed to advanced level of knowledge and skills by encouraging them to participate in seminars and workshops conducted by various colleges. The teachers organize guest lectures and seminars by experts on

various topics. Teachers and students interact with these experts (academicians/ industry) to gain exposure and understand contemporary knowledge and skills prevalent. Students and faculty conduct in-house workshops showcasing their knowledge and skills as a medium to share their knowledge. The teachers attend various training program to get themselves acquainted with the latest trends in operations and technology in the hospitality industry. Teachers take students on industrial visits as a means to expose the students to the industry environment and functioning.

2.3.7 **Detail (process and the number of students/benefitted) on the academic, personal and psycho-social support and guidance services (professional counseling/ teacher Mentoring /academic advise) provided to students?**

There is a Faculty class advisor for each class, who routinely interacts with all the students of the class and monitors their academic and non academic related matters, in order to provide proactive support and solutions. Each teacher takes on the role of a Teacher guardian for upto 25 students. The Teacher guardian maintains a record of these student's personal, academic/ extracurricular activities and closely monitors the student and takes remedial measures when needed and updates the same to their parents. The slow learners are identified by the teacher based on their input in the class and their academic performance; such students are given extra coaching. In cases, where students are facing academic, personal, psycho-social problems and need specialized counseling; they are counseled and guided regularly by a professional counselor. The counselor also periodically interacts with all the staff and provides suggestions and guidance on how to deal with various students and situations. Students are sent to the Department of Psychiatry of Justice K.S. Hegde Hospital, whenever there is a need.

2.3.8 **Provide details of innovative teaching approaches/methods adopted by the faculty during the last four years? What are the efforts made by the institution to encourage the faculty to adopt new and innovative approaches and the impact of such innovative practices on student learning?**

The college firmly adheres to the need for adopting innovative teaching methodology. There is extensive use of library resources and e-journals by the

teachers in order to update their knowledge. Wi-Fi facility is provided to the teachers that are used for keeping themselves abreast with the latest information on their respective subjects. Teachers participate and take up sessions on 'innovative teaching methods' adopted by each teacher; during the in-house workshop, followed by discussion and suggestions on areas for improvement by the other teachers. The teachers make use of the ICT facilities for conducting an interactive teaching session with the students. Resource development centre is designed and equipped to help the teacher to develop study materials. Teachers use case study, role play, group discussion, quiz and debates as a means to facilitate the delivery of subject knowledge. Teachers organize industrial visits, food festivals, film reviews, workshops/demonstration for acquainting students with various skills. Students are periodically sent for doing outdoor catering services and work in the training restaurant to sense the practical implications of the theoretical concepts. Each department is associated with a club that incorporates activities helpful to refine and fine tune the skills of the students. This has resulted in students gaining practical knowledge and confidence in the course, and also has resulted in greater involvement and participation of the students in all activities of the college.

2.3.9   How are library resources used to augment the teaching-learning process?

The college has a well established library that caters to the needs of the students and the faculty. The library is kept open from 9.00 am to 5.00 pm from Monday to Friday and from 9.00 am to 1.30 pm on Saturday. The library continues to provide current awareness in the area of higher studies, career and job opportunities. Articles on areas related to hospitality and other allied sectors are displayed on the library notice board. Catalogues from various publishers are displayed on the information rack for the benefit of students and teachers. The library is well stocked with approximately 4112 books, nine magazines, five newspapers and fifteen journals /periodicals. Compulsory library hours are allotted within the time table to encourage reading habits and students are given assignments to compile articles on various subjects under the guidance of

lecturers. Internet facility is also provided in the library to encourage students to access different hospitality magazines, reference books and educational websites and research articles related to their research area.

The library is Wi-Fi connected to facilitate easy access to website EBSCO, e-journal - a server link for searching articles and literature for the research project. Students can also use their Laptops in the Library. The library maintains a book bank, wherein books are issued for the entire semester to the financially/ economically weak/ students.

2.3.10 Does the institution face any challenges in completing the curriculum within the planned time frame and calendar? If 'yes', elaborate on the challenges encountered and the institutional approaches to overcome these.

The Academic committee and the IQAC monitor the progress of the syllabus completion by each teacher on a regular basis. The Faculty member has not faced any challenges in completing the curriculum, since classes are conducted as per the lesson plan. All the activities are pre-planned and scheduled to accommodate and facilitate the completion of curriculum well within the time frame. For subjects requiring extra teaching hours, students are engaged during Games/Library/Yoga/Club/Journal hour for covering the syllabus, though such instances rarely occur.

2.3.11 How does the institute monitor and evaluate the quality of teaching learning?

To monitor and evaluate the quality of teaching learning, the institution through the Academic committee and the IQAC monitors the teacher's diary, lesson plan. A system for evaluation of teachers by students, through a feedback mechanism is in practice, wherein at the end of each semester, the students appraise teachers on various aspects of teaching. This feedback is analysed by the academic council and forwarded to the IQAC cell and the Management. The Correspondent of the college along with the Principal recommends, discusses and evolves various modes of support and corrective measures that can be availed by the teacher to

improve the quality of teaching-learning; in whatever and whichever ways possible.

2.4 Teacher Quality

2.4.1 Provide the following details and elaborate on the strategies adopted by the college in planning and management (recruitment and retention) of its human resource (qualified and competent teachers) to meet the changing requirements of the curriculum?

The staff recruitment committee of the college ensures that recruitment of staff is done effectively to attract the best talents. The college receives CVs from potential candidates by post, through reference and by e-mail; which is filed. This file is referred to as and when a position needs to be filled up. Vacancies are also announced on the college website.

Recruitment of teaching, non-teaching and technical staff is done as per the applicable regulatory norms. The applicants resume is screened for eligibility, the eligible candidates are communicated by phone or email for a convenient interview date. The recruitment committee interviews and assesses the potential and suitability of candidate for the position. The eligible and the most competent candidates are shortlisted and recommended to the management for further decision. The college has a Staff recruitment committee that monitors the recruitment.

The recruitment committee consists of the following members:

> Correspondent,
> Principal,
> Head of Sections concerned, who is also the subject expert.

Recruited staffs are given orientation about the college and its functioning, to make them comfortable with the work place.

In order to retain the existing staff, they are given remuneration on par with their experience and qualification. Staffs 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. Staffs are

encouraged and motivated to attend workshops, seminars and undergo various enrichment programs, to update themselves with the changing requirement of the curriculum. Teachers can put forward their requirements with respect to books or other equipments/materials that they need, which is duly sanctioned, after the procurement procedure is over. Teachers can avail of Quality Improvement program for higher studies and individual development. The college encourages the faculty to participate in workshop and present paper in seminars/national conferences.

Following table shows the qualification of teachers.

Highest Qualification	Professor		Assistant Professor		Sr. Lecturer		Lecturer		Total
	M	F	M	F	M	F	M	F	
Permanent teacher									
D.Sc/ D.Litt.									
Ph.D									
M.Phil.									
PG			2	2		1	1	1	6
UG							1		1
Temporary teachers									
Ph.D									
M.Phil.									
PG									
Part time Teachers									
Ph.D									
M.Phil.									
PG							1	4	5
UG									

2.4.2 How does the institution cope with the growing demand/ scarcity of qualified senior faculty to teach new programmes/ modern areas (emerging areas) of study being introduced (Biotechnology, IT, Bioinformatics etc.)? Provide details on the efforts made by the institution in this direction and its outcome during the last three years.

In addition to the Faculty available, the college makes efforts to bring in industry experts and academicians to come and share their knowledge and skills with the staff and students. This arrangement has enhanced the knowledge level and vista in the field of hospitality education, for the students and teachers.

2.4.3 **Providing details on staff development programs during the last four years elaborate the strategies adopted by the institution in enhancing the teacher quality.**

The college offers extensive support to the faculty for their professional development.

a) Nomination to staff development programs:

According to the topic/subject of the seminar, staff members are nominated for staff development programs.

Academic Staff Development Programs	Number of faculty Nominated			
Year	2010-11	2011-12	2012-13	2013-14
Refresher courses				
HRD programs		4	2	1
Orientation programs				
Staff training conducted by the university	3	1		
Staff training conducted by other institutions	4	6	1	3
Summer / winter schools, workshops, seminar etc.				

b) Faculty Training programmes organized by the institution to empower and enable the use of various tools and technology for improved teaching-learning methods/approaches :

Teaching learning methods/approaches: The College conducts various in-house training programs for the teachers on the use of latest technology, using multimedia and power point presentation; to enable teachers prepare effective class room materials and improve the teaching methods. A resource development centre is designed, equipped with the infrastructure and licensed software, for developing teaching materials.

Handling New curriculum: The teachers are qualified and equipped to handle the curriculum effectively. Some of our faculties are members of Board of Studies in Mangalore University, Mangalore. They are involved in meetings/ discussion about the curriculum at the university level. The staff takes initiatives to go to

hotels/ service organisations to learn about the latest updates from the industry. In case, of any change in the curriculum, the principal calls for a meeting and strategies are worked out to handle the new curriculum, which may be in the form of undergoing extra training for some teachers, purchase of new books, discussion with subject experts from outside, inviting industry/academic experts to come and share their knowledge.

Content/knowledge management: The College conducts guest lecture/workshop program to enrich the academic knowledge of the teachers by inviting eminent personalities to deliver lectures in varied aspects, ranging from academic to non-academic topics. Teachers update knowledge in their respective subjects by attending seminar /workshop /conference /hospitality trade exhibitions /field visits and by referring to additional reading materials / books / journals.

Selection, development and use of enrichment materials: The faculties have been deputed as a resource person to conduct seminar and workshops in other college and present paper in state/national conferences. Faculty from each department organises workshops /seminar /talks by experts in their related field, to enrich their knowledge and skill.

Assessment: The self appraisal report provides an insight into the developmental need of the individual teacher. Staff appraisals are done at the end of each semester by the students. This evaluation is reviewed by the Principal along with the individual teachers and corrective measures are discussed to enhance the academic/research/other areas.

Cross cutting issues: Seminars and workshops are conducted to sensitize and bring about awareness about cross cutting issues like gender sensitivity, climate change, environment education, human rights. Experts are invited to deliver and share their knowledge and experience on the above mentioned themes. NSS, and Rotaract club of the college takes up initiatives in conducting various community services like Shramadhan, beach cleaning program, blood donation camps, dental and medical camp, visiting – orphanage homes, old age home, HIV-AIDS affected patients and home for mentally retarded. College has

initiated many eco-friendly practices through the formation of Eco-club in the campus keeping in mind the concern for the environment and the need to provide an eco-friendly atmosphere. The students are encouraged to plant saplings in the campus. College has been celebrating

'Vanamahotsava' with the support of the staff and the local forest department officials.

Audio Visual Aids / Multimedia: The College organizes in house training programs to train the staff in the use of audio visual aids and multimedia. The college has audio/video aids like projectors, computers and laptops, headphone, microphone, sound system etc. Wi-Fi and internet browsing facility is provided to teachers that help in downloading and surfing for topics of relevance. There is a resource development centre equipped with all facilities and earmarked for the faculty members, to develop their study materials. The computer department staff helps the teacher with setting up of the audio/video unit whenever needed for taking a class.

OER's (Open Educational Resources): All the teachers utilize the facility of open educational resources. Teachers develop, update and share their notes and teaching material with other teachers and with students by maintaining a hardcopy/ soft copy in the library. Guideline, study materials, question bank, video clippings are developed by the teachers.

Teaching learning material development, selection and use: The College has provided Wi-Fi, internet facility to faculties. This helps them collect learning material from the internet and update themselves about information pertaining to their subject area. College has a well equipped library, providing teachers with the subject books and reference materials. Besides this, the college organizes seminars and workshop which provides an opportunity for teachers to interact and acquire knowledge/skill from the experts. Assistance and clarifications are offered by the staff in the computer department, on the use of new packages.

c) Percentage of faculty

• Invited as resource persons in Workshops / seminars / Conferences organized by external professional agencies**:** About 10% of the faculty has served as resource persons in workshops /seminar /conference organized outside the college during last 4 years.

• Participated in external workshops / seminars / Conferences recognized by national/ international professional bodies: About 40% of the faculty has participated in external Workshops / Seminars / Conferences recognized by national/ international professional bodies during last 4 years.

• Presented papers in workshops / Seminars / Conferences conducted or recognized by professional agencies : About 20% of the faculty has presented papers in Workshops / Seminars / Conferences recognized by national/ international professional bodies during last 4 years

2.4.4 What policies/systems are in place to recharge teachers? (eg: providing research grants, study leave, support for research and academic publications teaching experience in other national institutions and specialized programmes industrial engagement etc.)

The college provides the required facilities and support to motivate, enhance and enroll the teachers' skill and qualifications. The faculties are encouraged to pursue higher studies like, M. Phil and Ph.D through faculty development schemes. The college deputes teachers to attend seminars, workshops and special lectures. The College has conducted a number of workshops/ seminars during the last four years. Teachers are given time off whenever they need to go for academic discussion with experts. The college supports the teacher taking up higher studies by granting them special leave and reducing their work load. QIP facilities are extended to the teachers for doing their P.G., Ph.D.etc.

2.4.5 Give the number of faculty who received awards / recognitions at the state, national and international level for excellence in teaching at the state, national and international level during the last four years. Enunciate how the institutional culture and environment contributed to such performance/achievement of the faculty.

The college facilitates and provides the necessary environment in terms of infrastructure and other required support to encourage teachers to excel in their teaching. No awards have been received by our staff members at the state, national, international level. The student centric learning modules and conducive environment of the campus has developed a mindset among students about the efficiency and ability of their teachers. As a result, some of our teachers are recognized by other institutions and are invited as resource person or as experts to chair various sessions and conduct workshops.

2.4.6 Has the institution introduced evaluation of teachers by the students and external Peers? If yes, how is the evaluation used for improving the quality of the teaching-learning process?

Each teacher takes an informal student evaluation at the beginning of the semester, after few classes are conducted; this helps in taking proactive measures for remedial action when identifying students as slow learners or advanced learners, in the initial phase of the semester. The college has a system of formal student evaluation of teachers on various aspects like subject knowledge, content, communication skill etc. The IQAC and the Academic committee discusses and advices the faculty on improving upon his/ her performance, whenever and wherever there is scope for enhancement. Suggestions are also taken from teachers, on whatever assistance they may need from the college for improving the teaching quality.

2.5 Evaluation Process and Reforms

2.5.1 How does the institution ensure that the stakeholders of the institution especially students and faculty are aware of the evaluation processes?

The evaluation process is discussed and explained to all the faculty and students at the beginning of the semester and prior to the conduct of the Internal test and

model exams by the Examination committee. The students are allowed to see their marks at the end of the Tests and they also acknowledge the marks awarded with their signatures on the Marks Sheet. The parents are informed about their wards performance after every Test by means of a statement of marks and attendance.

2.5.2 **What are the major evaluation reforms of the university that the institution has adopted and what are the reforms initiated by the institution on its own?**

The reforms that the college has adopted from the university are as follows:

- University has introduced the system of awarding marks for extracurricular activities in the first and second semester. The college initiated extension and social activities for the students. The attendance and participation of the students in these activities were considered for evaluation.

- The college has adopted the 'scheme of valuation' for the test conducted by the college on par with the university system.

- Students are provided a week's time, after the announcement of university results, to address their grievance with respect to marks allocation and valuation. The college too has adopted this practice, and students are briefed about redressal of their grievance regarding clarification/allocation of marks.

- Mangalore University has computerized the examinations process in April-May 2010. Since then, it has been successfully conducting the examinations and announcing the results without errors on time. The college too, has started with the computerization of the marks entry and report generation, as a result the parents are informed about the results within a week, after completion of the test.

- University provides OMR sheets to the students for answering papers that are option based. The college has now started providing sheets similar to the OMR sheet for answering the Constitution of India; Human Rights , Gender equity and Environment Science. This practice familiarizes the students in using the OMR sheet.

- The university has a code of conduct for the students appearing for the exam, like reporting 10 minutes before the start of the exam, being present in uniform,

carrying Id- card, hall ticket and to take the seat allotted. The college practices this system even during the conduct of the internal test.

- The college follows the university pattern while setting the test papers.
- The college has initiated a system of continuous evaluation, where in 2 internal test, model test, assignment, project work are valued; for assigning marks to the students.

2.5.3 How does the institution ensure effective implementation of the evaluation reforms of the university and those initiated by the institution on its own?

The college strictly adheres to the evaluation reforms initiated by the affiliating University (Mangalore University). The information and notices with respect to the evaluation reforms of the university are immediately communicated to the stakeholders and wherever a feedback or response needs to be provided by the college, it is done within the notified time frame.

The Examination committee is responsible for effective implementation of the evaluation reforms of the university. Examinations committee makes all the arrangements for the smooth conduct of the examination and is responsible for due execution of the reforms.

The students are continuously evaluated based on their internal test, assignments, model exam. All records are maintained by the examination committee.

Internal assessment marks are displayed on the college notice board and any discrepancy in the marks is rectified by the examination committee. Internal assessment marks are shown to the students and their signature obtained before it is sent to the University.

2.5.4 Provide details on the formative and summative evaluation approaches adopted to measure student achievement. Cite a few examples which have positively impacted the system?

Formative evaluation: Formative evaluation includes measuring the student's achievement through internal test, practical test, model exam, group discussion, seminars, and project work. The evaluation through these approaches provides

information about student's understanding of a particular unit, and the teacher proactively takes up necessary steps to improve upon, based on this feedback. Formative evaluations include:

- Written and practical tests performance
- Assignments/Projects
- Overall attendance
- Extracurricular and co curricular activities
- Workshops/Seminars conducted/attended
- Industrial visits/ Field visits participated in
- Organizing events and taking responsibilities during events like annual Food festivals, annual theme dinner
- Involvement in NSS and Rotaract club activities

Summative evaluation: Summative evaluation is done at the end of the semester. Model exams are conducted in theory and practical. This throws light on 'how much the student has been able to retain' towards the end of the semester. Extra coaching is given to students who have not performed satisfactorily, to garner the confidence among students and help them to perform well in their final exam.

The university conducts a summative evaluation at the end of each semester through the following.

- Written Exams
- Practical Exams and Viva voce
- Project work and viva voce

Each subject is evaluated for 100 Marks in which 20 marks is formative and 80 marks is summative. Wherever there is a practical component, it is calculated as 15 marks formative and 60 marks summative. Formative assessments are based on periodical exams, seminars, home assignments and attendance. Summative assessment of theory subjects is done by semester end examinations conducted by the University and students are supposed to get 28 marks (35%) to pass each subject. Summative assessment of Practical subjects is done by semester end

examinations conducted by the University and students are supposed to get 21 marks (35%) to pass each subject.

2.5.5 **Enumerate on how the institution monitor and communicate the progress and performance of students through the duration of the course/program? Provide an analysis of the student's results/achievements (Program/course wise for last four years) and explain the differences if any and patterns of achievement across the programs/courses offered.**

Continuous evaluation is carried out with respect to the performance and progress of the students. The college evaluates the student by conducting two internal assessment tests and a model exam at end of each semester. Academic excellence, punctuality and attendance, participation in co-curricular and extra-curricular activities; all these factors play an important role in evaluating the progress of the students.

Academic excellence is monitored by observing the student's performance in the internal tests, group discussions, and student's response during the class, projects and assignment. The student's marks and attendance are displayed on the notice board and also a copy sent to their parents, after each exam. To evaluate the student's understanding of the entire syllabus and their preparedness towards performing in their final exams, model exam is conducted before the commencement of the University Examination. The performance in this model exam helps the teachers to monitor the slow learners and provide and extend further assistance in the form of coaching. Punctuality of the students is monitored through biometric unit. Physical and emotional well-being is monitored by the teacher guardian through frequent interaction and counseling.

Academic Performance: The implementation of effective teaching learning process has helped in securing University ranks, by the students. The status of the ranks secured is as follows:

University Toppers		
Name of the student	**Year**	**Rank**
Ms. Mascarenhas Fay Lise	2008	I
Ms. Mitesh Kumar Soni	2008	II
Mr. Sravan Kumar G	2009	I
Mr. Mithesh	2010	I
Mr. Anurag Sharma	2011	II
Mr. Fernades Don Charles	2011	III
Ms. Claire Miller Mathew	2012	I
Mr. D'souza Ryan S R	2012	II
Mr. Prashun Neil D	2012	III
Ms. Rainha Barretto Melanie	2014	II

2.5.6 Detail on the significant improvements made in ensuring rigor and transparency in the internal assessment during the last four years and weightages assigned for the overall development of students (weightage for behavioral aspects, independent learning, communication skills etc.)

There have been improvements initiated in the conduct of internal assessment. The evaluation is based on a predetermined system discussed and finalized by the Examination committee; the same is conveyed to the students in the class and through circulars at the beginning of the semester. The internal assessment is for 20 marks, of which 10 marks are assigned based on the performance of 2 internal test and model exam, 7 marks are for various assignment, like project work, presentations by students and 3 marks for the promptness and punctuality in attending the class. Once the Internal Assessment is calculated, the student signs for having seen it and for correctness and only after that it is forwarded to the University.

2.5.7 Does the institution and individual teachers use assessment/evaluation as an indicator for evaluating student performance, achievement of learning objectives and planning? If 'yes' provide details on the process and cite a few examples.

Yes. The college uses assessment and evaluation as an indicator for evaluating student's performance. The following are the assessment modes used as indicators

to ensure that the student is holistically evaluated on the skill, proficiency and knowledge.

- Written Assessment – improves the flow of thought and expression
- Practical Skill Assessment - results in better understanding and fostering creativity
- Field Work Assessment (Outdoor Catering) – students are sent for ODC to gain practical knowledge
- Group Assessment - promotes team work and leadership qualities
- Attendance /Conduct – leads to regularity, punctuality and self-discipline
- Extracurricular activities – for overall development of students and creating awareness about social responsibility.

The academic committee conducts a meeting at the end of each semester exam to evaluate the results , subject wise, class wise in order to chalk out action plans to improve the student performance wherever needed.

2.5.8 What are the mechanisms for redressal of grievances with reference to evaluation at the college and University level?

There is a mechanism for redressal of grievances with reference to evaluation at the College and at the University level.

At the college level, the examination committee informs the students about the rules and regulation for the taking the exams, what are malpractices and its impact, and other important issues concerning the exam. The student is shown the corrected test papers, scheme of valuation and the rationale for the award of marks is explained after each test. The marks list is circulated in the class to ensure that each student is aware about his/her score and a copy is displayed on the college notice board. In case of any discrepancies, the students are free to approach their teacher, class teacher, examination cell and it is attended to immediately. There have not been any grievances, since the scheme of evaluation is explained to the student and the rationale for rewarding the marks is also informed. With respect to redressal of grievances at the University level, the

university intimates the college office about photocopying of the answer booklet, revaluation, re-totaling and any other related information after the announcement of results. The examination cell along with the office staff passes this information to the students and initiates the procedure and follows it up with the concerned department in the Mangalore University, thus ensuring prompt and speedy resolution of student's grievance.

2.6   Students performance and Learning Outcomes

2.6.1 Does the college have clearly stated learning outcomes? If 'yes' give details on how the students and staff are made aware of these?

The institution has clearly stated learning outcomes. Teachers and students are made aware of these through the handbook issued to the students at the beginning of the course.

2.6.2 How are the teaching, learning and assessment strategies of the institution structured to facilitate the achievement of the intended learning outcomes?

A review of the learning outcome accomplished at every stage, sets the foundation for framing and altering future strategies for systematic teaching, learning and assessment. A continuous   and systematic procedure is adopted to provide a conductive student centered learning environment aimed at developing them as hospitality professionals with ethics and values. The achievement of intended learning outcomes is facilitated by;

- Continuously evaluating the student for effective learning- by conducting written test, giving projects and assignments, class presentation by students, preparing charts, models.
- Students are motivated to participate/conduct workshop, seminar, food festivals, theme dinner, in-house paper presentation in order to facilitate individual learning capability and develop their self-confidence.

2.6.3 What are the measures/initiatives taken up by the institution to enhance the social and economic relevance (quality jobs, entrepreneurship, innovation and research aptitude) of the courses offered?

The college takes adequate measures/ initiatives to enhance the social and economic relevance of the course, based on the feedback from various stakeholders. Some of the initiatives taken up are:

- Students are encouraged to organize events such as food festivals, annual theme dinner, manage the student consumer cell, operate and manage the training restaurant "Le' Jardin". These activities help in developing entrepreneur skill among students.

- Students are guided regarding the future prospects and various options in the hospitality field by outside experts.

- Training and placement committee invites reputed hotels for Campus placements.

- Placement brochures are printed each year and posted to various hotels and allied Service sector organisations.

- The synergy club conducts sessions on personality development, grooming, communications, group discussion, debates etc., to groom the students for employability.

- Students are sent for ODC (Out Door Catering), in order to give them the opportunity to experience the functioning of various departments in a hospitality business.

- Workshops and training programs are conducted for the students on Vegetable and Fruit carving, Bartending and Flaring to fine tune their skills.

- Students are motivated to participate in in-house competitions and inter collegiate competitions. This helps in developing creativity and self-confidence among the students.

- The students are encouraged to participate in social and community services. The students through the NSS and Rotaract club activities; visit the home for the underprivileged, old age homes, orphanages etc and distributes gifts, clothes and other miscellaneous items required by the inmates.

- Due prominence is placed also on research. The research committee encourages the faculty and students to publish papers and to take up minor survey work, in collaboration with Nitte Usha Institute of Nursing Sciences.

2.6.4 How does the institute collect and analyse data on student learning outcomes and use it for planning and overcoming barriers of learning?

The college collects data from all the stakeholders, which is analysed during the various committee meetings to review the feedback.

The college follows a system of continuous evaluation through written tests, assignments, presentations, projects and model exams. The learning outcomes are collected through this continuous evaluation system and during the course of interaction and responses of the students.

Feedback on each subject is collected from the students. These feedbacks are analysed and the outcomes are discussed with the faculty to overcome barriers of learning.

The college takes the following measures to overcome barriers in learning such as:

- Question banks are provided
- Papers are valued and the scheme of valuations revealed to the students
- Remedial classes are conducted for weak students.
- Teacher discusses and solves the question paper after every test , in order to make the students aware of the lacunae while answering and how to overcome it.
- Minimum attendance of 75% is maintained as eligibility criteria
- Students are trained in the skill of writing short and descriptive answers
- Bridge courses are conducted for the students before commencement of the regular classes.
- The college has a teacher guardian system to monitor the student's academic Performance and suggests developmental requirements for their mentees.
- Students are taken to the library by the teacher to inculcate reading habits and Improve their subject and English language knowledge.

2.6.5 How does the institution monitor and ensure the achievement of learning outcomes?

The college monitors and ensures the achievement of learning outcomes through written test, assignments, and presentations. The class coordinator and teacher guardian monitors the student's performance and maintain their progress file. Surprise tests, debates, and discussion on subject topics are taken up during class hours. Counseling and remedial classes are conducted for slow learner. Feedbacks from the students are collected and actions are initiated to overcome the learning barriers encountered by the students.

2.6.6 What are the graduate attributes specified by the college / affiliating university? How does the college ensure the attainment of these by the students?

The college focuses on transforming the students into hospitality professionals by nurturing and developing the hospitality skills, while imparting values and ethics through various activities like:

- Role play conducted for the students to horne their managerial skills
- Students are roistered to speak on any topic or conduct a small quiz, during each assembly to improve their communication skill and confidence
- Students are trained in quantity cooking in order to familiarize them with the skill and knowledge needed for bulk cooking
- Students are encouraged to conduct workshops for the local community members and for the students of other colleges.
- The grooming standards of the students are inspected at the college entrance by teachers and members of student council each day.
- Installing the biometric unit to monitor the punctuality of the student.
- Debriefing for the students is done after each function to enlighten the students about the lapses in various areas and tasks that they have handled and how to overcome it.
- Separate teams are formed for production, service, event management, clearance under the leadership of students themselves during various occasions and events.

A Hotel Management Graduate should be able to have the following attributes:-

- o Managerial skills
- o Be able to perform as a team member
- o Fair knowledge of Hotel Operations
- o Proactive
- o Good Communication skills

CRITERION III

RESEARCH, CONSULTANCY AND EXTENSION

Criterion III : Research, Consultancy and Extension

3.1   Promotion of Research

3.1.1   Does the institution have recognized research center/s of the affiliating University or any other agency/organization?

The college doesn't have any recognized research center/s of the affiliating University or any other agency / organization. However students are encouraged to take up minor survey work on various topics as an orientation towards research, and to create an environment for research work.

3.1.2   Does the Institution have a research committee to monitor and address the issues of research? If so, what is its composition? Mention a few recommendations made by the committee for implementation and their impact.

Yes, the college has constituted a research committee to cultivate, facilitate and monitor the research related activities for students.

The composition of research committee is as below:

Principal – Chairperson

Convener

Member- Faculty

Section heads

2 members from the student council

The recommendations of the research committee and its impacts are as follows:

- The research committee realized a need for cultivating the research temperament among the students and hence an initiative was taken wherein small teams of students were given mini survey projects, to work upon.

- There was a need to improve the quality of research work. The research committee felt that teachers need to do in-house paper presentation and take up feedback from all the teachers to enhance and improve the quality of the paper.

- Teachers are encouraged for higher studies, as a result, our staff has enrolled for Master program, Diploma program and Ph.D program
- Students and teachers are motivated to participate in seminars and conferences that would augment their paper presentation skill. This has resulted in faculties participating in seminars and workshops.
- To create a research temperament among the students, the individual who has carried out a good research work, is encouraged to present a synopsis of the work during the college assembly.

3.1.3 What are the measures taken by the institution to facilitate smooth progress and implementation of research schemes/projects?

Support is provided in terms of procuring additional books and journals in the library, technology support and support in the form of special leave is extended to the staff.

Work load is reduced for teachers undertaking research work.

Teachers are provided financial support to attend national and international seminars.

Appropriate support in the form of extending infrastructure, equipments and support in the form of providing ingredients for research work is given to students to facilitate smooth progress of the student's research project.

3.1.4 What are the efforts made by the institution in developing scientific temper and research culture and aptitude among students?

- The college encourages students and staff to participate in national and international seminars by providing and supporting financial assistance. In-house paper presentation is taken up as a part of the assembly.
- Research methodology classes and presentations are routinely held for the staff and students by the teachers and outside experts.
- The use of ICT and e-journals are promoted among the students
- Students are given orientation on how to select a research topic, write a research project.

3.1.5 Give details of the faculty involvement in active research (Guiding student research, leading Research Projects, engaged in individual/collaborative research activity, etc.

All the faculties in the college are engaged in guiding the research work of the students in different areas of hospitality studies.

Teachers guide the students in minor survey research work.

Ms. Basavarajeshwari D completed her M.Phil and has enrolled for Ph.D.

Ms. Indira K completed her PhD from the Department of Management Studies, Goa University.

3.1.6 Give details of workshops/ training programs/ sensitization programs conducted/organized by the institution with focus on capacity building in terms of research and imbibing research culture among the staff and students.

Research methodology classes are conducted for teachers and students. Workshop, seminars are organized for students and staff on research tools, research design.

Guest lectures are conducted on:-

Sr. No	Topic
1	Introduction to research and research problems.
2	Types of research and research design
3	Research quality and planning
4	Research methodology and research ethics
5	Research proposal and writing

3.1.7 Provide details of prioritized research areas and the expertise available with the institution.

The college facilitates the use of lab, equipment and ingredients for research work. The college library contains many national and international journals in the

areas of food and beverage, business studies and tourism. Internet and computer facility is provided for the teachers. The teachers also make use of the E-journals available. The areas of priority are Front office operations and Guest relations, Food and Beverage production, Service department, Housekeeping department. Expertise of the experienced Faculty is utilized for students research work.

3.1.8 **Enumerate the efforts of the institution in attracting researchers of eminence to visit the campus and interact with teachers and students?**

Researchers of eminence have not visited the College.

3.1.9 **What percentage of the faculty has utilized Sabbatical Leave for research activities? How has the provision contributed to improve the quality of research and imbibe research culture on the campus?**

The policies of the college support the staff for full pay /partial pay /loss of pay to their employees taking up higher studies or research activities. Two of the staff have utilized sabbatical leave for research activities. Teachers doing post graduation and other further studies are provided paid study leave. The college encourages faculties to present research paper in national and international seminars/conference and journals. Computer, library and Wi-Fi facility are provided to staff and this has contributed to staff taking initiative towards research activities.

3.1.10 **Provide details of the initiatives taken up by the institution in creating awareness/advocating/transfer of relative findings of research of the institution and elsewhere to students and community (lab to land)**

Students are encouraged to take up short studies apart from the research taken up in the operational area of the hospitality sector. These research and its findings are briefly presented during the Assembly gathering with the intention of highlighting the social relevance of such work.

3.2 Resource Mobilization for Research

3.2.1 What percentage of the total budget is earmarked for research? Give details of major heads of expenditure, financial allocation and actual utilization.

The College does not have a definite budget for research, however the management provides funds as and when required.

3.2.2 Is there a provision in the institution to provide seed money to the faculty for research? If so, specify the amount disbursed and the percentage of the faculty that has availed the facility in the last four years?

The management provides financial assistance for research work. Since there was no major research project, a need for funds did not arise. Minor research work is supported in terms of providing equipments, infrastructure and ingredients.

3.2.3 What are the financial provisions made available to support student research projects by students?

As provision for research, Ingredients, equipments and lab facilities are extended to students for their research work.

3.2.4 How does the various departments/units/staff of the institute interact in undertaking inter-disciplinary research? Cite examples of successful endeavors and challenges faced in organizing interdisciplinary research.

Research is taken up on inter-disciplinary areas of tourism, hotel management, nutrition, food consumption pattern among the local residents. An Initiative was taken to carry out inter-disciplinary research in consultation with Nitte Usha Institute of Nursing.

3.2.5 How does the institution ensure optimal use of various equipment and research facilities of the institution by its staff and students?

- The institution extends all facilities to the staff and students for carrying out research like Library facilities, photo copying facilities, laboratories, equipments, ingredients; needed for research work.

3.2.6 **Has the institution received any special grants or finances from the industry or other beneficiary agency for developing research facility? If 'yes' give details.**

The college has not received any grants or finances from the industry or other beneficiary agency for developing research facility.

3.2.7 **Enumerate the support provided to the faculty in securing research funds from various funding agencies, industry and other organisations. Provide details of ongoing and completed projects and grants received during the last four years.**

So far, we have not applied for any external funding for projects.

3.3 **Research Facilities**

3.3.1 **What are the research facilities available to the students and research scholars within the campus?**

The institution extends the following facilities

- Library and photo copying facilities
- Subscription to E-Journals, hospitality and research journals
- Computer and Wi-Fi facilities are provided
- Lab facilities and equipments are provided
- Ingredients needed for research are provided

3.3.2 **What are the institutional strategies for planning, upgrading and creating infrastructural facilities to meet the needs of researchers especially in the new and emerging areas of research?**

The Management is supportive of Research activities in its institutions. Whenever new or upgraded facilities are required the management provides the same.

3.3.3 **Has the institution received any special grants or finances from the industry or other beneficiary agency for developing research facilities? If 'yes', what are the instruments/ facilities created during the last four years.**

No, The College has not received any special grants or finances from the industry or any beneficiary agencies for developing research facilities.

3.3.4 What are the research facilities made available to the students and research scholars outside the campus / other research laboratories?

The college encourages students and staff to do survey in reputed hotels and allied industries. Our students take up research activities in Hotel Goldfinch, Hotel Gateway in Mangalore and other star hotels in Kerala, Bangalore.

Being one of the pioneer Hotel Management Colleges in Mangalore, the Hotels in the area cooperate to use their facilities for research.

3.3.5 Provide details on the library/ Information resource centre or any other facilities available specifically for the researchers?

The college library has reference books, national and international journals, computers, Wi-Fi facility and photocopying facilities, for researchers. There is an information resource centre where the Faculty can make use of the data stored and also access websites containing necessary information.

3.3.6 What are the collaborative research facilities developed / created by the research institutes in the college? For ex. Laboratories, library, instruments, computers, new technology etc.

The college being an undergraduate institute, collaborative research facility is taken up only at a basic level and in case of any additional requirement of laboratory facility and infrastructure; the staff and students utilize the facilities available in other colleges under Nitte Education Group.

3.4 Research Publications and Awards

3.4.1 Highlight the major research achievements of the staff and students in terms of
- **Patents obtained and filed (process and product):** So far the college has not applied for patents.
- **Original research contributing to product improvement:** Students have taken up innovative research work by varying the ingredient proportions and by using herbs for making savories, making cocktails using molecular mixology. Akash Kumar of 2010-2014 batch released a book on innovative

Kokum based cocktails titled "**Kokktailz**" during the annual day celebrations. The book was published through SIHA publications, the publishing wing of "The Elixir Club". The book featured mocktail and cocktail recipes developed and formulated by Akash Kumar.

- **Research studies or surveys benefiting the community or improving the services:** There is survey conducted in the local vicinity regarding nutritional aspects and food consumption pattern. The findings and results are shared with the community and other students in the college.

- **Research inputs contributing to new initiatives and social development**: Students take up practical work involving new product development using herbs grown in the organic garden of the campus. The abstract of this research work is published in our E-magazine.

3.4.2 Does the Institute publish or partner in publication of research journal(s)? If 'yes', indicate the composition of the editorial board, publication policies and whether such publication is listed in any international database?

As of now the college does not publish or partner in publication of research journals.

3.4.3 Give details of publications by the faculty and students:

- **Publication per faculty :** 2 (International publication)

1. WRKLFQUAL: A tool for measuring quality of work life
   Journal: Research and practice in Human Resource Management, ISSN :0218-5180 , Vol 17(1), June 2009, Perth, Australia.

2. Hotel employees' expectations of QWL: A qualitative study Journal: International journal of Hospitality Management ISSN: 0278-4319, Vol 28(3), Elsevier Publications, 2009

3. Function Catering - Mangala Publications, Mangalore, by Varghese Johnson

4. The basics of Food & Beverage Service - Mangala Publications, Mangalore, by Varghese Johnson

5. "Wine, Tobacco & Beer" – Mangala Publications, Mangalore, by Varghese Johnson

3.4.4 Provide details (if any) of

- **Research awards received by the faculty:** Teachers have not received any research awards.

- **Recognition received by the faculty from reputed professional bodies and agencies, nationally and internationally:** Recognition has been is in the form of publication of research paper in two International Journals with ISSN standards.

- **Incentives given to faculty for receiving state, national and international recognitions for research contributions:** Teachers are provided incentives in the form of increments and appreciation for research work.

3.5 Consultancy

3.5.1 Give details of the systems and strategies for establishing institute-industry interface?

The College has an informal agreement with local Hotels, Restaurants for 1. Training, 2.Visiting Faculty, 3. Resource persons for workshops.

Students carry out research work in the area of nutrition, food habits, diets, food safety, cleaning agents, hygiene etc that could be advanced gradually for use by the industry.

3.5.2 What is the stated policy of the institution to promote consultancy? How is the available expertise advocated and publicized?

Infrastructure and facilities of the college are publicized by conducting In-house workshop for outsiders as a way to promote joint ventures in the area of hospitality, and as a means to advocate and promote our expertise. The expertise and facilities available are also updated on the college website, notice board, and publicized by distributing printed pamphlets.

3.5.3 How does the institution encourage the staff to utilize their expertise and available facilities for consultancy services?

College supports the staff and students in terms of financial assistance and by providing time off for taking up consultancy work. The staff are also allowed to use College Facilities such as Production Labs, Service Labs etc.

3.5.4 List the broad areas and major consultancy services provided by the institution and the revenue generated during the last four years.

The consultancy services are in the form of providing our student resources to the service organization and hotels; for assisting them in the operational areas. The college staff has provided training in the Food and Beverage production. Consultancy services for flower arrangement, fruits and vegetable carving is also provided by our college to various hotels and Event management companies. The money received on all such occasions is given to the students, as incentives.

3.5.5 What is the policy of the institution in sharing the income generated through consultancy (staff involved: Institution) and its use for institutional development?

The college does not keep any share of the money generated by sending students for outdoor catering consultancy; the amount is given away wholly to the students. The income generated through the conduct of Annual food festival, theme dinner is credited to the student's class account, which encourages the wholehearted initiatives by each and every student of the class. A part of the income generated through the consultancy is diverted for social cause, by the students themselves.

3.6   Extension Activities and Institutional Social Responsibility (ISR)

3.6.1   How does the institution promote institution-neighborhood-community network and student engagement, contributing to good citizenship, service orientation and holistic development of students?

The college takes keen interest in promoting institution-neighborhood-community network and student engagement by conducting various programs on Aids awareness, Drug abuse, Earth day, Ill-effects of plastic, Green environment. And also as a part of social responsibility, food items, gifts are distributed to orphanage and old age home, health checkup camps are conducted for inmates of old age home.

The students and staff organize culinary workshop for the people from the surrounding area and for students of other colleges.

Blood donation camps are organised, wherein the students and staff donate blood, as a gesture towards executing their responsibility towards saving precious lives. Health and dental check up camps are organized for the local residents.

3.6.2   What is the Institutional mechanism to track students' involvement in various social movements / activities which promote citizenship roles?

The college tracks student's involvement in various social activities by taking attendance, by giving them appreciation certificates during assembly and cash awards during annual day. The University curriculum also awards marks to students who take part in NSS, Community Services.

Students are encouraged to participate in events having social relevance through street play, essay writing, painting competitions. Students have to do "Shramdhan" that involves setting aside some time each week for some social work. At the end of each program, a student volunteers to address the other participating students and share the experience and sense of satisfaction they derive by participating in such activities.

3.6.3 How does the institution solicit stakeholder perception on the overall performance and quality of the institution?

The institution solicits the stakeholder's – PTA Meetings and interaction with industry professionals, resource persons, perception on the overall performance and quality of the institution by having meetings, taking feedback on overall performance and quality of the institution, using a feedback form. The class representative acts as a liaison between the peer group and the class teacher. The perceptions of the student community are thus easily captured and remedial measures ensured at the earliest. Also, the students have the freedom to approach the principal during working hours without prior appointment.

Feedback from hospitality professional is taken whenever they visit the college for campus placement.

Feedback is taken from visitors to assess the performance and quality of the institution, to the extent possible based on their expertise.

3.6.4 How does the institution plan and organize its extension and outreach programs? Providing the budgetary details for last four years, list the major extension and outreach programs and their impact on the overall development of students.

The college plans for the various outreach programs to be conducted during the course of the semester, at the staff meeting. The various clubs in the college also draw out plans coordinated by the student representatives in consultation with the faculty convenor. As of now there has not been a practice of allocating budget for the outreach programs. The expenses towards these programs are provided by the college as and when required. In case of outreach programs organized by the club, sometimes the expenses are borne by the club fund. Such programs have created awareness about the student's role and individual responsibility towards the society and environment. Also, students tend to take a step forward and don a responsible role. Students tend to understand and show empathy, when they witness the life of downtrodden and underprivileged sections of the society. Such activities help in molding students into good human beings and shape their

mindset into being responsible towards the society and inculcate and practice philanthropic lifestyle.

3.6.5 How does the institution promote the participation of students and faculty in extension activities including participation in NSS, NCC, YRC and other National/ International agencies?

The college promotes students and faculty participation by recognizing them for their participation in extension activities by awarding cash prizes and by giving them appreciation certificates. Their active participation carries marks and attendance. The contribution of students and faculty members towards the extension activities are acknowledged during the annual assembly. NSS is compulsory for the I & II Year students. The College has one NSS Unit with 80 Volunteers under the guidance of an NSS Officer.

3.6.6 Give details on social surveys, research or extension work (if any) undertaken by the college to ensure social justice and empower students from under-privileged and vulnerable sections of society?

The college ensures support and help to the students from the under-privileged and vulnerable sections of society by:

- Survey study was carried out on alcoholism/smoking in the nearby locality and further an awareness rally was taken out to highlight the ill-effects of alcoholism/smoking. Such activities play a role of restraining our students from adapting unhealthy habits

- Our students conducted awareness rally on gender equality and importance of education for girls, thus they themselves realizing the need to practice gender equality in their day-to-day life and workplace

- Health and dental check up are organized for the student and for the underprivileged sections of the society

- Book bank facilities are available for the students belonging to reserved category

- Workshops are conducted on hygiene, sanitation, nutrition for the local residents

- Games and rhyme recitals are conducted for children of orphanage by the staff and students of our college
- Books and other stationary items, refreshments are distributed to Rural school children.

3.6.7 Reflecting on objectives and expected outcomes of the extension activities organized by the institution, comment on how they complement students' academic learning experience and specify the values and skills inculcated.

The extension activities, ensures an environment in the institute, that rightly sets a nurturing ground for the students to know their responsibility towards building a healthy and a happy society and nation. The extension activities compliment the academic learning experience of students in terms of:

- Inculcating entrepreneurship skills
- To work cordially and amicably
- Creating social awareness and empathy towards the society and nation
- Students are trained and assisted to make decisions and implement them during various activities, this has resulted in

  - Enhanced self esteem
  - Leadership qualities
  - Communication skill
  - Planning ability
  - Positive thinking
  - Decision making
  - Team spirit and empathy
  - Philanthropic mind set

The extension activities also help in imparting societal values and inculcating responsibilities among the students.

3.6.8 How does the institution ensure the involvement of the community in its reach out activities and contribute to the community development? Detail on the initiatives of the institution that encourage community participation in its activities?

The college makes an effort to establish and maintain rapport with the local community and various associations towards building up a strong community-institute network. The local corporator and leaders in the surrounding areas are approached for carrying out desired workshops, campaign, activities that would be helpful for the neighborhood community. Malnutrition workshops are conducted for Anganawadi workers. Students are encouraged to visit houses in surrounding area and give awareness about pulse polio drive, ill effects of plastic, prevention of Malaria, ill effects of smoking, social problems like female foeticide. Awareness regarding laws governing women was given by lawyers for the students and members from adjoining residence. An informal feedback is taken after each event in order to try and reach out to a larger community and acquire maximum involvement.

3.6.9 Give details on the constructive relationships forged (if any) with other institutions of the locality for working on various outreach and extension activities.

Constructive relationships is forged with Justice K S Hegde Hospital, A B Shetty Dental college, Nitte Usha Institute of nursing to conduct various outreach and extension activities in the areas of health & dental care, hygiene and sanitation awareness drive.

Blood donation camp was organized in association with the Red Cross unit. Workshops on baking, basic cooking techniques, flower arrangement, fruit and vegetable carving were organized for Beedi workers in association with Sri Kshetra Dharmastala Rural Development Project (SKDRDP). Such programs have created awareness on basic culinary skills among the women.
NSS unit of the college has collaborated with the RED CROSS society to create awareness about the importance of donating blood and held a blood donation

camp. The college conducts seminars on social awareness regarding consumption of food and balanced diet as a part of community development in local organizations. The Rotaract club of the college coordinates with several NGO units, in order to extend support to the inmates of orphanages, AIDS homes, old age homes, mentally and physically challenged sections of the society.

3.6.10 Give details of awards received by the institution for extension activities and/contributions to the social/community development during the last four years.

Though the Institution has not received any awards for extension activities, Certificates and appreciation letters are received by the staff and students for conducting extension activities, by the institutions, where the activities are conducted.

3.   Collaboration

3.7.1 How does the institution collaborate and interact with research laboratories, institutes and industry for research activities. Cite examples and benefits accrued of the initiatives - collaborative research, staff exchange, sharing facilities and equipment, research scholarships etc.

The college interacts for a collaborative research with Nitte Usha Institute of Nursing sciences, colleges under Nitte education group for taking up research activities and for sharing facilities.

Staff and student exchange program is initiated with various colleges under Nitte Education group to gain and share information in the areas of research and workout collaborative research work.

Students take up research project in hotels located in Mangalore like Gold Finch hotel, Deepa Comforts, Ocean Pearl and Hotel Gateway.

Hotel Management Education does not have research orientation and since there is limited opportunity for research in this field collaboration with the Hotel Industry as such is not possible, however informal agreements to get inputs for short surveys & studies have been made with local hotels & restaurants.

3.7.2 Provide details on the MoUs/collaborative arrangements (if any) with institutions of national importance/other universities/ industries/Corporate (Corporate entities) etc. and how they have contributed to the development of the institution.

The collaborative arrangements are taken up with

- Department of Tourism of Mangalore University- Faculty exchange program
- Grover vineyards, Bangalore for Field visits.
- Taj Hotels, Oberoi group, Gold Finch, Manipal Ace Event management group– for Outdoor Catering (ODC) events
- Field visits to Karnataka milk federation unit, Campco chocolate factory, and Food processing and preservation unit.

3.7.3 Give details (if any) on the industry-institution-community interactions that have contributed to the establishment / creation/up-gradation of academic facilities, student and staff support, infrastructure facilities of the institution viz. laboratories / library/ new technology /placement services etc.

The feedback received during various industry-institute-community interactions , have contributed in the following aspects ;

- Various enrichment programs are conducted to fine tune the skills and knowledge of students.
- Wi-Fi Facilities in the library and purchase of reference book
- Calendaring machine is purchased on the recommendation of industry experts, who felt that students need to have hands on experience using this unit.
- Students are roistered for QTK training as per feedback from the industry professional.
- Additional Bakery and Confectionary training beyond the syllabus requirement is provided to students
- IDS software installed for training the student in hospitality software systems
- Infrastructure facility in the seminar hall is upgraded to conduct live demonstration on cookery, vegetable carving
- English language lab is provided for students to improve their communication skills

- Gym and sports facilities are upgraded, since physical fitness is important for the hotel industry.
- Mentoring system and counseling session for the students, to take care of the individual student's problem
- Students assisted by staff conducted a live workshop on icing, flower arrangement, Mocktail demonstration for women's self help group

3.7.4 **Highlighting the names of eminent scientists /participants, who contributed to the events, provide details of national and international conferences organized by the college during the last four years.**

Every year a state / national level seminar on hospitality or allied topics is conducted. Eminent persons from Academics, University, Industry, Government department, NGO inaugurate and take up sessions. Eminent resource persons who participated and contributed to the seminar are:

2009-10
- Mr.Prashanth Rao Aroor, Managing Partner, Intellistay Hotels Pvt.ltd
- Mr.Rohan D'Silva, CFO of Intellistay Hotels Pvt.ltd.
- Mr. P.Valsaraj, Associate Professor, Welcome group Graduate School of Hotel Administration, Manipal.
- Mr.Sunesh Paul, Human Resources Manager- The Gateway Hotel, Mangalore

2010-11
- Dr. Nirmala B Yenagi, Professor & HOD, University of Agricultural Sciences, , Dharwad
- Dr. Bharati Chimmad, Professor of Food Science at University of Agricultural Sciences,, Dharwad
- Mr. Rajsekhar, Executive Chef of Taj Gateway Hotel Mangalore

2011-12

- Mr. Roque Nicholas Noronha, Resource person, Public speaking and soft skill trainer and personal counselor, Mangalore
- Dr. Sudhir Raj K, Professor at Justice K. S. Hegde Institute of Management, NMAMIT, NITTE.

2012-13

- Prof. Y G Tharakan, Head of the Department Food Production, Welcomgroup Graduate School of Hotel Administration, Manipal
- Mr. Mervin Fernandes, Link De-addiction Centre, Mangalore
- Mr. Guru Kamat, Traffic Police Inspector, Bunder Police station, Mangalore

2013-14

- Chef Ruffini Bruno, on Italian Cuisine ALMA, Italy.
- Chef Francis D'Souza from Udupi Institute of Hotel & Tourism Sciences.

3.7.5 How many of the linkages/collaborations have actually resulted in formal MoUs and agreements ? List out the activities and beneficiaries and cite examples (if any) of the established linkages that enhanced and/or facilitated -

None of them have led to a formal MOU, however informal agreements with organizations are in place.

a) **Curriculum development/enrichment**: Short term training program on flaring, Vegetable and Fruit carving, Bartending, Innovative mocktails preparation are conducted for students

b) **Internship/ On-the-job training:** The training and placement cell collaborates with major reputed hotels for ODC and industrial training.

c) **Summer placement:** Training and placement committee coordinates with various hotels across various states to conduct campus placement.

d) **Faculty exchange and professional development:** The college invites subject experts to share their knowledge and skills with the students and staff. The staff of the college are invited to deliver guest lecture for students of other hotel management college.

e) **Research :** Staff and students have taken up research and extension activities along with staff and students of Nitte Usha Institute of nursing science.

f) **Consultancy:** Staff from the police department were provided assistance in food preparation and were trained in Food and Beverage production.

g) **Extension** : Workshop was conducted for student of St. Agnes college, women's self help group. Awareness campaign on malaria and unhealthy practices were taken up for the local residents.

h) **Publication:** Faculty and students are provided support for publishing articles in college publications - E-newsletter and other Journals.

3.7.6 Detail on the systemic efforts of the institution in planning, establishing and implementing the initiatives of the linkages/collaborations.

The Principal proactively plans for collaboration and linkages for research consultancies and extension activities with other colleges and hotels through the activities of various committees

CRITERION IV :

INFRASTRUCTURE AND LEARNING RESOURCES

CRITERION IV: INFRASTRUCTURE AND LEARNING RESOURCES

4.1 Physical Facilities

4.1.1 What is the policy of the Institution for creation and enhancement of infrastructure that facilitate effective teaching and learning?

The college has adequate infrastructure as per the AICTE and University norms. The management has the necessary financial strength to provide additional infrastructure as and when required. The Management makes sincere and committed effort to expand the infrastructure with the growing needs of the college.

For eg: the Playground was developed to be used as a volleyball Court.

4.1.2 Detail the facilities available for

a)   Curricular and co-curricular activities – classrooms, technology enabled learning spaces, seminar halls, tutorial spaces laboratories, botanical garden, animal house, specialized facilities and equipment for teaching, learning and research etc.

The infrastructure has been designed and built as per the course requirements. It includes 5.13 acres area with a built up area of 5951.93 sq.mt. The college has a high tension electricity connection and high capacity transformer (250 KV). The college infrastructure comprises of classrooms, Quantity training Kitchen, Basic training Kitchen, Advanced training kitchen, Service Training Restaurant, Housekeeping Lab, Laundry, Guest rooms, Front Office Training area, Bakery and Confectionery Lab, Computer labs, Cafeteria for staff and students, Amphitheatre, "Le Jardin", the restaurant managed by students, Gym, Indoor games room, Counseling room and Seminar room.The library is stocked with books, journals, magazines. The students and staff have access to software for retrieving information required, regarding books in the library. Reprography and scanning facility is available for the staff and Students.

There are 50 Desktop computers in the computer lab. The college has Internet facility with 10 mbps data line.

Notice board for displaying information regarding job openings, important news, university notices, Exam notification, academic schedule, club activities etc. is displayed on the allotted notice boards placed on the first floor for the student's to scan through.

There are 2 classrooms that are well equipped with teaching aids and audiovisual facilities. An open hall in the third floor has a capacity to accommodate more than 500 people. The college also has the latest versions of software, training kits etc., for the students.

There is separate hostel for boys and girls. Free transportation facility is provided for staff and student. The college has a play ground, open air auditorium, and generator back up facility.

Sl. no	Facilities	Nos	Type
1	Classrooms	06	60 accommodation/Flat type
2	Technology enabled learning spaces	02	80 accomodation/ Flat type
3	Seminar hall	01	To seat 150 (Air-conditioned)
4	Quantity Training Kitchen(QTK)	01	Can accommodate 30 students
5	Basic Training Kitchen (BTK)	01	Can accommodate 30 students
6	ATK	01	Can accommodate 30 students
7	Bakery	01	Can accommodate 30 students
8	Training Restaurant	01	90 covers
9	Computer Lab/Internet Lab	01	Can accommodate 51 students
10	Botanical garden	01	Areas earmarked for growing Herbs, Flowering plants etc.,

b) **Extra –curricular activities – sports, outdoor and indoor games, gymnasium, auditorium, NSS, NCC, cultural activities, Public speaking, communication skills development, yoga, health and hygiene etc.**

Sl no	Facilities	Nos	Area (sq.mt)	Details
1	Sports – Outdoor	01	223.29	Play ground
2	Sports - Indoor games room	1	30.18	College also has various sports equipments for badminton, table tennis, volley ball and indoor games
3	Gymnasium	1	100 sqft	Indoor gymnasium with basic equipments
4	Auditorium	01	673	To seat 500-600 people
5	NSS/ NCC	01	04.65	NSS room is allotted, bus facilities, and equipments are provided to students for various activities of NSS.
6	Cultural activities/Student activities	1 open hall	104	Permanent cemented stage is used for various Cultural activities and other events conducted during late evenings
7	Public speaking	Seminar hall	202	Synergy club conducts public speaking class for the students in the seminar hall.
8	Communication development	1 Language lab	110.68	English learning package is installed in the computer lab, for the student to practice. There are sessions on soft skills conducted.
9	Yoga and health	1 Open hall	104	Yoga sessions and physical training are conducted in the open hall (3rd floor)

4.1.3 **How does the institution plan and ensure that the available infrastructure is in line with its academic growth and is optimally utilized? Give specific examples of the facilities developed/ augmented and the amount spent during the last four years (Enclose the Master Plan of the Institution campus and indicate the existing physical infrastructure and the future planned expansions if any).**

2009-2010

Particulars	Amount (Rs.)
Furniture	7,70,447
Machinery	15,24,393
Computers, Library books & Journals	2,66,560

2010-2011

Particulars	Amount (Rs.)
Furniture	1,89,805
Machinery	94,846
Computers, Library books & Journals	2,72,675

2011-2012

Particulars	Amount (Rs.)
Furniture	18,400
Machinery	1,03,875
Computers, Library books & Journals	2,65,654

2012-2013

Particulars	Amount (Rs.)
Furniture	86,974
Machinery	2,53,530
Computers, Library books & Journals	2,36,110

2013-2014

Particulars	Amount (Rs.)
Furniture	Nil
Machinery	1,85,638
Computers, Library books & Journals	1,79,866

4.1.4   How does the institution ensure that the infrastructure facilities meet the requirements of the students with physical disabilities?

As the course is practical and skill oriented with rigorous academic schedules, the incidence of differently–abled students joining the course is nil. Therefore the college did not face a need for providing any specific requirement for the differently-abled students.

4.1.5   Give details on the residential facility and the various provisions available within them:

Hostel Facility – Accommodation available- The Boys Hostel is situated near the campus at Adyar with a capacity of 100 students and a separate room for the warden. The girl's hostel can accommodate upto girl students with a separate room for the warden.

Recreational facilities: A Mess hall with T.V facility, T.T room, Games room, Reading room is provided to the hostelites.

Facilities for medical emergencies : In case of emergency, there is a provision for Doctor on call Facility. The student can avail free/ subsidized treatment from Justice K S Hegde Hospital, which is run by the NITTE Trust. In case of emergencies, students are taken to nearby hospital i.e. A J Medical Research centre or Fr. Muller Hospital.

Library facility in the hostels: The lobby has a reading area for the hostelites.

Internet and Wi-Fi facility: Not available

Available residential facility for the staff and occupancy: There is a provision for staff quarters, but most of the staff has their own accommodation.

Constant supply of safe drinking water: Yes, there is a municipal connection and an open well water provision for the inmates of the hostel. In addition there is an underground sump to store water as a back-up.

Security: There are 24 hour security personnel at the premises.

4.1.6   What are the provisions made available to students and staff in terms of health care on the campus and off the campus?

The College takes special steps to ensure the well-being of its staff and students. The staff and students undergo medical and dental check up each year by doctors from Justice K.S. Hegde hospital. The students and staff are covered under the "Medicare" scheme. Group Insurance is available for both the staff as well as students. Service of the doctors is availed whenever a need arises. In case of any medical emergency, awareness is provided to all staff and student to avail the 24/7 facilities of hospital close to our institution. Doctors and experts from paramedical profession are invited to generate awareness among the students on various health aspects.

4.1.7   Give details of the Common Facilities available on the campus –spaces for special units like IQAC, grievance redressal unit, Women's cell, counseling and career guidance, placement unit, health centre, canteen, recreational spaces for staff and students, safe drinking water facility, auditorium, etc.

Sl no	Facilities
1	Grievance Redressal unit - Students are being addressed at the Conference room on the 1st Floor.
2	Women's Cell –Meetings are conducted at the Housekeeping lab.
3	Counseling and Career Guidance- Students are being counseled at the counseling room, career guidance is conducted in the seminar room.
4	Placement Unit- The meetings are conducted at the Training & Placement cell
5	Canteen - The college runs the cafeteria by providing snacks, tea and lunch and other refreshments. The food is prepared by the students on rotational basis, under the supervision of the staff. Also, breakfast and working lunch are provided by the Le-Jardin restaurant and the food outlet operated by Gastronomy club.
6	Recreational spaces for staff and students - There is an indoor games room for staff and students, Out-door games facilities are also provided for staff and students.
7	Safe drinking water facility- There are 3 Water Purifier units installed a) Advanced training Kitchen, b) Quantity training kitchen, c) Canteen area
8	Auditorium - The college functions are held in the Auditorium (Utsav) situated on the third floor, or seminar hall (Manthan).
9	Space for IQAC- Meeting are held at conference room on the 1st Floor
10	Health Centre- The health check up is conducted at health check up unit

4.2 Library as a Learning Resource

4.2.1 Does the library have an Advisory Committee? Specify the composition of such a committee. What significant initiatives have been implemented by the committee to render the library, student/user friendly?

Yes, the college has a Library committee, consisting of Principal as the Chairperson, Librarian as the Convener, two faculty members and two student representatives respectively. Library has been an integral component in knowledge and information dissemination. The Library Advisory committee plays a crucial role in the administration and development of the library and its facilities.

Significant initiatives:

- To issue two books on one card during exam time and on request at other times.

- Having a co-operative and a well-informed Librarian, is a boon for the students and the staff, in terms of providing the latest subject updates and other relevant informative materials

- To extend the book bank facility for the SC and ST students.

- Monitoring the dates of subscription of various journals and magazines and renew them.

- Introduction of e-journal

- ICT learning resources

- Latest arrivals of books, newsletter, magazines, journals are displayed on the rack

- Reprographic and scanning facilities available

4.2.2 Provide details of the following:

- **Total area of the library (in Sq. Mts.)**

  Total area of the library: 195 sq, mts

- **Total seating capacity**: 75

  Working hours (on working days, on holidays, before examination days, during examination days, during vacation)

9:00 am- 5:00 p.m. on week days

9:00 a.m-01:00 p.m. on Saturdays

- **Layout of the library (individual reading carrels, lounge area for browsing and relaxed reading, IT zone for accessing e-resources)**

    There is an area marked for individual reading table, lounge area for browsing and relaxed reading, IT center for accessing e-resources

4.2.3 **How does the library ensure purchase and use of current titles, print and e-journals and other reading materials? Specify the amount spent on procuring new books, journals and e-resources during the last four years**.

The College Library has 4112 Volumes, 3626 Titles, 6 National Journals, 1 Library Management software. A notice is circulated by the library committee regarding requisition of books for the faculties and students. Book catalogues are displayed on the library rack. Teachers and students interested in any particular book or issue, informs the librarian. Librarian prepares the list of books to be procured and submits it to the Principal for further action. Following measures have been taken to ensure the purchase and use of current titles, journals and other reading materials:

- Collecting information from other libraries.
- Referring to Publisher's/ book dealer's catalogues
- Referring to book reviews
- Suggestions from Students, staff and experts from the industry
- Recommendations from the library Advisory committee.

Library holdings	2010-11		2011-12		2012-13		2013-14	
	No of books	Total Cost (in Rs)	No of books	Total Cost (in Rs)	No of books	Total Cost (in Rs)	No of books	Total Cost (in Rs)
Text books/ Reference Books	20	17,608	15	7,846	14	999	10	2664
Journals/ Periodicals	15	24,397	10	26,806	13	25,091	13	33559

Magazines	09	11,920	09	12,569	09	12,859	09	9520
News paper	06	7,605	06	9,019	06	9,561	06	10216
e-resources				1,81,650		1,87,600	Nil	cancelled
Total		**61,530**		**2,37,890**		**2,36,110**		**55,959**

4.2.4 Provide details on the ICT and other tools deployed to provide maximum access to the library collection?

Access to the library collection. FACILITIES	YES/NO
OPAC	Yes, This facility is available in the library where in the students and faculty can extract the necessary information as per requirement via a main server and two external computer systems.
Electronic Resource Management Package for e-journals	Yes,- EBSCO
Federated searching tools to search articles in multiple databases	Yes,- EBSCO
Library Website	No
In-house/remote access to e-publications	Yes, EBSCO- Hospitality & Tourism
Library automation	Yes, The college library is partially automated.
Total number of computers for public access	Yes- 25
Total numbers of printers for public access	Yes, - 02
Internet band width/ speed □ 2mbps □10 mbps □1 gb (GB)	Yes,–10 mbps
Institutional Repository	Yes
Content management system for e-learning	A content management system for e-learning is not available in the college.
Participation in Resource sharing networks/consortia (like Inflibnet)	The college is not a participant in resource sharing network.

4.2.5 Provide details on the following items :
- **Average number of walk-ins –** On an average there are 50 walk-ins at the library.
- **Average number of books issued/returned –** 35 issued/20 returned.

- **Ratio of library books to students enrolled-** 17:1
- **Average number of books added during last three years –**185 books have been added in the library.
- **Average number of login to OPAC** – 10.
- **Average number of login to e-resources** – 15
- **Average number of e-resources downloaded/printed** - 2
- **Number of information literacy trainings organized** - 12
  Students have been provided with the basic knowledge of operating within the library.
- **Details of "weeding out" of books and other materials** – The library is cleared of magazines after 2 years. The journals are kept for reference.

4.2.6   Give details of the specialized services provided by the library

Specialized service	Yes/ No
Manuscripts	The library doesn't provide manuscripts.
Reference	Yes , The librarian provides reference services in the library for students and staff
Reprography	Yes, There is a reprography machine installed in the library for the staff and students
ILL (Inter Library Loan Service)	The college doesn't avail the facility of an Inter Library Loan Service
Information deployment and notification (Information Deployment and Notification)	Yes, A list of new arrivals is made available on the notice board. Latest arrivals are displayed on rack
Download	Yes
Printing	Yes , Available
Reading list/ Bibliography compilation	No, There are no reading lists or bibliography compilations available.
In-house/remote access to e-resources	Yes
User Orientation and awareness	Yes, The librarian creates awareness among staff and students by conducting orientation programs with the help of PPT where in clippings of newspapers, student's projects are shown to the

	users.
Assistance in searching Databases	Yes
INFLIBNET/IUC facilities	No

4.2.7 Enumerate on the support provided by the Library staff to the students and teachers of the college.

News items from various newspaper and magazines are scanned and filed the clipping in the 'Information file for future reference'. The Librarian provides assistance to students and staff for searching books covering a particular topic. The articles related to the various hotel management subjects are photocopied and filed as reference for staff and students. HR related articles, advertisements about job opportunities and competitive exams are handed over to the training and placement cell, for display and filing. The Librarian invites publishers and book dealers to exhibit new arrivals for the benefit of staff and students.

4.2.8 What are the special facilities offered by the library to the visually/physically challenged persons? Give details.

Since the institution doesn't have students who are visually /physically challenged, the library does not offer this facility.

4.2.9 Does the library get the feedback from its users? If yes, how is it analyzed and used for improving the library services. (What strategies are deployed by the Library to collect feedback from users? How is the feedback analyzed and used for further improvement of the library services?)

The feedback form is circulated once every semester to the students and faculty. An analysis of the feedback is done by the Library committee and decisions to improve the services and facilities of the library are taken up during the IQAC meeting to discuss improvement in Library services.

4.3   IT Infrastructure

4.3.1. Give details on the computing facility available (hardware and software) at the institution.

The college has 65 computers, 4 printers, 2 scanners.

The computer student ratio is 1: 2.6

Stand alone facility: The college has generator facilities to run all the computers during power cut**.**

LAN facility: Yes,

Licensed software: Yes, The licensed software in the lab are IDS, MS Windows, MS Office, English Language-Cambridge, Library software, administrative software and antivirus software.

The number of Nodes with internet facility is as follows: 42

4.3.2 Detail on the computer and internet facility made available to the faculty and students on the campus and off-campus?

Computer, internet and Wi-Fi facilities are available to the faculty and students in the campus only.

4.3.3 What are the institutional plans and strategies for deploying and upgrading the IT infrastructure and associated facilities?

The present IT infrastructure and associated facilities are sufficient to meet the present needs, however, when a need arises the management would provide the necessary assistance to upgrade the IT infrastructure and associated facilities.

4.3.4 Provide details on the provision made in the annual budget for procurement, upgradation, deployment and maintenance of the computers and their accessories in the institution (Year wise for last four years)?

The management has given free autonomy to the head of the computer department for procuring, upgrading, maintaining the computers and their accessories based on the requirements. There is an System Administrator   appointed to take care of the computer maintenance apart from the Computer engineers who visits the college routinely to maintain and upgrade the computers and peripherals**.** Three lakhs have been set as annual budget figure for all the past 4 years for procurement, upgradation, deployment and maintenance of the computers.

	Equipment	Amt (Rs.)
2009-10	**Description**	**Amt (Rs.)**
Hardware	LAPTOP HP Note book – Nirmal Info world	65,000
Software	Microsoft Open license- 5 user - Nirmal Info world	20,000
2010-11	**Description**	**Amt (Rs.)**
Hardware	Desk top HP Multiseat 6000- Nirmal Infoworld	1,74,250
	Mercury UPS	9,600
	Luminous UPS Solo – Pai Entreprises	15,230
	Scanner – HP G2410 – Nirmal Infoworld	8,000
	Switches – 24 port- Nirmal Infoworld	3,500
	Head Phones- iball Rocky – Nirmal Infoworld	11,250
	Switches – 24 port- Nirmal Infoworld	3,600
Software	Microsoft Window Multipoint server-2010 Academic- Nirmal Infoworld	17,380
2011-12	**Description**	**Amt (Rs.)**
Hardware	Epson Printer 264	7,500
	Pendrive 2 GB	350
	Modem 350	2,000
Software		
2012-13	**Description**	**Amt (Rs.)**
Hardware	UPS (1 no)	15,000
	Hard drive, Pen drive, SMPS	6,885
	Internet Modem	2,000
	RAM (3 nos)	4,492
	Hard disk drive	3,007
	Laptop charger	1,550
Software	Legal antivirus for Server and Internet security	4,240
2013-14	**Description**	**Amt (Rs.)**
Hardware	Color Printer (01Nos)	25000
	Keyboard & Mouse	927
	H P Desktop & CPU (2 Nos)	54000
	HP Server CPU (1Nos)	41145
	Acc Led Monitor (1 Nos)	5500
	CCTV Camera Systems	25822

4.3.5 How does the institution facilitate extensive use of ICT resources including development and use of computer-aided teaching/ learning materials by its staff and students?

- The college organizes training programs to teach the faculty on how to prepare computer aided teaching/ learning materials.
- Training is given to the staff in the usage of multimedia software and operating LCD.
- The computer department staff renders assistance to the faculty/students for installation and operation.
- IDS software is installed to train student and faculty members on Hotel Property Management.
- Resource development centre is equipped with scanner, printer, computers for developing effective study materials.
- Students are assigned projects that require them to make use of the ICT facilities.

4.3.6 Elaborate giving suitable examples on how the learning activities and technologies deployed (access to on-line teaching - learning resources, independent learning, ICT enabled classrooms/learning spaces etc.) by the institution place the student at the centre of teaching-learning process and render the role of a facilitator for the teacher.

All the learning activities are student centric. 5 LCD Projectors are available in College, 2 of them are fixed in the classrooms and 1 in the Seminar Hall. There are software installed for use by the students to develop their class presentation materials. Language CDs are available in the Library and is installed in the computer lab wherein students can learn and practice English grammar and spoken English independently. Subject topics are given to students and they are guided to prepare a presentation and demonstrate it in the class using ICT facilities. The class and club activities are designed to motivate students to learn and present the same to the class, with teachers being facilitator during this teaching learning process.

4.3.7 Does the Institute avail of the National Knowledge Network connectivity directly or through the affiliating university? If so, what are the services availed of?

The institute doesn't avail of the National Knowledge Network.

4.4.1 How does the institution ensure optimal allocation and utilization of the available financial resources for maintenance and upkeep of the following facilities (substantiate your statements by providing details of budget allocated during last four years)?

The college had allocated a budget for infrastructure and facilities development. All the available funds are utilized in the manner set out in the annual budget (in lakhs)

Year	Building	Equipment Maintenance		Computers	Vehicles	General Maintenance
		Furniture	Other Equipment		Bus/Car Maintenance	
2009-10	200	10	15.00	3.00	5.15	5.00
2010-11	25	2	1.00	3.00	5.15	10.00
2011-12	10	1	1.00	3.00	6.15	10.00
2012-13	10	1	1.00	3.00	6.15	10.00
2013-14	10	1	1.00	3.00	6.15	10.00

4.4.2 What are the institutional mechanisms for maintenance and upkeep of the infrastructure, facilities and equipment of the college?

The institution has in place the following mechanisms for the maintenance and upkeep of the infrastructure, equipment and facilities of the college.

Gardening and landscaping: The College has a full time gardener and a garden consultant who takes care of the gardening and landscaping work.

Electrical works, equipment maintenance and plumbing: The institution employs maintenance engineers who attend to electrical works, equipment maintenance and plumbing problems as and when required.

Vehicles are maintained as and when the need arises.

Gas pipeline and equipments in lab are maintained by the Supplier.

Housekeeping equipments are maintained by the Supplier.

Computer facilities: The institution employs a service engineer for maintenance and upkeep of computer systems in the college; in addition to this the college has an AMC contract with the computer vendor.

4.4.3 How and with what frequency does the institute take up calibration and other precision measures for the equipment/instruments?

The College only has Weighing Scales which are calibrated by the Supplier from time to time.

4.4.4 What are the major steps taken for location, upkeep and maintenance of sensitive equipment (voltage fluctuations, constant supply of water etc.)?

There is UPS and generator facilities for providing uninterrupted power supply. Stabilizer and circuit breakers ensures safety of sensitive equipments. A Lightning Arrester is also provided. An open well in the campus is used as a source for drinking water. To ensure continuous water supply, water is pumped from the well to the sump located in the ground floor and to overhead water tank. The management takes proactive steps to ensure that the infrastructure is updated before the need arises.

CRITERION V:

STUDENT SUPPORT AND PROGRESSION

Criterion V: Student Support and Progression

5.1   Student Mentoring and Support

5.1.1   Does the institution publish its updated prospectus/handbook annually? If 'yes', what is the information provided to students through these documents and how does the institution ensure its commitment and accountability?

Prospectus: The College publishes and updates its prospectus and handbook every year. The prospectus contains information about college profile, eligibility for admission, curriculum, the affiliating body, training and placement cell, alumni association, details about curricular/co-curricular activities, clubs, personal development program, hostel accommodation and other facilities offered. Brief information about the hospitality industry and career options after graduation is also mentioned in the prospectus.

Handbook: The handbook contains information related to college timings, general college rules and regulation, attendance requirement, course pattern, university examination norms, details about students' uniform and grooming standards for students, hostel rules and regulation. Information about the usage and timing of library and internet lab is also provided in the handbook.

The handbook and prospectus is revised based on the feedback received from the students/parents and in consultation with all the staff and approved by the admission committee, academic committee. Some of the relevant information is put up on the college website - www.sihainst.com.

5.1.2   Specify the type, number and amount of institutional scholarships /freeships given to the students during the last four years and whether the financial aid was available and disbursed on time?

Fee concession*s* are given to the eligible students. As a social responsibility and concern towards the students, the institute granted concession in fees for the eligible students.

The fee concession given to students in the academic years, are as below;

Year	No of students	Amount
2009-2010	3	Rs. 40,000
2010-2011	7	Rs.1,68,750
2011-2012	13	Rs.1,33,750
2012-2013	24	Rs.1,72,500
2013-2014	42	Rs 522,500

In the last 5 Years 89 students were given a Fee Concession amounting to Rs.10.37 lakhs.

5.1.3 **What percentage of students receives financial assistance from state government, central government and other national agencies?**

In the last five years Students have received financial assistance from state government, central government and other national agencies.

5.1.4 **What are the specific support services/facilities available for**

Students from SC/ST, OBC and economically weaker sections: The College supports the students from SC/ST, OBC and economically weaker sections by providing them study material and extending book bank facilities. The students can issue book for one semester from the library and can return it after the semester exams. Economically weaker students are also extended free mess facilities. Students from economically weaker sections are supported through earn while you learn scheme.

Students with physical disabilities: The course provided by the college is more practical oriented and requires rigorous physical activity; so far the college has not received any applications from physically disabled.

Overseas students: The College does not have any overseas student as of now.

Students to participate in various competitions/National and International:
Students are encouraged to participate in various competitions. As an effort to motivate and encourage students to bring out and develop their talents in various

fields, the college supports them by reimbursing the registration fee, T.A/DA., etc., for various competitions.

Medical assistance to students: health centre, health insurance etc:
- The students receive free medical care at Justice K S Hegde Hospital, a 1200 bed multi-specialty hospital at Derlakatte run by the Nitte education group.
- Counseling sessions are conducted once in a week in the college campus considering the importance of students to remain fit and stress free.
- The college in liaison with the doctors from Justice K S Hegde Hospital has initiated a health check up and dental checkup by A.B. Shetty Memorial Institute of Dental Sciences. This was a new step taken towards providing quality facilities to the students of the institution.
- Yoga sessions are conducted for the students to provide them basic yogic exercises.
- Group Medical Insurance is available for both staff & students.

Organizing coaching classes for competitive exams
- College conducts workshops on various competitive exams on a regular basis by inviting resource persons from coaching centers to give information to our students about preparing for the competitive exams like GMAT, CAT etc.
- Circulars with respect to competitive exams and coaching for the same are displayed on the college notice board. The advertisement and information about the various entrance exams are displayed on the library notice board and filed for future student reference.

Skill development (spoken English, Computer literacy, etc.)
- The college has a fully equipped language lab for training students in communicative English. Soft skills and personality development classes are conducted with an aim to improve English speaking skills.
- The college has made it mandatory for the students to learn computer application.

- Students are taught to operate MS office, Internet and different types of programs and property management software used in the hotel industry.

Support for "slow learners"

The college practices the following development activities for slow learners:

- Remedial coaching and tutorials for the students who are weak in their studies.

- Question papers from the past years are solved and given to the students in order to facilitate better understanding about framing the answers, and the methodology for answering the examination papers.

- Pre-examination guidance is given to students.

- Revision classes are conducted during study holidays.

- Guidance lectures and preparatory guidance are given to improve student's performance and develop confidence.

- Class coordinator and teacher guardian monitor the progress of the slow learners routinely, and take measures to improve it.

Exposure of students to other institution of higher learning / corporate / business house etc.

- As part of the curriculum the sixth semester students undergo four months of On-the-Job training at various hotels in India and aboard. The training and placement cell plays an active role by grooming students for facing the training interviews. The college invites Institutes offering higher education to visit the College and give guidance to our students.

Publication of student magazines

- The college editorial committee comprising of student editor in-charge, staff advisor and other team member brings out the college magazine each year. The contributed articles are scanned for language, quality, and relevance by the editorial committee for including it in the magazine.

- As a step towards responsible environmental practices, the college has replaced printed half yearly newsletter with an electronic magazine 'Abhijna' the E-Newsletter. This is uploaded on our website at the end of each semester.

5.1.5 **Describe the efforts made by the institution to facilitate entrepreneurial skills, among the students and the impact of the efforts.**

- To initiate entrepreneurial practice, the students are trained in the various activities of the club. The college has started a student consumer cell that stocks stationary and other items required by the students. Running this cell, helps the students in improving their organizing ability and learn the basic inventory management and accounting task. The cell is managed completely by the students and supervised by the staff. Student consumer cell stocks stationery and other kit required for the practical. The gastronomy club prepares, sells and manages the sale of food items and maintains the accounts. All aspects of managing the training restaurant "Le Jardin" was done by the students under the supervision of the faculty.

- Local entrepreneurs are invited to the college campus to interact with the students and provide their views and tips to the students on operating restaurants, food outlets and other small businesses.

- 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.

5.1.6 **Enumerate the policies and strategies of the institution which promote participation of students in extracurricular and co-curricular activities such as sports, games, Quiz competitions, debate and discussions, cultural activities etc.**

- **Additional academic support, flexibility in examinations :** College conducts retests and internal exams for students participating in various national and state level competitions and attendance is also given to them. Additional classes are held for such students on topics covered during their absenteeism.

- **Special dietary requirements, sports uniform and materials:** Students are provided with sports uniforms and other sports materials required for various outdoor games like basket ball, football, and volley ball, cricket. Students are also provided with healthy refreshments during sports events.

- **Any other:** The College provides transportation and other facilities for students participating in sports or other extracurricular competitions outside the college. Cash awards and certificates are given to motivate and acknowledge their sporting skills and various other talents. The college provides an environment that invokes the students to participate in sports, cultural and other extracurricular activities. The college provides students with facilities and kits while practicing for cricket, volley ball, football, chess, badminton, and carom. The Gastronomy club, Elixir club, organizes events such as Quiz, Cookery competitions, mock tail, and cocktail competitions for the students on weekly basis. Students make use of the amphitheatre and Auditorium for organizing and conducting various events. The College supports and encourages the students to participate in various competitions at institutional and inter collegiate level by communicating all information about various activities organized by other colleges to the staff in charge and to students.

  The students are also encouraged to participate in outdoor catering and event management programs after college hours that help to put the theory into

practice and also to earn while they learn. Time is given for the students to practice for cultural activities.

5.1.7 Enumerating on the support and guidance provided to the students in preparing for the competitive exams, give details on the number of students appeared and qualified in various competitive exams such as UGC-CSIR- NET, UGC-NET, SLET, ATE / CAT / GRE / TOFEL / GMAT / Central /State services, Defense, Civil Services, etc.

The progression of students from UG to PG is minimal as the course offered is job oriented and terminal in nature. The library subscribes to magazines that helps student in preparing for competitive exams. The librarian displays the advertisement cut-out about the various competitive exams on the library notice board. Workshops and career guidance classes are conducted to give information about the PG courses and other competitive exams.

There are no subjects in the NET which are relevant for Hotel Management and therefore teachers cannot appear for the said exam.

5.1.8 What type of counseling services are made available to the students (academic, personal, career, psycho-social etc.)

At the beginning of every new semester a faculty class advisor is nominated and they look after the student's academic performance and discuss issues faced by the students in that class.

The college has a professional counselor visiting the campus periodically. Students are referred to the counselor as per the teacher guardian's and class teacher's suggestions, keeping in mind the constant need for academic and personal development of the students. The college has formulated a teacher guardianship program where students are divided into batches and are headed by a teacher guardian/lecturer in charge. The teacher guardian regularly meets the mentees on a one to one basis to discuss issues regarding their performance in academics, personal problems if any, and, they are provided with necessary support and guidance. In cases, where the teacher guardian feels that the

students need to be counseled by an expert, then they are referred to the professional counselor.

The Placement and Training cell provides information to the students about the various career avenues available and assists them in choosing the best career option. The orientation provided by hospitality managers coming for campus recruitment, also helps students in getting a better understanding of the career prospects.

The facilities of the Department of Psychiatry of the Justice K. S. Hegde Hospital are also available for Counselling the students.

5.1.9 **Does the institution have a structured mechanism for career guidance and placement of its students? If 'yes', detail on the services provided to help students identify job opportunities and prepare themselves for interview and the percentage of students selected during campus interviews by different employers (list the employers and the programs).**

Yes, the college ha**s** a training and placement cell that offers career guidance and placement support for the students. The students are encouraged to interact with the faculty, who too shares their experience and provides suggestions on the career path that they can choose. The college places a lot of emphasis on On-the-Job- Training and all students who want employment are provided the placement assistance, through the efforts of the Training and Placement Cell. The synergy club provides students with information about the various job opportunities available, conducts classes on effective CV writing, conducts mock interviews, group discussions etc. On- Campus placement interviews are conducted in the college. The HR manager who comes for placement interviews are requested to share the industry expectation with the students and also guide students on how to prepare themselves for a job in the hospitality industry.

The college has taken an initiative to expose students to the service industry by roistering students to train in hotels and outdoor catering duties regularly. The college prints Placement Brochure, containing a brief CV of the students and is

sent to various hotels. The training and placement cell arranges SKYPE interview with various hotels for our students.

PLACEMENT DETAILS
- 2010-11 - 56 % students placed in five star hotels, 20 % in four star hotels, 9 % in retail fast food outlets
- 2011-12 – 65 % students placed in five star hotels, 11 % in four star hotels, 8 % in retail fast food outlets
- 2012-13 – 75 % students placed in five star hotels, 9 % in four star hotels, 9 % in three star hotels
- 2013-2014- 55 % students placed in five star hotels, 20 % students placed in Four Star Hotels, 5 % students placed in Food Retail Chains

5.1.10 Does the institution have a student grievance redressal cell? If yes, list (if any) the grievances reported and redressed during the last four years.

Yes. The college has a Grievance Redressal Cell that redresses the grievances received from the students. Some of the grievances addressed in the last 5 years are as follows:
- Wants more sports equipments – the college has added volley ball items, football kit, cricket items
- Need for a variety in food menu in the college - the HOD of Food and Beverage production designed a new menu in consultation with the student representatives and have also put students on Rota for preparation of the cafeteria food. The gastronomy club started on outlet that operates on 2 days in a week to provide different menu at a low cost. Also "Le Jardin" the training restaurant provides working lunch for students. This arrangement, appealed to the tastes and likes of the students. Need for Wi-Fi facility in the library- the college had forwarded the matter to the IQAC and as per their recommendation Wi-Fi facility has been extended to the library area as well.

- Providing variety in hostel food menu- the members of the mess committee along with the warden and student members of the food production committee had planned a menu for each month.
- Need for a gym facility in the college- the request has been forwarded to the IQAC and as per their recommendation the college has purchased equipments for a startup gym, and students have started making use of this facility.
- Request for transportation facility to attend interview/ ODC and other events in Mangalore- request is accepted and transportation facilities are provided to the students.

5.1.11 What are the institutional provisions for resolving issues pertaining to sexual harassment?

The College has 3 girl students in strength of around 170 students and female staff strength is 11 out of 20 staff. The college has an anti sexual harassment cell that takes proactive measures in educating the staff and students on women empowerment, sexual harassment, gender issues by conducting seminars and talks. The College has framed a policy on sexual harassment. The staff and student council members' keeps a watchful eye on the campus for any untoward incidents of sexual harassment, though there has been no such incident so far. The students are reminded time and again that they can approach the principal without prior appointment in case of any harassment.

5.1.12 Is there an anti-ragging committee? How many instances (if any) have been reported during the last four years and what action has been taken on these?

As per the supreme court orders, the college has formed an anti-ragging committee which monitors incidence that involves ragging in the college premises and hostel. An undertaking is taken from the students about non involvement in ragging cases on an affidavit. Students are informed that ragging is totally banned by the Institute, the University and the Government. Anyone found indulging in the act of ragging is liable for rustication from the college. Students are educated and informed about the consequences of ragging. Surprise checks are conducted

in the college hostel by the anti ragging squad. Rounds to the common places in the college are also taken up by the members of the anti-ragging committee, during break time to check and prevent any ragging incidences. The students are encouraged and provided the needed confidence to come up and disclose any ragging incident, so that actions can be initiated by the anti-ragging committee. The college has started a system of having different colour uniforms for each semester. This enables the staff to immediately identify the students belonging to various batches from a distance, which helps in identifying if a group assembled in a distant place comprises of junior and senior students. Such preventive measures are taken by the anti-ragging committee, in our institution and there has been no incident of ragging.

5.1.13 Enumerate the welfare schemes made available to students by the institution.

- Students are covered by group insurance from the time of joining till they complete four years of the course.
- Students and staff are provided subsidized nutritive meals at the college cafeteria
- Doctors from KSHEMA conduct a health check up camp. The same is scheduled once in a week for each batch of students and staff. This was a new step taken towards providing quality facilities to the students and staff of the institution
- The students receive free medical care at KSHEMA hospital, a 1000 bed multi-specialty hospital at Derlakatte.
- Book bank facilities are provided for SC/ST and economically weaker students.
- Fee concession is provided to student from financially weak background.
- Students are provided facility to make payment of exam fees, college fees, and mess fees etc in the college office.
- Students are also provided post and bank assistance by the administrative office
- Professional counseling is given for students.

- The college has various committees like student welfare, women cell, training and placement cell, grievance redressal committee, anti ragging cell to look after the needs of the students.

5.1.14 Does the institution have a registered Alumni Association? If 'yes', what are its activities and major contributions for institutional, academic and infrastructure development?

The Alumni of the college is spread all over the country and the world. The Alumni Association conducts meetings, interaction with students, and support in placement. The Alumni Association started with the batch of 2006. 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.

5.2   Student Progression

5.2.1 Providing the percentage of students progressing to higher education or employment (for the last four batches) highlight the trends observed.

This is a terminal course so very few students take up higher studies hence the progression from UG to PG is minimal. Post graduation is not a requirement for obtaining job after the completion of the degree. However a few students take up higher studies such as MBA, MTA and MHM.

	2007-11	**2008-12**	**2009-13**	**2013-14**
UG to PG	7 %	7 %	6 %	8%
PG to M.Phil.				
PG to Ph.D.				
Ph.D. to Post-Doctoral				
Employed Campus selection	85 %	84 %	93 %	80%
Other than campus recruitment	8 %	9 %	1 %	12%

5.2.2 **Provide details of the program wise pass percentage and completion rate for the last four years (cohort wise/batch wise as stipulated by the university)? Furnish program-wise details in comparison with that of the previous performance of the same institution and that of the Colleges of the affiliating university within the city/district.**

The college runs four years degree course in Bachelor of Hotel Management.

Following are the pass percentage of previous batches:

2005-2009 Batch – Total Number of students: 90

I Year	II Year	III Year	IV Year
87	**84**	**84**	**83**
96.67%	93.33%	93.33%	92.22%

Overall result: 83/90 (92.22%)

2006-2010 Batch: Total Number of students: 79

I Sem	II Sem	III Sem	IV Sem	V Sem	VI Sem	VII Sem	VIII Sem
76	**72**	**74**	**75**	**67**	**79**	**69**	**74**
96%	91%	93.7%	94.94%	84.8%	100%	87%	93.7%

Overall result: 67/79 (84.81%)

2007-2011 Batch: Total Number of students: 52

I Sem	II Sem	III Sem	IV Sem	V Sem	VI Sem	VII Sem	VIII Sem
45	**38**	**71**	**34**	**32**	**50**	**34**	**29**
86.5%	73%	65.38%	65%	61%	96%	65%	55.76%

V

Overall result: 24/52 (46.15%)

2008-2012 Batch: Total Number of students: 54

I Sem	II Sem	III Sem	IV Sem	V Sem	VI Sem	VII Sem	VIII Sem
46	**42**	**43**	**40**	**40**	**54**	**39**	**34**
85%	77.7%	79.6 %	74%	74%	100%	72%	62%

Overall result: 34/54 (62.96%)

2009-2013 Batch: Total Number of students: 52

I Sem	II Sem	III Sem	IV Sem	V Sem	VI Sem	VII Sem	VIII Sem
25 48%	**23** 44.2%	**30** 57.6%	**33** 63.4%	**29** 55.7%	**48** 92.3%	**28** 53.8%	**37** 71.1%

Overall results: 27/52 (51.9%)

2010-2014 Batch: Total Number of students: 63

I Sem	II Sem	III Sem	IV Sem	V Sem	VI Sem	VII Sem	VIII Sem
15 23%	**30** 47%	**34** 53%	**27** 42%	**26** 41%	**59** 93%	**23** 36%	**35** 55%

Overall results: 7/63 (11%)

5.2.3 How does the institution facilitate student progression to higher level of education and/or towards employment?

The college conducts workshops on various competitive exams at regular intervals by inviting speakers who are experienced in the field of coaching students for competitive exams like GMAT, CAT etc. The college librarian provides information about the various competitive exams through the library notice board.

The college places a lot of emphasis on On-the-Job- Training. Students who want employment are assisted and guided in facing the placement interview conducted on and off campus through the efforts of the Training and Placement cell. This cell provides students with information about the various job opportunities available, and conducts classes to enable students to write CVs, face interviews, group discussions etc. Each year, Placement Brochure, containing a brief CV of the final year students is printed and distributed to various reputed organizations, inviting them for conducting the placement interviews. On- Campus placement interviews are conducted in the college from December to February. The college has introduced the Earn-while-you learn scheme and students are roistered to work and learn at various hospitality outlets, giving them practical hands on experience during the course of the degree program itself.

5.2.4 Enumerate the special support provided to students who are at risk of failure and drop out?

Students who are at the risk of failure and drop out are immediately identified by the teacher guardian and brought to the notice of all the staff, so that proactive measures can be initiated to change the mindset of the students. Students who are at risk of failure are given special attention, coaching and counseling. Students are guided by the teacher and advised to solve old question papers. Extra tutoring is given to facilitate better understanding of the subject, and students are briefed and trained on the methods of answering examination papers.

Students at the risk of dropping out of the course are counseled and motivated by explaining them the career opportunities available in the hospitality sector. Industrial visits are organized to generate interest among the students about the hospitality sector and to give them a better understanding about the course.

5.3   Student Participation and Activities

5.3.1 List the range of sports, games, cultural and other extracurricular activities available to students. Provide details of participation and program calendar.

The college organizes inter house, interclass competitions in various cultural, culinary skills, sports/games, various club activities, Shramadhan (NSS). Events like Teacher's day, Food festival, Onam, Krishna Janmasthami, Friend ship day, Christmas celebration are celebrated. The college organizes inter collegiate competitions (Rendezvous) for PU and Degree colleges in and around Mangalore. The events organized being:

Program	Events held
Cultural and literary events (September)	Duet dance, Collage making, Art from waste, Street play, Dumb charades, Debate, Extempore, Singing, T- shirt designing, Fancy dress, Napkin folding, Drawing and painting, Film making, Hindi poem recital and Poster designing
Culinary and hospitality events (August)	Platter of dessert, Three course continental menu, Flower arrangement, Mocktail, Cocktail and Menu card designing

Record Breaking events	Identifying 37 bar glassware in 51 secs, Making 110 Napkin folds in 3.58 mts
Sports competitions (January/February)	Inter class Athletics, Cricket, Football, Volleyball, Chess, Carom, Table tennis and Annual sports day are organized in the month of Jan – Feb.

5.3.2 Furnish the details of major student achievements in co-curricular, extracurricular and cultural activities at different levels: University / State / Zonal / National / International, etc. for the previous four years.

Following are the details of major student achievements in co-curricular, extracurricular and cultural activities at different levels: University / State / Zonal / National / International, etc. for the previous four years.

2009-10

- Got various prizes at "Oriental's Outlook"- A national level seminar and hospitality based competitions organized by Oriental School of Hotel Management, Kerala

- The college Football team participated in the Independence Cup Football Match organized at Nehru Maidan.

2010-2011

- Students participated in various sports events organized by different colleges in and around Mangalore. The college Football team participated in the Independence Cup Football Match organized at Nehru Maidan

2011-2012

- The college Football team participated in the Independence Cup Football Match organized at Nehru Maidan

2012-2013

- The college Football team participated in the Independence Cup Football Match organized at Nehru Maidan

5.3.3 **How does the college seek and use data and feedback from its graduates and employers, to improve the performance and quality of the institutional provisions?**

The college is in constant touch with its alumni and also with the industry. The alumni meet is an annual feature, the alumni who come for this meet share their ideas and views with the staff and the students of the college. The college is appreciative of the various developmental ideas forwarded by its alumni and has also implemented the same whenever possible. The training and placement cell of the college works in liaison with the industry and receives constant feedback about the trainees and the alumni. As a result of the feedback received College has initiated various soft skill classes for student development. Special workshops and seminars are also conducted to impart additional knowledge and skills for the students.

5.3.4 **How does the college involve and encourage students to publish materials like catalogues, wall magazines, college magazine, and other material? List the publications/ materials brought out by the students during the previous four academic sessions.**

The annual college magazine is published by the editorial team. Students are encouraged to participate in essay, painting, poster competition and the best is published in the college magazine. Students contribute to the college magazine by forwarding the written articles, paintings, sketches etc. Students are also encouraged to give a write up of their experiences of the industrial visits, industrial training. These are scrutinized by the editorial team and modifications and improvements are suggested to the contributor of the article.

The handouts for various outreach programs and invitations for various programs are designed by the students. The members of Wall magazine committee identifies and puts up relevant and informative articles on the wall magazine in the campus. The college also publishes an e-magazine 'Abhijna' at the end of each semester that is compiled by the students under the supervision of the faculty in charge and this is uploaded on the college website.

All Clubs have designated Notice Boards to display their respective information.

5.3.5 Does the college have a Student Council or any similar body? Give details on its selection, constitution, activities and funding.

The Student Council is elected at the beginning of each academic session. The members of the student council are elected by the students.

The council consists of the following
- President
- Secretary
- Ladies representative
- Food and beverage production representative
- Food and beverage service representative
- Sports representative
- Cultural representative
- Editorial representative
- Class representative
- Training and Placement cell representative
- IQAC representative
- NSS Secretary
- Boys Hostel Representative

The members of the student's council are representatives of various committees and clubs. The student council is an apex body that helps the college management in the smooth functioning of the various student/college activities.

5.3.6 Give details of various academic and administrative bodies that have student representatives on them.

Students have their representation in various committees. The club has an elected representative. The college has an elected student council body. Students also are representative in women's cell, anti-ragging committee, placement committee, editorial committee, student welfare committee, research committee, Industrial tour committee, Wall poster committee, sexual harassment cell, and various other clubs in the college. The "Le Jardin" restaurant was operated entirely by the students till 2013.

5.3.7 **How does the institution network and collaborate with the Alumni and former faculty of the Institution. Any other relevant information regarding student support and progression which the college would like to include.**

The college organizes an annual alumni meet and invites the alumni (students and faculty) to participate in the same. The college encourages alumni and former faculty to interact with the present batch of students, whenever they come down to the college. Feedback from the alumni is collected along with their comments and suggestions. The Staff In charge of the Alumni networks and collaborates with the Alumni and former faculty of the Institution through social networking sites and also through emails of alumni collected during the alumni meets.

CRITERION VI:

GOVERNANCE, LEADERSHIP AND MANAGEMENT

Criterion VI: Governance, Leadership and Management

6.1   Institutional Vision and Leadership

6.1.1 State the vision and mission of the Institution and enumerate on how the mission statement defines the institution's distinctive characteristics in terms of addressing the needs of the society, the students it seeks to serve, institution's traditions and value orientations, vision for the future, etc.?

Vision statement:

To build a humane society through excellence in education and health care.

Mission Statement

To develop competency in students by providing Hospitality Education in an environment that inculcates professionalism with Ethics and Social Values.

Quality Policy

Sarosh Institute of Hotel Administration is committed to providing value based hospitality education to develop students as professionals with ethics to meet the industry standards.

Addressing the needs of the society: In enumerating the college's distinctive characteristics - in terms of addressing the needs of the society, students are sensitized about their social responsibilities and duties. For example, sensing the increasing incidence of malaria, in the surrounding locality, a drive on malaria awareness and its prevention was carried out by distributing printed informative pamphlets. In order to draw attention towards the ill-effects of plastics. Health and dental checkup camp are held for the local residents. The college arranges visits for the students to - the home for the underprivileged, orphans, Aids patients, old age ashram etc and distributes gifts and items needed by the inmates. The college aims to widen its social responsibility by conducting more workshops, educational and awareness camps that would benefit the various strata of the society.

Addressing the needs of the students: The College has a clearly defined plan of action chalked out by IQAC at the beginning of each semester in tandem with the mission statement. The college envisions admitting students from all states and grooming all of them as the best fit for the Hospitality Industry besides inculcating humane values and molding them as responsible citizens.

In order to explore and develop the inner potential of the students and train them as professionals, they are encouraged to conduct workshop, demonstrating various culinary skills, vegetable carving etc for students of other colleges.

Students being budding hospitality professionals, importance is laid on grooming. This is monitored daily by 2 teachers and 2 student members at the college entrance each day. The semester starts with the assembly on the first working day, where the students are given orientation about the forthcoming activities and information about the academic schedule. The college has various clubs that carry out activities to enhance skills, knowledge of the students; as required by the Hospitality Industry. There are various soft skill and personality development classes conducted for the students to groom them as hospitality professionals. Special attention by the teachers and teacher guardian system helps and ensures that the students performance are monitored and problems taken care off. Keeping in line with the 'need for value orientation among the students', the IQAC cell periodically interacts and holds meeting with various committees to formulate plans aligning with the mission of the college.

6.1.2 What is the role of top management, Principal and Faculty in design and implementation of its quality policy and plans?

Role of the Top management: The college management along with the principal and staff supports each other in the implementation of the quality plans and developing the college as a 'centre of excellence' in imparting quality education laced with ethical standards and social concerns. The management has an open policy and provides guidance whenever any issues arise. The correspondent of the

college takes stock of the various activities and provides suggestions and guidance.

Role of the Principal: The Principal is the Head of the Institution and oversees the systems and procedures of the college. The Principal provides the requisite leadership in all zones of the activities of the college. Regarding Financial matters, the Principal communicates and coordinates with the Administrative executive. The Principal ensures that the college abides by the guidelines and university bye-laws, of the affiliating body i.e Mangalore University and ensures the regular conduct of curricular, co-curricular, extra-curricular activities of the institution. Heads of the departments are empowered and accountable for all the activities and positive outcomes. The Principal oversees the formation of committees and its functioning, through regular meetings. All teachers are members of various committees, based on their area of expertise and interest. The Principal provides academic leadership and involves and guides the faculties in various academic activities of the college, thus ensuring accountability and commitment. Principal also ensures quality interaction with all the stakeholders namely parents, industry experts, academicians and alumni. The Principal also interact with the NGO's and local community members to understand their needs and how the college can contribute towards fulfilling those. The working of these committees along with IQAC ensures the design and implementation of quality policies and plans.

Role of the Faculty: Teachers are the foundation for ensuring the implementation of quality policies and its practices. The teachers of this college have imbibed the spirit of imparting the best hospitality education. Teachers are self-motivated and take initiative to bring in innovative teaching practices, involving student-centric modules. Teachers take a proactive role in updating themselves with the latest trends in their subject area, and ensure that the students are prepared skill wise, knowledge wise and professionally to face the challenges in the industry. Teachers motivate and provide the necessary guidance to the students in all academic and non-academic matters.

6.1.3 What is the involvement of the leadership in ensuring:

The policy statements and action plans for fulfillment of the stated mission

The Management and Principal ensure that there is a free and fair working environment for the staff, aimed at overall development. The Principal is responsible for the day-to-day administrative activities of the college. The Principal, Heads of the Departments, and all the staff members work together as a team towards fulfilling the mission plans. Responsibilities and role of each staff member are defined during the IQAC meeting. Staff members heads various committees, that ensure the proper working of the systems, devised to ensure quality policies. Regular meeting are conducted with all the stakeholders and feedback is taken, in order to initiate and chart out future actions aligning with the mission of the college.

Formulation of action plans for all operations and incorporation of the same into the institutional strategic plan

The Principal is the Administrative Head of the college. The convener of the IQAC monitors the functioning of various committees by holding regular meetings and discussions. The feedback taken from students, staff, alumni, parents, industry experts are delved into by various committees to formulate future action plan in consultation with the IQAC & these plans are incorporated and implemented in the functioning of various committees and clubs.

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Interaction with stakeholders

The systems and policies of the college ensure an interactive platform with all the stakeholders, at various events. The parent-teacher meet, alumni meet, debriefing by the industry experts after the campus placement, student council meet and committee meetings with the IQAC ensures that the principal involves and interacts with all the stakeholders.

Proper support for policy and planning through need analysis ,research inputs and consultations with the stakeholders

The principal conducts a meeting with all staff members at the beginning of each semester, to discuss the activities to be conducted during the course of the semester. Teachers volunteer to head various academic, extra-curricular, co-curricular activities and clubs. Weekly meetings ensure monitoring the progress of each activities and taking appropriate actions. Prior to any major activity like Cultural Fest, Food Festival (AROMA), Theme Dinner; Principal holds meeting with students and teachers for discussing various issues to ensure smooth and successful conduct of the events. After each event there is a debriefing by the principal and staff In-charge and the minutes of the same are filed as reference and guidance for the next batch taking up and conducting the event. The Principal ensures that adequate information gathered during the regular staff meeting, various committee meetings, IQAC meetings are communicated to the stakeholders during subsequent meetings.

Reinforcing the culture of excellence

In our college the IQAC has been established to reinforce the culture of excellence. An academic calendar is prepared at the beginning of each semester, which helps the faculty and students to prepare themselves for various activities well in advance. Students are taken for industrial visits. Students and staff gather for the assembly conducted fortnightly, where in the students are provided slots to conduct quiz, speak about the latest happenings in the hospitality industry and share their experience about - the training, industrial visits. The students of the Final Year speak and share their experiences on the Job and in Interviews which benefits the junior students.

Champion organizational change

The feedback from various stakeholders acts as direction for the changes that needs to be carried out in the college.

6.1.4 **What are the procedures adopted by the institution to monitor and evaluate policies and plans of the institution for effective implementation and improvement from time to time?**

The IQAC plays a crucial role by routinely interacting with each committee members; to monitor, discuss and evaluate the outcomes of the quality policies adopted. For the purpose of effective implementation and improvement in the policy, suggestions are taken from the stakeholders during the routine meeting, based on which the principal along with the staff draft out an action plan. There is an expert counselor who conducts counseling for students/ staff and helps and provides guidelines for individuals in dealing with their professional/personal issues. The minutes of the parent-teacher meeting are discussed and future directives are charted out. The correspondent of our college is updated about all the activities of the college on the alternate days when he visits the college. This helps in speedy approval and implementation of policies. The principal is called for a meeting with the management whenever needed. An academic calendar is prepared at the beginning of each semester, bearing in mind the stipulations of Mangalore University. The adherence of the activities to this calendar is monitored during the weekly meeting of the principal with the staff. The preparation and documentation of the Annual Quality Assurance Report (AQAR), ensures monitoring and evaluation of policies and plans of the institution and highlights the status of its implementation and throws light on areas that needs further improvement.

6.1.5 **Give details of the academic leadership provided to the faculty by the top management?**

The Governing council of the College has given complete autonomy to the faculty for carrying out their responsibilities and empowered them to take up academic initiatives. The correspondent visits the college during which time the staff can interact and discuss any issues that need the support and guidance from the management. The heads of the department are in charge of the operations of their respective departments. The principal encourages and empowers each teacher to

plan their activities and supports them in executing it thereby facilitating a feeling of ownership and leadership amongst the faculties.

6.1.6 How does the college groom leadership at various levels?

The college facilitates an environment for involving and grooming leadership at all levels. Focusing on the need to develop leadership spirit among the students, student council is formed at the beginning of each academic year. Student members of this council are guided and empowered by faculty in-charge to conduct various events during the academic year. There is a class representative, elected by each class who leads their class and dwells into the problems faced by the peer group and liaisons between the peer group and the class teacher. All the clubs in the college have student members who guides and shares knowledge with the others in the team. They share their experience, skill and train the junior students in managerial and operational skills by participating, conducting and organizing class quiz, intercollegiate quiz, yearly cultural fest, state level seminar, food fest i.e Aroma and annual theme dinner. Staffs members act as teacher guardian for students and any issues are independently handled by the teacher guardians. Senior students based on their expertise and acquired skills are encouraged to take up classes/ developmental activities for the other students. The staff shoulders various academic and administrative responsibilities, based on their expertise, and they are supported by extending autonomy in decisions making.

6.1.7 How does the college delegate authority and provide operational autonomy to the departments / units of the institution and work towards decentralized governance system?

Sections : There are 4 main operational department related to the core Hotel management course i.e. Front office, Housekeeping , Food & Beverage Service , Food & Beverage Production, each headed by a section heads, who is delegated authority for the day to day operations and functioning of their departmental activities. The principal and the heads of each Section interact informally everyday to ensure the smooth flow and conduct of the operations. Support is

extended for any issues that need intervention and renewed motivation. As a systematic approach towards better governance, the principal carves out multiple units in the form of committees having teacher as convener for that committee. Complete autonomy is given for the active and timely planning and implementation of systems and procedures by each heads of Sections and convener of the committee, thus ensuring a decentralized system of governance.

6.1.8 Does the college promote a culture of participative management? If 'yes', indicate the levels of participative management.

Yes. There is a culture of participative management at every level and each stage. Various functional areas are managed by the committee. In order to have better participation in all zones of the functioning of the college, non-teaching staff, student representatives, alumni's, Industry professionals, academicians from other college, and parents of our students; also are members of various committee. The stakeholders are invited in advance for the meeting to ensure maximum participation. The issues relevant to each meeting and stakeholders are discussed with due encouragement to all concerned to emerge with their opinions. The college gives utmost importance to these opinions. Actions taken based on the feedback are communicated to the stakeholder promptly, so as to spread a feeling of the importance that the college attaches to their stakeholders view and participation.

6.2 Strategy Development and Deployment

6.2.1 Does the Institution have a formally stated quality policy? How is it developed, driven, deployed and reviewed?

Yes. The college has an Internal Quality Assurance cell (IQAC) which has been established at the instance of NAAC. The feedback received from various stakeholders and the college's mission to 'develop competency in students by providing hospitality education in an environment that inculcates professionalism with ethics and social values', eventually translates to the development of the policies towards enhancing quality.

The quality policy is driven by ensuring participation of all the stakeholders in the upward progression in all areas of academic, co-curricular and extra-curricular activities, of the various committees. The review of the quality policy is taken up during IQAC meeting.

6.2.2 Does the Institute have a perspective plan for development? If so, give the aspects considered for inclusion in the plan.

Yes. The college has a perspective plan for development, which begins with an informal communication across a cross-section of stakeholders including community leaders, academicians, faculty members, industry experts, staff, parents, students. The aspects considered for inclusion in the plan are ; improve the admission process and enroll more students, hold more seminars exclusively for the students along with paper presentation, improve the communication skills by conducting extra classes on 'spoken English', getting a municipal water connection to the campus, though we have sufficient water, renovate the open hall in the 3rd floor to function as a full-fledged auditorium, improve the interiors of the staff room, improve the admission process.

- Overall development of students to be efficient members/leaders of the society, connecting them with the Institute when they are alumni.
- Building of Hostel/Staff Quarters in the Campus.

6.2.3 Describe the internal organizational structure and decision making processes.

There is an organizational chart describing the hierarchy and the decision making process. There are committees with teachers as in charge. Decisions are made by the Heads of the Sections and committee members under the guidance of the principal, during the IQAC meeting and staff meeting.
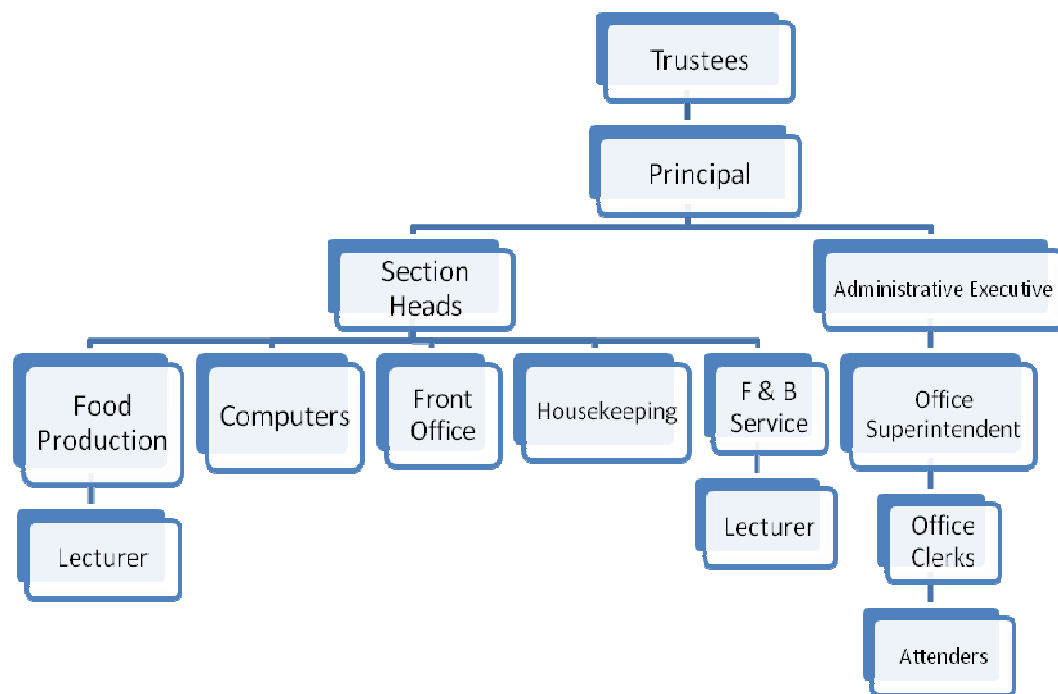
6.2.4 Give a broad description of the quality improvement strategies of the institution for each of the following

a. Teaching & Learning

Keeping in mind the emerging challenges in the field of hospitality education, the college believes in constant development and improvement of teaching and learning methodology. 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. The speed of the modem was increased to facilitate faster and better accessibility to informational database. Each teacher maintains a teacher diary to record the topics covered, media used for each class, achievements, lesson plan, teaching plan etc., which is discussed and attested during the weekly meeting between the teacher and the principal . This system monitors the teaching-learning process. 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 by teacher for Out Door Catering functions (ODC), to gain practical knowledge. Fast, average and slow learners are identified by individual teachers and appropriate activities and measures are

identified and implemented for each group. In order to ensure uniformity in the minimum required knowledge among students of a class, a bridge course is conducted before the commencement of the regular classes in subjects like English, French, Statistics and Accounts. Students are taken on field trips to provide insights into the practical and industrial scenario.

b. Research & Development

The college has constituted a research committee to cultivate, facilitate and monitor the research related activities. There are policies and incentives for staff undertaking research such as options for full pay /partial pay /loss of pay to their employees taking up higher studies or research activities. Teachers doing post graduation and other further studies are provided paid study leave also. Other research activities include presentation and publication of research papers in seminars, conferences and journals.

c. Community engagement

The various clubs in the college undertake community services as a part of their mainstream activities. A health check up and dental camp was held for the local residents, students and the inmates of St. Anthony's old age home. Students also celebrated Christmas Eve with the children affected by AIDS and visited an Orphanage and distributed gifts. Awareness about "prevention of malaria", "ill-effects of plastic" was created among the local residents by means of street play and pamphlets were distributed. Workshops were conducted on fruit and vegetable carving, baking, mock tails, flower arrangement for the members of the women's group by our students.

d. Human resource management

The administrative department maintains a file of applications received from potential candidates, which is referred to whenever a vacancy arises. The staffs are recruited after a round of interview with the Heads of the concerned Sections. The selected candidate then meets the Correspondent along with the principal and a letter of appointment is handed over. The staff and students are covered under

the Medicare scheme and are also eligible to utilise medical facilities provided by the Justice K S Hegde Hospital. College stocks First aid kit and basic medicines for students and staff. Rest rooms are provided for the students/staff... Leave facilities like special leave, medical leave, and maternity leave are available. Staff quarters are available, and are located at Derlakatte (around 10 kms from college) with free bus facilities. But, all our staff has their own accommodation nearby. The College follows Service Rules instituted by the Trust. To retain the Staff, the College has a good working environment and it follows a Flat Hierarchy Structure.

e. Industry interaction

Industry professionals are invited to conduct seminars and talks for the students. There is an understanding and arrangement with various hospitality providers to train students in various operational departments during vacation. Also hotels and event management companies seek our student's assistance at various operations as and when they need. Each year around 100 placement brochures containing brief CV of the students are prepared and sent to various hotels in different states, as an initiative to start the campus recruitment. Industry professionals visiting the college are encouraged to conduct a debriefing session for the students that help them identify their strengths and areas for improvement.

6.2.5 **How does the Head of the institution ensure that adequate information (from feedback and personal contacts etc.) is available for the top management and the stakeholders, to review the activities of the institution?**

The Principal regularly updates the correspondent on activities of the college. The minutes of the one-to-one meeting with each faculty and the minutes of the staff meeting is mailed to the correspondent. Circulars and Minutes of the staff meeting is filed, so that the staff who were absent can go through it to update themselves of the decisions and discussions taken up during the meeting. The action taken by the IQAC cell on the feedback from the stakeholders received by various committees, are promptly conveyed to the stakeholders during the subsequent meeting. The examination results and attendance of the students are posted to their parents, to promote a better understanding of their ward's performance. Our

college website features regular updates and notices. Stakeholders are informed and encouraged to visit our website for the latest updates.

6.2.6 **How does the management encourage and support involvement of the staff in improving the effectiveness and efficiency of the institutional processes?**

To encourage and support the involvement of the staff in improving the effectiveness and efficiency of the institutional process, the principal forms various committees that are headed by staff who has the requisite expertise. The formation of various committees helps to minimize the bottlenecks in the functioning of the college. Since all the staffs are members of various committee based on their expertise, their views and suggestions are considered by the IQAC, thus enabling the principal to take appropriate decisions and future actions.

6.2.7 **Enumerate the resolutions made by the Management Council in the last year and the status of implementation of such resolutions.**

The management council resolved to provide the extra needed skill and knowledge to the students to groom them professionally to fit the industry requirement. Several soft skill classes, personality development sessions and counseling sessions and de-addiction workshops were held for the students. The teachers too, are encouraged to take on activities beyond the academic syllabus. The teachers on their part take the students for various industrial tours, movies and conducts quiz and competition among the students to cultivate deeper academic and industrial interest among the students.

6.2.8 **Does the affiliating university make a provision for according the status of autonomy to an affiliated institution? If 'yes', what are the efforts made by the institution in obtaining autonomy**

Yes, the affiliating university has the provision for according the status of autonomy to an affiliated college, but the college has presently no plans to apply for the autonomous status.

6.2.9 **How does the Institution ensure that grievances / complaints are promptly attended to and resolved effectively? Is there a mechanism to analyse the nature of grievances for promoting better stakeholder relationship?**

Yes. Following cells are constituted to ensure that grievances/complaints are promptly attended to and resolved effectively, based on the nature of grievances like the ; a. Student welfare committee b. Grievance redressal committee c. Anti-ragging committee   d. Anti-sexual harassment committee   e. Student council f. Examination committee. An individual with grievances can freely approach the appropriate committee which is attended to immediately, thus instilling confidence and paving way for better relationship among all stakeholders.

6.2.10 **During the last four years, had there been any instances of court cases filed by and against the institute ? Provide details on the issues and decisions of the courts on these?**

No, during the last four years there has been no instance of any court cases filed by or against the institute.

6.2.11 **Does the Institution have a mechanism for analyzing student feedback on institutional performance? If 'yes', what was the outcome and response of the institution to such an effort?**

Yes. The student's feedback about each teacher and the Institution is taken during each semester. The feedback is analysed and the trustee along with the Principal meets each teacher individually to communicate the outcome and discusses positive futuristic action. Besides this, each teacher takes a feedback after 2 weeks of conducting the class, the outcome and suggestions for improvement is discussed by the Academic committee. Also since students are members in all relevant committees, their opinions are all pervading in our responses to various institutional changes.

6.3 Faculty Empowerment Strategies

6.3.1 What are the efforts made by the institution to enhance the professional development of its teaching and non teaching staff?

The teaching and non-teaching staffs are encouraged to attend seminars and workshops pertaining to their expertise, also seminar on motivation and soft skills are conducted for the staff. Teachers are encouraged to organize and attend workshops. A state-level seminar is held each year. Resource development centre is created, to help teachers to develop materials for the class room teaching. Grants are provided to teachers for attending seminars and workshops at the national and international level. Incentives are provided for all staff, to encourage them to develop professionally.

6.3.2 What are the strategies adopted by the institution for faculty empowerment through training, retraining and motivating the employees for the roles and responsibility they perform?

Staff are extended facilities and support to attend various seminars and motivated to become members of various academic bodies of the Mangalore University and other academic organization. They are encouraged to visit hotels/ other hotel management institutes/ other industry, to get more insights in to the latest pertaining to their subject that they teach. The faculty thus is empowered to gain as much knowledge and develop confidence for performing their role and executing responsibilities confidently.

6.3.3 Provide details on the performance appraisal system of the staff to evaluate and ensure that information on multiple activities is appropriately captured and considered for better appraisal.

The performance appraisal format captures student's feedback on all round aspects of the teaching and the taught. There is a self appraisal by each staff and peer appraisal system being followed. On the basis of this, the principal and the trustee meet each staff and discuss the feedback and are guided on proactive/ remedial measures. Measures and guidance are provided by the staff committee during a meeting with each staff.

6.3.4 What is the outcome of the review of the performance appraisal reports by the management and the major decisions taken? How are they communicated to the appropriate stakeholders?

The feedback obtained from the students is analyzed and sent to the correspondent. The outcome is then jointly discussed with the principal and the teacher confidentially in a positive environment and appropriate measures are sketched out. The correspondent is also, appraised with the performance review of the various committees in the college, for suggestion and guidance. All decisions and views of the management are communicated to the stakeholders during the course of the subsequent meeting that helps in moving forward the activities with renewed vigor. Major outcome of the review of the performance appraisal is that teachers should lay emphasis on acquiring and updating themselves with the latest knowledge and skill, be it in the form of calling in experts to deliver classes, conducing and attending workshops, use of ICT facilities and conducting more interactive session in the classroom.

6.3.5 What are the welfare schemes available for teaching and non teaching staff? What percentage of staff have availed the benefit of such schemes in the last four years?

ESIC, Loan facility, Medicare care schemes, study leave etc are extended to the staff. ESIC – 40% of the staff; Loan facility – 10% of the staff; Medicare facility – 5% of the staff; study leave – 20% of the staff. There is PF, Gratuity facility for the staff. There is free transportation for the staff. Special leave and compensatory facilities are provided wherever applicable.

6.3.6 What are the measures taken by the Institution for attracting and retaining eminent faculty?

The college has policies that are helpful to the staff. Some of the measure taken by the institution for attracting and retaining eminent faculty are: A well structured salary system is part of the measures taken, Support for further studies, autonomy in managing their own department, health care facility and Loan facility for their professional and personal needs.

6.4 Financial Management and Resource Mobilization

6.4.1 What is the institutional mechanism to monitor effective and efficient use of available financial resources?

The budget is made annually. Committee heads and individuals submit their requirement through the indent, which is approved by the heads of the department and the principal. A competitive quotation is obtained, based on which the purchases are made. All transaction documents are filed in appropriate files. For immediate expenses, petty cash account is maintained. Section heads are to submit their requirement and the Principal discusses the same in the staff council meeting and prioritises the requirement and then the same is discussed with the management for sanction.

6.4.2 What are the institutional mechanisms for internal and external audit? When was the last audit done and what are the major audit objections? Provide the details on compliance.

The institution has both internal periodically and annual external audit as per statutory requirement. There has been no major audit objection till date.

6.4.3 What are the major sources of institutional receipts/funding and how is the deficit managed? Provide audited income and expenditure statement of academic and administrative activities of the previous four years and the reserve fund/corpus available with Institutions, if any.

The fees collected from students. There is no deficit. However, whenever a liquidity problem arises, loan is taken from Nitte Education trust.

6.4.4 Give details on the efforts made by the institution in securing additional funding and the utilization of the same (if any).

Usually all financial needs are met through internal accrual. If internal accruals are not sufficient, then a loan is taken from Nitte Education trust.

6.5   Internal Quality Assurance System (IQAS)

6.5.1   Internal Quality Assurance Cell (IQAC)

a. Has the institution established an Internal Quality Assurance Cell (IQAC)?   If 'yes', what is the institutional policy with regard to quality assurance and how has it contributed in institutionalizing the quality assurance processes?

Yes. The college has an IQAC, which has been established. The mission of our college inspires us to strive for all round development of students, staff, infrastructure etc. The IQAC calls for a meeting with each committee. The IQAC monitors all the developmental activities of the committee and takes a systematic and consensual decision on further activities. The IQAC ensures that the action plans are in tandem with the   quality requirements in every aspect. Suggestions put forth by one of the committee were that students/ staff need to pay heed to their physical well being and therefore, Physical training/Games period was included in the timetable. The need for students /staff to be on time in the campus was felt and hence biometric system was installed. Also, since hospitality industry professionals need to be well groomed at all times, it was decided that the students be checked for their proper grooming standards every day by 2 staff members at the entrance. In order to stress the importance of uniform, the staffs have started wearing uniforms during formal functions and college assembly. This also provides a climate of oneness.

b. How many decisions of the IQAC have been approved by the management/ authorities for implementation and how many of them were actually implemented?

The college has strived to constantly review and enhance the quality in all spheres through the IQAC. Almost all the decisions of the IQAC has been approved and implemented. Some of the decisions approved and implemented are cited here; the IQAC had suggested having a TV set in the cafeteria for the students/staff to watch programs and relax during the break time. This suggestion was put forth to the management and a TV was installed in the cafeteria. There

was a suggestion to take students for more industrial visits, and students are taken for industrial visits often. Suggestion by the IQAC for a need to have indoor games, was suggested and this too has been implemented, so that students can relax during their free time Students to be given free internet access, this too has been given to the students., also Wi-Fi facility has been extended to the Library. It was suggested by IQAC that there is a need to maintain punctuality, the outcome being that biometric unit was installed in the college.

c. Does the IQAC have external members on its committee? If so, mention any significant contribution made by them.

Yes. We have one academician and one industry professional, who is also our alumni in the IQAC. They have contributed in terms of providing academic knowledge and skills and also suggested changes in infrastructure and procedures. For eg. Guiding and assisting our students. Conducting workshops/seminar and guiding the students whenever possible.

d. How do students and alumni contribute to the effective functioning of the IQAC?

The IQAC strongly believes in making students, the role model by grooming them to be on the forefront of various activities concerning both institute and society. Feedback is taken from students at the beginning and end of the semester on aspects like teaching, facilities provided by the college etc. The alumni deliver lectures and shares their industry experience and skill with the students and staff. Suggestions are taken from the alumni spread across the globe through e-mails.

e. How does the IQAC communicate and engage staff from, different constituents of the institution?

There are meetings conducted periodically involving each staff member, who contributes their views, thereby paving way towards a brainstorming session on Internal Quality Assessment.

6.5.2 Does the institution have an integrated framework for Quality assurance of the academic and administrative activities? If 'yes', give details on its operationalisation.

Yes. There are audits being done by various stakeholders like the student themselves, parents, teachers, outside resource persons, Industry professionals etc. The feedback is reviewed during the IQAC meet and directions to meet the exceptions of the stakeholders are also discussed.

6.5.3 Does the institution provide training to its staff for effective implementation of the Quality assurance procedures? If 'yes', give details enumerating its impact.

Yes. There was workshop conducted for the staff on quality assurance by an expert from outside to brief the teaching and office staff about the quality assurance procedure. This has greatly helped the staff in understanding and maintaining documents and for evolving systems and procedures for effective and efficient functioning.

The Principal calls for regular meetings with the Staff to know the activities of each section. Meeting with the Management is held twice in a Semester to discuss Quality issues.

6.5.4 Does the institution undertake Academic Audit or other external review of the academic provisions? If 'yes', how are the outcomes used to improve the institutional activities?

The Institution does not undertake Academic audit, however the affiliating University conducts an audit to check the infrastructure, staff resources etc for continuation of affiliation. The College submits the status report to the Statutory Council (AICTE) annually for renewal of recognition.

6.5.5 How are the internal quality assurance mechanisms aligned with the requirements of the relevant external quality assurance agencies/regulatory authorities?

The college complies with the requirements of the affiliating university i.e Mangalore University and the approving body i.e. All India Council for Technical Education, New Delhi. Professionals and academicians, hotel management

students apart from the Institute team are often interacted with, during various events like campus recruitment, workshops, seminars, food festivals etc. The IQAC takes into consideration all the feedback received by the committees from the stakeholders and drafts out policies incorporating those suggestions in alignment with the guidelines prescribed by the NAAC.

6.5.6   What institutional mechanisms are in place to continuously review the teaching learning process? Give details of its structure, methodologies of operations and outcome?

The teacher routinely takes informal feedback from students during the class interaction. In order to get impartial and matured feedback from students, an exclusive feedback format of teacher evaluation by students is taken at the end of the semester. Analysis of the feedback is brought forth during the meeting of the teacher with the principal and trustee and necessary remedial actions are taken. Assignments, Class quiz, and internal test are conducted, to evaluate the students. After the internal test, the marks and the attendance records are sent to the parents immediately by post. Teachers take up extra coaching for students whose performance are below average and also conducts re-test for students who could not appear for the internal test, in deserving cases.

6.5.7   How does the institution communicate its quality assurance policies, mechanisms and outcomes to the various internal and external stakeholders?

The quality assurance policies are displayed at common public places in the campus. Also it is reiterated during the college assembly and at various gatherings like the annual day, sports day, and parent-teacher meet. The quality policies are printed in the college diary, college magazine, placement brochure and displayed on the college website (www.sihainst.com). The initiatives put forth by the IQAC cell are communicated during the assembly, parent –teacher meet and during the alumni meet.

Any other relevant information regarding Governance Leadership and Management which the college would like to include.

There is complete autonomy and each staff is empowered to take decisions befitting their position. The same is discussed and implemented at the earliest as the trustee visits the college on alternate days. Feedback and suggestions from all the stakeholders towards improving the quality is an on-going process.

CRITERION VII:

INNOVATIONS AND BEST PRACTICES

Criteria VII: Innovations and Best Practices

7.1   Environment Consciousness

7.1.1   Does the Institute conduct a Green Audit of its campus and facilities?

The college has initiated more eco-friendly practices such as organic garden, vermi-composting unit. The college has initiated efforts to keep the premises clean by placing bins at appropriate locations and maintaining a litter-free campus. Usage of plastic and plastic bags is discouraged. Paper bags made by the Eco club are in use throughout the campus. Board's related to environmental awareness and cleanliness are placed in various locations in the college campus. A monthly in-house audit is done by the Eco club.

7.1.2 What are the initiatives taken by the college to make the campus eco-friendly?

Energy conservation

The faculties and students are instructed to turn off the lights and fans when they are not in use. The student council representatives and the support staff are also instructed to monitor the same. By sending circulars frequently and by putting up signage boards in the campus, the efforts of saving electricity is in practice. Functions are generally conducted during the day time in the college hall (Utsav) and seminar hall (Manthan) that has natural ventilation. This natural ventilation enables the free air flow providing a comfortable environment. The Classrooms, Seminar hall and Training Restaurant are fitted with glass windows to enable the natural light to come in thereby reducing the use of artificial lighting. Meshes are put up in different labs to enable proper air circulation. Freezers and refrigerators are used optimally and turned off during holidays. CFL lamps are used wherever possible in order to conserve energy.

Use of renewable energy

Composting of refuse and its use as an organic fertilizer is a practice in our college.

Water harvesting

The campus receives good amount of rainfall annually. The requirement of water is largely met by the water from the open well within the campus. During heavy rainfall, the well gets recharged sufficiently due to the natural topography of the land.

Check dam construction

The annual rainfall and the well water are sufficient for meeting the water needs in the campus.

Efforts for Carbon neutrality

The college is working towards reducing the carbon footprint. Students and staff are encouraged to use the free transportation facility extended by the college; one sided paper are reused and discarded. Stationary are used for making paper bags. Organic waste from the kitchen is diverted to the compost pits. More saplings have been planted in the campus to neutralize the effect of carbon dioxide. The dried leaves of trees and plants of our campus are not burnt; instead it is deposited in the plantation patches along the pathway. Emission test certificates for the vehicles of staff and students are made mandatory.

Plantation

- The college conducts 'Vanamahotsava' in association with the Forest department of Mangalore. Trees are planted in the college campus after an awareness talk on importance of afforestation. This activity creates realization and enthusiasm among students towards nature conservation and thus become aware of the need for planting trees to create a healthy green environment.

- 'Navarathna', is the name of the organic vegetable garden of the college initiated by the students. Vegetables, Herbs, Spices, fruiting plants are grown in small patches in various locations in the campus and the manure produced from the compost pit is used as fertilizer for these plants. No chemical fertilizers are used in the garden and the vegetables thus grown are used in the college cafeteria.

- To inculcate a caring attitude towards nature and the environment, the Eco club has initiated 'Adopt a Tree'. As a part of this step, each group of students adopted a patch and nurtures the plantations in the campus.
- The college uses the drip irrigation method for watering the plants in the campus. Thus, conserving water and increasing the moisture content for a longer period.

Hazardous waste management:

The college strives to generate minimal waste and tries to reduce the use of plastics whenever possible. Waste is segregated as biodegradable and non-biodegradable. Use of Pesticides and other harmful chemicals in the garden is replaced by adopting organic methods of gardening. Mild chemicals are used for cleaning and maintaining the campus. Natural insect repellents are used wherever possible.

E-waste management

The college does not have much of e-waste generation. Equipments which do not meet the college quality standards are auctioned out or sent for proper disposal.

7.2   Innovations

7.2.1 Give details of innovations introduced during the last four years which have created a positive impact on the functioning of the college.

Some of the innovative practices in the past four years that has created a positive impact in the college:

- Formation of new clubs namely - The Elixir, Eco club, in the college.
- The Elixir Club - targets at budding wine and spirit connoisseurs, aimed at honing the technical skills as well as providing knowledge about the practical aspects of different beverages. It focuses on enhancing the Food and Beverage service knowledge through various events; it improves the organizing and leadership qualities of its members. Various intra collegiate and intercollegiate

activities conducted by the club help in improving and sharing of knowledge among the students.

- Synergy Club- members of this group discusses the problems of students and finds the solution for the same. Activities of the group include event management, debates, group discussions, public speaking and preparing the students for campus placements.

- Eco club - The club members have initiated various programs to enhance the eco-friendly measures in the campus and maintain clean campus.

- Entrepreneurial Practice -To initiate entrepreneurial practice, students are trained through the various clubs in the College namely- the Elixir Club, Gastronomy Club and Rotaract Club to plan and prepare snacks and beverages and manage the sales and accounting of it, in various outlets in the college. The Student Consumer Cell is managed and run by students. They stocks, sells and maintains the accounts.

- Student Laundry Service - The college has initiated a unique program where in the students are taught commercial laundry operations. The laundry is equipped with Washing Machines, washer Extractor to wash and clean garments such as student uniforms, bed sheets, damasks, aprons etc. The clothes of the students are collected in the morning and returned back in the evening on the same day. It is run by and for the students. The students from various semesters are put on duty rota to run the laundry efficiently. The students who work in the laundry are supervised by the house keeping staff. The funds generated are utilized for purchasing chemicals and various laundry equipments. The students are charged Rs 5/- per piece of Laundry. This does not cover the entire cost of running the Laundry, the deficit is borne by the Management.

- Professional Counselor – An arrangement is made for a Counselor to visit the College to provide professional and personal guidance to the students. This

helps the students who have specific needs. The counselor suggests steps that can be adopted to resolve the problems.

- Student Teacher guardians - A faculty teacher guardian is assigned to provide individual attention to each student. These teacher guardians counsel the students and instill self confidence in them, so as to enable them to cope with academic and non-academic challenges.

- Feedback System from students - Each student, at the end of the semester fills the feedback form through which they evaluate the faculties. A feedback is also taken from the students, two weeks after beginning of semester. This has helped to proactively make changes to the teaching methods.

- Cafeteria Lunch Service-Cafeteria Lunch is prepared and served by the students on every week days. The students from various classes are put on duty rota to prepare and serve food for students and staff. It's an additional training ground for the students to hone their skills in quantity cooking and in food service. Nutritious and wholesome food is provided at subsidized rates in the cafeteria.

- E-newsletter-The college has introduced E-newsletter which has replaced printed SIHA diary. This initiative is eco-friendly and reduces the usage of paper. This is uploaded on our college website.

7.3   Best Practices

7.3.1   Elaborate on any two best practices in the given format at page no. 98, which have contributed to the achievement of the Institutional Objectives and/or contributed to the Quality improvement of the core activities of the college.
The two best practices of the college include conducting remedial classes for the

slow learners and the grooming system which we follow in the college.

Best Practices - I

    1. Title of the practice: Remedial classes for the slow learners

    2. Goal

- To ensure better academic performance of weaker students
- To develop confidence in students to face the exams.

3. Context

It was found that student from vernacular medium found difficulty in grasping and understanding the subjects. Therefore, it was found that extra coaching would be beneficial in such cases. Based on the performance of the students, slow learners are identified and extra coaching is given by conducting remedial classes during the free hours and study holidays.

4. The Practice

Students are informed by the faculty about the remedial classes for their respective subjects. The classes are generally conducted during free hours and study holidays so that the students get undivided attention of the faculty. Topics are selected based on the student feedback. Students are given previous year's question papers to solve and the same is valued and returned back to them with suggestions for improvement. This helps the students to understand the questions and the method of answering. Teachers conduct test at the end of each class to judge the understanding level and progress of students.

5. Evidence of success

Students are appreciated and appraised about their performance. As a result of this, the relationship between the faculty and students has improved and the students gained confidence.

Potential improvements were visible and students had cleared the subjects with better marks. It was also observed that students adopted better learning techniques under the guidance of the teacher.

6. Problems encountered and resources required

There were constraints in time that could be devoted to each student by the teacher, since each student varied in the time required for grasping some topics

Lack of interest among some students

Student absenteeism, as they prefer to go to their native place during study holidays

Best Practices – II

1. Title of the practice: Professional Grooming standards for students

2. Goal
- To create a positive self-image and self-esteem
- To develop the habit of neat, smart and a professional dressing sense

3. Context

The hospitality industry is synonymous with the need for having an elegant grooming sense. Most of our students belong to rural background and, hence there is a need to stress the importance of being presentable at all times and inculcates the habit of dressing neatly and professionally.

4. The Practice

Every morning, faculties and student council members are roistered for grooming check, at the entrance of the college. Students are guided on improving their grooming standards and advised on how to dress well, so that they become aware of the same and rise up to the expected level. As a part of this initiative, a full length mirror is fixed on the wall near the entrance area so that faculty and students can personally check their grooming as and when they pass by.

5. Evidence of success

- The organizations that visited the college for the purpose of campus interviews have given a positive feedback about the grooming standards of our students.

- The students also have been making use of the mirror to check themselves, as and when they pass by.
- It is observed that students have refined their sense of dressing.

6. Problems encountered and resources required

- The first year students being unaware about the dress code in a professional workplace, it takes some time for the students to understand the dire need of dressing well. Students used to come without proper grooming and some of them did not adhere to the prescribed dressing code, which is stressed in the Hospitality industry.
- Financial constraints of the students.
- Shoes not polished well, not well shaven
- The college has invested on purchasing a full sized mirror for personally noting their grooming. The student consumer cell of our college provides shaving razors and shoe polish for the students at an affordable price.

8. Contact details:

Name of the Principal : Amar Z. Cherian
Name of the Institution : Sarosh Institute of Hotel Administration
City   : Mangalore
Pin Code   : 575 007
Accredited Status   : C ++
Work Phone   : 0824-2275861/62 Fax : 0824-2275863
Website   : www.sihainst.com E-mail : sihainst@hotmail.com
Mobile   : +919480571563

Post- accreditation Initiatives

After the first accreditation process, the college has taken initiative to enhance and sustain the quality initiatives. The suggestions by the NAAC inspection committee greatly helped in providing the required directions. In our quest for excellence, amendments have been made to the teaching-learning methodology and modules. ICT facilities were improved and made use of extensively. Teacher guardianing system, soft skill classes and remedial classes were introduced to improve the student's academic and nonacademic growth. Enrichment programs were introduced to provide additional skill/knowledge. Social responsibility, ethics and values were inculcated by means of conducting various seminars and taking up social activities.

The teaching-learning environment in the campus centers around motivating the students to take up the initiative in exploring the subject knowledge by themselves and sharing it with the peer group in the class, with teacher facilitating the learning process. Students are encouraged to take up mini survey projects and research works that is innovative and practical oriented. Enrichment classes in various skills/knowledge are conducted through the various activities of the club. The college has started various committees headed by a teacher and has students as representatives. This has provided a platform for students to communicate, discuss and bring out the best from the students. The college has started a teacher guardian system, to monitor and take care of the each student's academic and non-academic issues.

Industry – Institute interaction is stressed upon in order to open up the vista of employment opportunities to our students and also give them the awareness about the hotel industry and the career options, in order to facilitate them take a right career decision. The training and placement cell has intensified their activities through the Synergy club in order to provide soft skills, better employability skill and prepare them for the industry.

The NSS and the Rotaract club hold various camps, awareness program to benefit the society. Ethics and values are inculcated by holding talks and seminars for the students.

In order to keep the students physically and mentally fit, In-door games, out-door games and gym facilities are provided. A Fine Arts club has been started to nurture the hidden artistic talents of our students.

The college has formed various committees to monitor and evaluate the quality initiatives.

The major quality enhancement initiatives taken up were;

- Use of ICT facilities and greater participation of students in the teaching-learning process.
- Improvement of the infrastructure and procurement of equipments.
- Introduced appraisal system to take feedback from all the stakeholders.
- Holding Remedial class and Bridge course for students.
- The college library has started subscription to EBSCO
- The college library subscribes to national and international magazines and journals.
- The number of workshops conducted by the teacher and student has increased.
- Formative and Summative evaluation is adopted.
- The alumni are encouraged to address our students and guide them.
- The college website is well updated and is a source of information to all the stakeholders.

SAROSH INSTITUTE of HOTEL ADMINISTRATION

AFFILIATED TO MANGALORE UNIVERSITY, APPROVED BY AICTE - NEW DELHI.

DECLARATION BY THE HEAD OF THE INSTITUTION

I certify that the data included in this Self Study Report (SSR) is true to the best of my knowledge.

The SSR is prepared by the Institution after Internal discussion, no part thereof has been outsourced.

I am aware that the Peer Team will validate the information projected in this SSR during the Peer Team visit.

Signature of the Head of the Institution

With the Seal

Place: Mangalore

Date: 24th April, 2015

SArosh Institute of Hotel Administration

UNDERTAKING

This is to certify that Sarosh Institute of Hotel Administration, Mangalore fulfills all norms,

1. Stipulated by the affiliating University
2. Affiliation & Recognition is valid as on date

In case the affiliation/recognition is conditional then a detailed enclosure with regards to compliance of conditions by the Institution will be sent.

It is noted that NAAC's accreditation if granted shall stand cancelled automatically, once the Institution loses its University affiliation or recognition by the Regulatory Council, as the case may be.

In case the undertaking submitted by our Institution is found to be false then the accreditation given by NAAC is liable to be withdrawn.

The undertaking given to NAAC is also displayed on our Institution website.

Principal/Head of the Institution

Place: Mangalore

Date: 25/4/2015