



# **MOTI MAHAL COLLEGE OF HOTEL MANAGEMENT**



Hotel Moti Mahal Annexe, Falnir Road, Mangalore – 575001

## **SELF STUDY REPORT (SSR)** For institutional accreditation

Submitted to  
**NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL**

**P.O. Box No.1075, Nagarbhavi, Bangalore-560072, India**

**January, 2015**

## Philanthropic Leader of the Institution



**Sri. A.J. Shetty, President Laxmi Memorial Education Trust (R)**

A well known industrialist of Dakshina Kannada Sri A. J. Shetty started his successful journey to the domain of excellence from a humble background. He is a business genius inborn and authentic. Even the initial hardship and difficulties could only strengthen the management faculties in him. Sri A.J. Shetty is the CEO of the reputed A.J. group of companies. *Flex-on – the leading spring manufacturers*, the renowned Hotel Moti Mahal, A.J Hospital and Research Center, A.J. Medical College, A.J. Dental College, A. J. Institute of Management, Moti Mahal College of Hotel Management are some of the organizations that reflect Sri. A. J. Shetty's extraordinary vision and management genius.

# Visionary Leader of the Institution



**Sri.Prashanth Shetty, Vice-President, Laxmi Memorial Education Trust (R)**

Sri. Prashanth Shetty is a mechanical Engineer, Securing his B.E. degree from Manipal Institute of Technology, Manipal. Today he has been recognized as a very renowned academic administrator with a blend of knowledge, vision leadership and dignity. Because of visionary leader like Sri Prashanth Shetty, Laxmi Memorial Education Trust, is able to establish and develop a multi-campus network of institutions offering Medical, Dental, Nursing, Para medical, Hotel Management and Business Administrations courses of par excellence and quality.

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# **PREFACE**

## **PREFACE**

It is my privilege as a Principal of the Moti Mahal College of Hotel management, Hotel Moti Mahal Annexe, Falnir Road, Mangalore to present this self study report (SSR) for validation and accreditation. The preparation of SSR started in July 2014. A Steering committee was formed and convener of the committee was identified.

Regular meetings were held with the the faculty, management, Meetings were also held with the Heads of the Departments to discuss the details of the departmental profiles. This self study report is the collective effort of the Management, Staff (both teaching and non-teaching) and students.

I express my sincere thanks to the President and Vice – President of our Laxmi Memorial Education Trust ®, and to other members of management, staff and students and especially to the Steering Committee members and convener who have extended whole hearted support in the preparation of this Self Study Report.

Prof. Nikhilesh Nair

PRINCIPAL

Place : Mangalore  
Date : 22<sup>nd</sup> January, 2015

## **GOVERNING COUNCIL MEMBERS**

### **MOTI MAHAL COLLEGE OF HOTEL MANAGEMENT**

(A unit of Laxmi Memorial Education Trust ®)

MOTI MAHAL ANNEXE, FALNIR ROAD, MANGALORE -575001

**Place: Mangalore**

**Date:**

**31.10.2014**

#### **LIST OF GOVERNING BODY MEMBERS**

1. Mr. A.J.SHETTY - PRESIDENT
2. Mr. A. PRASHANTH SHETTY - VICE PRESIDENT
3. Mrs. SHARADHA J SHETTY - Member
4. Dr. PRASHANTH MARLA - Member
5. Mrs. ASHRITHA P SHETTY - Member
6. Mr. SUNDER SHETTY - Member
7. Mr. NARENDRA NAIK - Member  
(Prof. of Micro – Biology, AJIMS, Mangalore)
8. Dr. T. JAYA PRAKASH RAO - Member  
(Director, A.J. Institute of Management)
9. The Principal - Member  
(Moti Mahal College of Hotel Management)
10. Mrs. Neena Umesh , Asst. Professor - Member  
(Moti Mahal College of Hotel Management)
11. Mr. Atul Vijay P. Asst. Professor - Member  
(Moti Mahal College of Hotel Management)

**NAAC Steering Committee Members**

Chairman: Prof. Nikhilesh Nair

Convener: Mrs. Neena Umesh  
Asst. Professor

Members: Mrs. Shakila Hegde  
Lecturer

Mr. Sudhakar D. Nayak  
Lecturer

Mr. Denzil D'costa

Mr. Nischal Kumar  
Lecturer



## Profile of the faculty members

|                           |                                       |
|---------------------------|---------------------------------------|
| Name of Teaching Staff*   | N I K H I L E S H N A I R             |
| Designation               | Principal & Professor                 |
| Date of Birth             | 15/06/1974                            |
| Qualifications            | DHMCT, MA TOURISM                     |
| Total Experience in Years | Teaching : 11 Years Industry: 8 Years |
| Papers Published:         | NIL                                   |



Papers Presented in Conferences ; NIL

Memberships: CHAIRMAN, OF THE MANGALORE UNIVERSITY EXAMINATION BOARD FOR BHM /BSC HS COURSE FOR THE YEAR 2014.

MEMBER OF THE MANGALORE UNIVERSITY EXAMINATION BOARD FOR BHM /BSC HS COURSE FOR THE YEAR 2013 & 2015.

MEMBER OF THE MANGALORE UNIVERSITY EXAMINATION BOARD FOR BA TRAVEL AND TOURISM MANAGEMENT COURSE FOR THE YEAR 2013.

|                           |                            |
|---------------------------|----------------------------|
| Name of Teaching Staff*   | Mr. Jairam                 |
| Designation               | Professor                  |
| Date of Birth             | 4/1/1952                   |
| Qualifications            | M.com, LLB                 |
| Total Experience in Years | Teaching : 18 Industry: 03 |
| Papers Published:         | Nil                        |



Papers Presented in Conferences: Nil

MOTI MAHAL COLLEGE OF HOTEL MANAGEMENT

Name of Teaching Staff\* NEENA UMESH  
Designation Asst Professor  
Date of Birth 19/09/1966  
Qualifications MCA  
Total Experience in Years Teaching 20 Years  
Papers Published : Nil  
Papers Presented in Conferences: Nil



Industry: Nil

Name of Teaching Staff\* ATUL VIJAY P  
Designation Asst. Professor  
Date of Birth 18/02/1985  
Qualifications BHM, MBA  
Total Experience in Years Teaching 7 YEARS  
Papers Published NIL  
Papers Presented in ConferencesNIL



Industry NIL

Name of Teaching Staff\* Mrs. Shakila Hegde  
Designation Lecturer  
Date of Birth 26.12.1979  
Qualifications BA, BED,PGDCA, MA,MBA  
Total Experience in Years Teaching 8 Years  
Papers Published: NIL  
Papers Presented in ConferencesNIL



Industry

Name of Teaching Staff\* Mr. Sudhakar D Nayak  
Designation Lecturer  
Date of Birth 13/02/1987  
Qualifications BHM  
Total Experience in Years Teaching 04 Years Industry 02 Years  
Papers Published Nil  
Papers Presented in Conferences Nil



Name of Teaching Staff\* Mr. Denzil D'costa  
Designation Lecturer  
Date of Birth 05/12/1988  
Qualifications BHM  
Total Experience in Years Teaching 04 Years Industry Nil  
Papers Published Nil  
Papers Presented in Conferences NIL



Name of Teaching Staff\* Mr. Nischal Kumar  
Designation Lecturer  
Date of Birth 25/10/1987  
Qualifications BHM  
Total Experience in Years Teaching 03 Industry 01  
Papers Published Nil  
Papers Presented in Conferences NIL



MOTI MAHAL COLLEGE OF HOTEL MANAGEMENT

Name of Teaching Staff\* Mr. Sibin G Nair  
Designation Lecturer  
Date of Birth 17/12/1987  
Qualifications **BSC HS**  
Total Experience in Years Teaching 04 Industry  
Papers Published Nil  
Papers Presented in Conferences NIL



Name of Teaching Staff\* Mr. Preetham Sequeira  
Designation Lecturer  
Date of Birth 20/07/1990  
Qualifications BSC HS  
Total Experience in Years Teaching 8 months Industry  
Papers Published Nil  
Papers Presented in Conferences NIL



Name of Teaching Staff\* Ms. Prapthi  
Designation Asst. Lecturer  
Date of Birth  
Qualifications **BCA**  
Total Experience in Years Teaching 02 Industry Nil  
Papers Published Nil  
Papers Presented in Conferences NIL



MOTI MAHAL COLLEGE OF HOTEL MANAGEMENT

Name of Teaching Staff\*

Mr. John D. Lewis

Designation

Lab demonstrator

Date of Birth

Qualifications  
**confectionary**

**Certificate course in Bakery and**

Total Experience in Years    Teaching    04    Industry 20  
Years

Papers Published Nil

Papers Presented in Conferences NIL



## Part - I Institutional Data

### PROFILE OF

### MOTI MAHAL COLLEGE OF HOTEL MANAGEMENT

## B. Profile of the Affiliated /Constituent College

1. Name and address of the College:

|   |
|---|
| <p>MOTI MAHAL COLLEGE OF HOTEL MANAGEMENT</p> <p>Hotel Moti Mahal Annexe, Falnir Road</p> <p>Mangalore - 575001</p> |
|---|

2. For communication:

| <b>Designation</b>                     | <b>Name</b>          | <b>Telephone with STD code</b> | <b>Mobile</b>  | <b>Fax</b>   | <b>Email</b>                |
|--|----------------------|--------------------------------|----------------|--------------|-----------------------------|
| Principal                              | Prof. Nikhilesh Nair | 0824-2428493                   | +91 9916132825 | 0824-2426690 | motimahalchm@rediffmail.com |
| Convener                               | Mrs. Neena Umesh     | 0824-2428493                   | +91 9448158844 | 0824-2426690 | motimahalchm@rediffmail.com |
| <b>Steering Committee Co-ordinator</b> | Mrs. Shakila Hegde   | 0824-2428493                   | +91 9916130178 | 0824-2426690 | motimahalchm@rediffmail.com |

**2. Status of the of Institution :**

|                           |                                     |
|---------------------------|-------------------------------------|
| <b>Affiliated College</b> | <input checked="" type="checkbox"/> |
| Constituent College       | <input type="checkbox"/>            |
| Any other (specify)       | <input type="checkbox"/>            |

**3. Type of Institution : a.**

By Gender

i. For Men

ii. For Women

iii. **Co-education**

b. By shift

**i. Regular**

ii. Day

iii. Evening

**3. Is it a recognized minority institution?**

Yes

**No**

If yes specify the minority status (Religious/linguistic/ any other) and provide documentary evidence.

**4. Source of funding:**

|                       |                                     |
|-----------------------|-------------------------------------|
| Government            | <input type="checkbox"/>            |
| Grant-in-aid          | <input type="checkbox"/>            |
| <b>Self-financing</b> | <input checked="" type="checkbox"/> |
| Any other             | <input type="checkbox"/>            |



5. a. Date of establishment of the college : 10/06/1992

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<br>(dd-mm-yyyy) | Remarks<br>(If any) |
|---------------|------------------------------------|---------------------|
| i. 2 (f)      | Not applicable                     |                     |
| ii. 12 (B)    | Not applicable                     |                     |

(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<br>Institution/ Department/<br>Programme | Day, Month and Year<br>(dd-mm-yyyy) | Validity | Remarks |
|-----------------------|--|-------------------------------------|----------|---------|
| i.                    | AICTE  | 04-06-2014                          | 1 Year   |         |

(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.   | 2.8 acres |
| Built up area in sq. mts. | 3811      |

(\* 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 - **yes**
  - ❖ Gymnasium - **Yes**
- Hostel
  - ❖ Boys' hostel
    - i. Number of hostels : **1**
    - ii. Number of inmates : **85**
    - 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 : 6
- 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 : No

- i. Number of inmates
- ii. Facilities (mention available facilities)

➤ Residential facilities for teaching and non-teaching staff (give numbers available -- cadre wise) : No

➤ Cafeteria : no

➤ Health centre : No

❖ First aid : Yes

❖ Inpatient : ---

❖ Outpatient : A J Hospital and Research center

❖ Emergency care facility : Hospitals nearby college

❖ Ambulance : YES

➤ 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)**

| <i>Sl. No.</i> | <i>Programme Level</i>                  | <i>Name of the Programme/Course</i>       | <i>Duration</i> | <i>Entry Qualification</i> | <i>Medium of instruction</i> | <i>Sanctioned/approved students strength</i> | <i>No. of students admitted</i> |
|----------------|---|---|-----------------|----------------------------|------------------------------|--|---------------------------------|
| 1              | Under-Graduate                          | <b>BHM (Bachelor of Hotel Management)</b> | 4 years         | 10+2                       | English                      | 60   | 42                              |
|                | Post-Graduate                           |   |                 |                            |                              |  |                                 |
|                | Integrated Programmes PG                |   |                 |                            |                              |  |                                 |
|                | 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 |
|-----|

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 | <b>Hotel Management</b> |    |          |

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

a. Annual system

b. Semester system

c. Trimester system

17. Number of Programmes with

a. Choice Based Credit System

b. Inter/Multidisciplinary Approach

c. Any other ( specify and provide details)

|                                     |
|-------------------------------------|
| <b>Credit Based Semester System</b> |
|-------------------------------------|

**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            |                  |    |                     |    |                 |    |          |    |                    |    |                 |    |  |
| Yetto recruit   |                  |    |                     |    |                 |    |          |    |                    |    |                 |    |  |
| Sanctioned by the Management/society or other authorized bodies Recruited | 2                | -  | 1                   | 1  |                 |    | 05       | 01 | 2                  | 6  | 1               | 1  |  |
| Yet to recruit  |                  |    |                     |    |                 |    |          |    |                    |    |                 |    |  |

\*M-Male \*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 |       |
| <b>Permanent teachers</b> |           |   |                     |   |              |   |          |   |       |
| D.Sc/ D.Litt.             |           |   |                     |   |              |   |          |   |       |
| Ph.D                      |           |   |                     |   |              |   |          |   |       |
| M.Phil.                   |           |   |                     |   |              |   |          | 1 |       |
| PG                        | 2         |   | 1                   | 1 |              |   |          | 1 |       |
| UG                        |           |   |                     |   |              |   | 05       |   |       |
| <b>Temporary teachers</b> |           |   |                     |   |              |   |          |   |       |
| Ph. D                     |           |   |                     |   |              |   |          |   |       |
| M.Phil                    |           |   |                     |   |              |   |          |   |       |
| PG                        |           |   |                     |   |              |   |          |   |       |
| <b>Part-time teachers</b> |           |   |                     |   |              |   |          |   |       |
| Ph. D                     |           |   |                     |   |              |   |          |   |       |
| M.Phil                    |           |   |                     |   |              |   |          |   |       |
| PG                        |           |   |                     |   |              |   | 2        | 2 | 3     |

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

1

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

| Categories | 2009-10 |        | 2010-11 |        | 2011-12 |        | 2012-13 |        |
|------------|---------|--------|---------|--------|---------|--------|---------|--------|
|            | Male    | Female | Male    | Female | Male    | Female | Male    | Female |
| SC         |         |        |         |        |         |        |         |        |
| ST         |         |        |         |        |         |        |         |        |
| OBC        | 19      |        | 18      |        | 10      |        | 12      | 1      |
| General    | 21      |        | 5       | 1      | 5       |        | 6       | 1      |
| Total      | 23      |        | 37      |        | 45      |        | 33      | 1      |

**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 | 46  |    |          |       | 46    |
| Students from other states of India                       | 168 |    |          |       | 168   |
| NRI students  |     |    |          |       |       |
| Foreign students  |     |    |          |       |       |
| Total   | 214 |    |          |       | 214   |

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

UG

7%

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.

(b) Excluding the salary component

Rs.



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

If yes, Yes  No

a) is 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.  : Yes  No

**28. Provide Teacher-student ratio for each of the programme/course offered : 1:15 (16:240)**

**29. Is the college applying for**

Accreditation : Cycle 1  Cycle 2  Cycle 3  Cycle 4

Re-Assessment:

*(Cycle 1 refers to first accreditation and Cycle 2, Cycle 3 and Cycle 4 refers to re-accreditation)*

**30. Date of accreditation\* (applicable for Cycle 2, Cycle 3, Cycle 4 and re-assessment only)**

Cycle 1 : (dd/mm/yyyy)

Accreditation Outcome/Result :

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

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

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

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

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

- AQAR (i)
- AQAR (ii)
- AQAR (iii)
- AQAR (iv)

**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 Laxmi Memorial Education Trust ®. Also medical facilities of A J hospital & Research Center can be availed by staff and students.

# **A: EXECUTIVE SUMMARY**

## EXECUTIVE SUMMARY

Moti Mahal College of hotel Management was setup in the year 1992 under Laxmi Memorial Educational Trust ® in order to deliver professional education suitable to the need of students and prepare students for the challenges that they will face in the world and open up opportunities for personal and professional growth and development in order to help them to get good job.

In the span of 20 years the Institute has achieved the success of providing jobs to its students in various National & International hotel chains

1. Curricular aspects:

- Offers 4 Years BHM Degree course with a specialization in Food Production, F&B Service, Front Office, Housekeeping.
- Project work
- Industrial Training
- Vocational Training
- Guest Lectures
- Conferences

2. Teaching , Learning and Evaluation:

- **Academic Calendar**
- Qualified Experienced faculty members
- Maximum ICT Inform of LCD assisted presentation
- Interactive learning through GD, on the spot assignment and seminars.

3. Infrastructure and learning resources:

- Excellent Library about books , E journal
- Reception counter
- EPABX
- Hands-free reservations
- Whitney rack
- Bell desk
- Computer terminal with IDS Fortune Enterprise version, aiming to create tomorrow's professionals.
- Training Front Office Lab
- Training F&B Service Restaurant

- Training Accommodation Operation Lab (Model Guest Room)
  - Basic Training Kitchen
  - Quantity Training Kitchen
  - Advanced Training Kitchen
  - Training Bakery Lab
  - Locker Rooms(Separate For Boys And Girls)
  - Computer Lab
  - Well Stocked Library With National And International Books And E-Journal
  - Counseling Cell.
4. Student Support and Progression:
- Training and Placement Assistance
  - Workshops and Lectures
  - Food Competitions
  - Formation of Different Club
  - Deputing students to participate in academic programme conducted by other colleges.
5. Governance and Leadership
- Functioning through governing council
  - System of budgeting for the academic activity.
6. Innovative practices
- Students are encouraged to organize programmes on their own
  - College celebrate various festivals in the campus
  - Blood donation Camp.

***B: Criterion Wise  
Evaluation Report***

# **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.**

#### **The Vision of Moti Mahal College of Hotel management is**

The institute aims at providing the corporate sector with professionally sound and dynamic professionals in hotel industry who have a vision and ability to meet the challenges of the present day.

#### **Mission**

The mission of the Moti Mahal College of Hotel Management is to provide a full educational experience to students, creating an environment in which students will develop intellectually and personally.

#### **Quality Policy**

Moti mahal College of Hotel Management is committed to impart quality education to produce exemplary results by taking care of present and future needs and expectation of industry

Moti mahal College of Hotel Management constantly strives to become the center of excellence by updating its systems based on the industry needs

#### **Objective of the college**

The Main objectives of the college are to offer innovative academic programme of high quality, in response to the needs of today's rapidly changing society; to prepare its graduates either to eventually assume positions of responsibility in the local or international travel and tourism or hospitality industry or to continue their studies for a higher degree.

Special emphasis is given to continuing education with a view to upgrading the knowledge and skills of travel tourism and hospitality professionals. This



programme is designed to meet the specific and ever changing needs of these expanding sectors of the economy and the continuous increasing demand for qualified hotel professionals.

### **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 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 difficult as curriculum is designed by the University . The staff members holding position as committee members of Board of Studies and Board of Examiners represent to the university suggestions regarding changes in the curriculum development and deployment during the BOS and BOE meetings.

The college plans the academic schedule as per Mangalore University's academic calendar. a teacher prepares lesson plan and teaching plan. Review meetings are conducted by the Principal to monitor the progress of the completion of syllabus. Special classes and remedial classes are conducted for students lagging in understanding concepts and to bring them on par with the rest of the class.

#### **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 encouraged to suggest 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 other institutions and interact with experts from industry and academics to update themselves about the latest trends and skill requirements prevalent, related to their subject area. The college conducts various Faculty Development Programmes on effective teaching Methodology, use of teaching aids like power point and multimedia presentation, time Management. Holding the students attention, making their classes more interactive and interesting.

**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.**

Moti Mahal College of Hotel Management has been widely acclaimed by the students and parents for its training kitchen facility in and around college fraternity in Mangalore. The entire kitchen is well designed, using some of the finest kitchen equipment's, both Indian and Imported. It has effective exhaust and fresh air supply and it is well ventilated. A fire safety precaution is also a part of design.

**The kitchens are mainly divided in four areas:-**

- Basic Training kitchen
- Advanced Training kitchen
- Quantity training kitchen
- Bakery

**Food & Beverage Service lab**

- The restaurant section allows the food service students to understand and carry out their designated mis-en-place duties. These include the polishing of glasses, cutlery and crockery, table layouts and the training in the type of service to be offered: self service, silver service, plated service, Russian service and guerdon service.

### **Front Office lab**

We have well-designed front office with lobby as per the industry design and standard which includes a comfortable waiting area. Where the Guests the guest can meet their visitors and were the training for the students are done.

### **Our Front Office Lab is well equipped with all modern equipment**

- Reception counter
- EPABX
- Hands-free reservations
- Whitney rack
- Bell desk
- Computer terminal with IDS Fortune Enterprise version, aiming to create tomorrow's professionals.

### **Model Guest Room**

The housekeeping lab comprises of a Mock Guest Room where the students are taught various housekeeping procedures like Making of room, Cleaning, and Turndown Service etc. Apart from this Laundry, Ironing, Linen keeping, Stain removal, Flower arrangements also taught as a part of housekeeping assignments.

### **COMPUTER LAB**

Moti Mahal College of Hotel Management has got a modern and sophisticated computer lab with very high specifications of global standards. Our computer lab is loaded with IDS hotel software, globally used in hotels, for learning, CRS, GDS and other related Software utilities of hospitality. Internet facility through leased line is also available in the campus. Interface with computers is must for every student of Moti Mahal College of Hotel Management. Exposure to other multimedia and presentation aids is also given to the students so as to facilitate proper education.

**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?**

College invites the resource persons from the industry as well as academicians from other institutions for Guest lectures and for campus interview. We also send our students to our 3 star Hotel Moti mahal for the Practical training This gives students and staff insight about the desired standards of the industry. The college has teamed up with service organizations and hotels that regularly provide training to our students in various departments, through the ODC scheme, which enhances and fine tunes the operational skills of our students.

In order to cultivate research temper 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.

**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.)**

Regular meetings are conducted about the curriculum feedback received from the stakeholders. The college faculty members ensures that the recommendations are brought to the notice of the university officials, through our faculty members who are the members of BOS/BOE.

**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.**

The college has to follow the curriculum prescribed by the University however

the students are being taught, Computer applications, flower arrangements, Bartending etc.

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

Curriculum contents are well structured and rich in contents. The students are trained to use various approaches to analyze the industry and the competition in depth. They are groomed to industry norms. Different methods of teaching have been adopted for training such as case studies, lectures, seminars, group discussions, presentations, role playing etc and we prepare them as managers. To understand the operational aspects in Hotel from the very first semester, students are sent for in-house training at our Hotel Moti Mahal in order to expose them to have the basic idea of operations in hotels.

- Student academic performance are assessed through internal assessment, assignment and through project work
- The quality of job offered to the students are analysed based on the positions being recruited for, star category of the hotel and the remuneration package.

**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 Moti Mahal College of Hotel Management offers BHM , Course which are self-financed, affiliated to Mangalore University. It has adopted the curriculum designed and prescribed by the University. Apart from that we have Workshops on Flower Arrangements , Vegetable and Fruit Carving, Bartending and Flaring. personality development, aimed at overall development of the student's personality and enhancement of their knowledge.

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

Moti Mahal College of Hotel Management offers only one program BHM (Bachelor of Hotel Management).

**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.**

Yes, the college offers only one self financed program under the Mangalore university namely BHM (Bachelor of Hotel Management). The admission criteria, curriculum, teacher qualification and remuneration is as per the norms of Mangalore university and AICTE.

**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 soft skill, time management, facing interviews. College encourage students to organize and participate in various food festivals and competitions. By this they learn to work

as a team during event. Civic. Managerial and skill oriented workshops and competitions are conducted for the students.

**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 University does not offer any course in hotel management and hospitality science 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. Industrial Visit is arranged where students so that students are able to co relating with the classroom studies.

The quality of the students are enhanced by conducting personality development programs, skill enrichment programs, seminars on managerial, team spirit and leadership quality.

Routine 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 constantly provides facilities to enhance the knowledge and skills of the students based on the needs and expectation of the industry.

The Training 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.

Various activities are conducted under the various clubs to improve student's practical skills. Students are prepared for the jobs interviews by conducting Group Discussion, Mock Interviews.

**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 college makes efforts to integrate the cross cutting issues like Gender, Climate change, Environmental Education, Human Rights, ICT etc, by conducting seminars, workshops.

**ICT:** students are trained on hospitality software ids .

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

- Moral and ethical values
- Employable and life skills
- Better career options
- Community orientation

**Moral and ethical values:** Awareness on various social, moral, and ethical principles. Blood donation camp was organized in the College and many students donated their blood for the social cause. The students are also motivated by way of special lectures to instill moral and ethical values.

**Employable and life skills:** Expert resource persons conduct workshops on communication skills. Workshops are conducted in oral and written communication. Debate and essay writing competitions are held twice in a semester. Students are asked to participate in group discussions which enable them to develop leadership qualities.. They manage the events by organizing for finances, managing the finances and also managing each and every intricacy involved in conducting the event. Final year students are given different responsibilities in organizing various events and activities such as cultural



programmes, competitions, seminars, workshops, and sports.

club trains and conducts workshops and competitions in cookery. Students are trained on bulk cooking in the quantity training kitchen.

**Better career options:** Institutes and universities conducting higher education are invited to the campus to give orientation to our students. The information on higher career options received by the college is displayed on the notice board. The Librarian puts up news clippings about „career options“ on the library notice board and later in the student information file, for reference. The training and placement cell coordinates with various hotels for conducting campus interview.

**Community orientation :** students are involved in community outreach programmes to strengthen their minds and help them empathize with the less privileged. Students conducts visits the various schools and give presentations.

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

The institution has various channels to collect and document responses on the curriculum from the stakeholders. The students express their opinion on curriculum . The inputs are obtained from the stakeholders regularly and further used to improve the overall competency of the students' employability.

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

The IQAC committee monitors and routinely evaluates 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 interacts with the students, parents, alumni, external examiners, academicians and industry professionals; a systematic mechanism is in place to look after the affairs of the feedback process and analysis through the Member Board of Studies. Our faculty members regularly attend workshops and seminars on revision of curriculum. The College can only forward the suggestions given by the faculty members to the University through the Members of Board of Studies. The framing and implementing of the curriculum is in the hands of 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?**

Principal who conveys it to the authority in Mangalore University to put forward the views of the teachers with regard to change in the curriculum for the betterment of students. The institution encourages various stakeholders such as students, alumni, faculty, etc., to give their feedback and communicate it to the University through proper channel. They are minutely scrutinized and analyzed for further improvement. The feedback is discussed in staff meetings which are held every fortnight. The institution participates in curriculum development process through appropriate analysis of feedback given by the various stakeholders from time to time, and assimilates the suggestions in the functional style of the institution. Finally, the institution represents these through various capacities to the University for appropriation of curriculum.

### **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**

### **CRITERIONII: TEACHING-LEARNINGANDEVALUATION**

#### **2.1 Student Enrollment and Profile**

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

- a) Prospectus**
- b) Institutional website**
- c) Advertisement in regional/national newspapers**
- d) Any other(specify)**

**A. Prospectus:**

B. MotiMahal College of Hotel Management designs the prospectus highlighting its distinguished features and programmes.

C. **Institution Website:** The Institute maintains a website namely, [www.motimahalchm.org.in](http://www.motimahalchm.org.in) to provide key information to the public.

D. **Advertisement in Regional/National Newspapers:** Admission notification are published in leading national and regional daily newspapers separately by Institute and by the trust

E. **Any other:** Publicity regarding admission is also done through taking part in admission education fair at various places. There we are distributing college brochures, pamphlet, highlighting the course.

#### **2.1. Explain in detail the criteria adopted and process of admission**

**(i)merit**

**(ii)common test conducted by state agencies and national agencies**

**(iii) combination of merit and entrance test or merit,entrance test and interview**

**(iv)anyother To various programmes of the Institution.**

Admission is based on the following criteria:

- Merit

- Qualifying examination and personal interview
- Category (SC/ST/OBC)
- Women/girl candidates
- Rural background students
- Minorities

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, and 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 with in 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 |       |
|--|---------------|-------|
|  | General       | Other |
| MotiMahal College of Hotel Management    | 45%           | 40%   |
| Sarosh Institute of Hotel Administration | 45%           |       |
| Srinvas College Hotel Management         | 45%           |       |

**2.1.4 Is t 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. 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. The student profiling has helped us identify, familiarize and train students from the first semester onwards.

**Outcome:**

This system of identifying the background details of the student helps in diverting 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 maintain discipline, healthy relationship among the staff and students. Students have accepted the campus as a place for learning and developing their overall personality. For the past four years our students bagged the 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:- Discount allowed to lady candidates from any part of India**

❑ **Differentlyabled**

❑ **Economicallyweakersections**

❑ **Minoritycommunity**

❑ **Anyother**

**SC/ST/ OBC Community:** To increase and improve access to different categories of the student, the college adheres to the university and government norms. They are provided information about the minimum eligibility criteria for admission.

**Women:**The admission committee conducts special admission counseling sessions for girls in women's PU College; to inform, provide details and entertain queries on

the scope of hospitality education for girls. Separate hostel facility is provided for women. **Discount allowed to lady candidates from any part of India**

**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. Fee concession is also extended to this category of students. Examination Fee Concession Provided By Mangalore University Based On Income Certificate

**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/decreaseand actions initiated for improvement.**

| <b>Programme<br/>B.H.M</b> | <b>Numberofapplications</b> | <b>Numberofstudentsadmitted</b> | <b>DemandRatio</b> |
|----------------------------|-----------------------------|---------------------------------|--------------------|
| 2011-2012                  | 60                          | 51                              | 85%                |
| 2012-2013                  | 64                          | 60                              | 94%                |
| 2013-2014                  | 65                          | 60                              | 92%                |
| 2014-2015                  | 60                          | 44                              | 73%                |

There is a decrease in admissions because of increase in new hotel management colleges coming up in Mangalore and Kerala, primarily these being the state from where we used to have students enrolled. The admission committee has taken up aggressive admission counseling activities across colleges in Karnataka and neighboring states. Course details are posted to the PU colleges.

## **2.2 CATERING TO STUDENT DIVERSITY**

**2.2.1 How does the institution cater to the needs of differently-abled students and ensu re a adherentceto 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 programme? If 'yes', give details on the process.**

The institution is well aware of the needs of the students. The College is the Ladder which can help them climb up to the world of aspirations. We admit students of Any caliber in line with the objective "Education for All". Apart from this, before commencement of the programme, a team of teachers Personally contacts the Principals of the senior secondary schools located in the District and requests them to let their students interact with their team of teachers so As to assess the students' needs in terms of Knowledge and Skill. Special counseling is Given to the weak students. Weak students are divided into different groups and each Group is attached to different counselors consisting of teachers, and they motivate them. The semester system commences with a one-week orientation programme for all the Students in which they are guided in the areas of grooming, discipline, anti-ragging, etc.

Pre-admission entrance test and personal interview are also tailored to assess Students' needs in terms of knowledge and skills.

**2.2.3 What are the strategies adopted by the institution to bridge the knowledge gap of the enrolled students (Bridge/Remedial/Addn/Enrichment Courses, etc.) to enable them to cope with the programme of their choice?**

A bridge course module is conducted for students lacking the proficiency in certain subjects like English, French, Accounting and Statistics, to bridge their basic knowledge gap. Enrichment courses like Personality development programs, Quality Life skills, are conducted to enhance student's personality and groom them professionally. The English Language lab is also provided for the first semester students to improve their fluency in English. 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, 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 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 women cell is constituted in the college to look into 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.

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

**Feedback:** Teachers identify the advanced learners during their lectures in Classroom by means of getting feedback from the students, either oral or Written.

**Session Design:** Lesson plans are tailored in such a way that classes end in question-answer

Sessions, which enables the teacher to sort students out.

**Evaluation (Monthly tests, viva voce, assignments, etc.):** Students are subjected to various methods of evaluation like signaled answers, vocal responses, sample individual responses and written tests after each chapter. Based on their performance, students are identified as slow and advanced learners.

**2.2.6 How does the institute collect, analyze and use the data and information on the academic performance (through the programme duration) of the student at risk of dropout (students from the disadvantage section of society, physically challenged, slow learners, economically weaker sections etc. Who may discontinue their studies if some sort of support is not provided**

The class coordinator collects data about the performance of their student meets, their academic performance, feedback from their parents, feedback from the other teachers, student behaviors during the course of studies. Student who does not seem to cope up with the pace of learning are helped by the class co coordinator 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.

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 organize the teaching, learning and evaluation schedules?**

#### **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, 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 weekly report 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 teaching–learning process.**

IQAC was established It provides the development and application of quality, benchmarks/parameters for the various academic and administrative activities of the institution.

### **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 College offers a lot of support services to its teachers for making the learning student centric. The College has well-equipped library which has latest books and journals which teachers use efficiently to provide comprehensive and latest information to the students. Apart from this, students participate in group discussions, debates, presentations and seminars. Since the College is wi-fi connected, it is comfortable for staff to the latest developments in their respective fields of study.

**Feedback-based teaching - learning process:** Feedback is at the heart of the teaching-learning process in our institution, making it as student centric as possible. Teachers perform the role of guides and facilitators. A lot of classroom and laboratory activities are tailored to ensure hand-on experience to the students, either individually or as groups. Making PowerPoint presentations, collecting information from the Internet, making demonstrations on stage, etc., are all highly student centric. Teaching methods assignments, projects, workshops, seminars, conferences, etc., are all planned in such a way that students literally run the show with able guidance and encouragement from teachers

#### **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.

**Collaborative 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

**Individual Responsibility:** The College conducts many events throughout the Semester, and all events are handled independently by students, with minimal supervision by staff members. This is an extension of emphasis on student centricity from the classroom to outdoor activities. The best example is the various activities we conduct annually, Students of BHM Departments, led by final year students, share responsibility equally and carry it to successful completion. Students involve in ticket design, publicity planning, acquiring sponsorship, pamphlet distribution, banner erection, door-to-door sales and follow-up, etc. students take care of deciding menu, ticket pricing, purchase of food items, manpower deployment for security, front office, housekeeping, production, service, etc. This is a month-long process which greatly helps students learn the tricks of the trade in an environment mirroring actual business/industry conditions; with a need to take on the-spot decisions and solve day-to-day operational problems quickly and efficiently. The fest is just one example. Our College Day, Fests, cultural and sports, and students

become seminars/conferences/workshops all follow the same student-centric approach, helping independent, industry-ready individuals.

**2.3.4 How does the institution nurture critical thinking, creativity and scientific temper among the students to transform them in to lifelong 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. Entrepreneurial training is imparted by organizing in-house competitions, food festivals, encouraging students to play an active role in day today 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. To transform them into lifelong learners and innovators, students are encouraged to conduct in-house workshops..

**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 Programme and technology Enhanced Learning (NPTEL) and National Mission on education through Information and communication technology (NME-ICT), open educational resources, mobile education etc.**

There are various facilities available and used by the faculty for effective teaching like having a full fledged Food and Beverage Production Lab, Food and Beverage Service Restaurant, Bakery and confectionery, Quantity training kitchen, Model guest room, and front office, Computer lab with Integrated Data System (IDS), Hotel

software package and English language Lab are 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.

### **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/benefited) on the academic, personnel and psycho-social support and guidance services (Professional counseling/mentoring/ academic advice) provided to students?**

There is provision for class coordinator is advisors for each class for academic and personal guidance. The students are divided into groups, and each group is provided with a counselor to provide academic and personal guidance to weak students. It is done at all levels of courses and in all divisions. The class coordinator carefully monitors the regularity of attendance, participation in seminars and other activities; also, internal tests and semester examinations are taken in to account. Accordingly, students are advised to improve with the help of remedial/corrective action. The students who seek psychological support/boosting or candidates who are psychosocially left out are given psychological counseling by the class coordinator.

**Counseling: class coordinator is a full-time student counselor who identifies and satisfies students' psychosocial, personal and academic needs on a day-to-day basis.**

**Further counseling will be referring to Psychiatric department in A.J. Institute of Research centre, Mangalore.**

Class coordinator: class coordinator is constantly monitor students on academic, professional and personal. Feedback and documentation ensure that we keep track of each student's progress in all regards. Many students who needed assistance in personal/academic/professional matters have been mentored appropriately, thereby enabling them to handle their situations better and come out of difficult situations gracefully, not to mention learning lessons for life and building confidence and strength of character from these experiences.

**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 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. 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. 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 institution boasts a well-stocked library with division to ensure easy, quick and efficient access to desired data. The library continues to provide the following current awareness services in order to alert users to latest information of their interest.

☒☒List of new entries

☒☒Useful articles/journals

☒☒News Items

The catalogues from different publishers are filed. Heads of departments can orderbooks from these catalogues. The range of subjects represented by the library collection reflects our institution's ever growing zeal for newer areas of study and research. Some faculty members have their personal collections of large numbers of books, and they share the same with colleagues and students. They also utilize the wi-fifacility to update their knowledge through Laptops. Students are encouraged to utilize the library. Two hours of library time are incorporated into the timetable of each class, and teachers assist students in choice of books/topics during these hours. Students are issued library cards and can borrow books of their choice. In essence, the Library has truly become what we intended it to be - a great place for acquiring new knowledge, enriching existing skills and knowledge, and being exposed to newer fields of study and research, in addition to being "connected" to the outside world through the Internet.

### **2.3.10 Does the Institution face any challenges in completing the curriculum within the planned time frame and calendar? If “yes”, elaborate on challenges encountered and the Institutional approaches to overcome these.**



The institution has not faced such a situation till date as all the faculty members complete the syllabus in time. Lesson plans (weekly, monthly, and hourly) are prepared well before the commencement of the semester by each teacher to avoid any ambiguity. However, if due to some unavoidable circumstances they are unable to complete the syllabus on time, they take extra classes in the evenings to complete the syllabus.

### **2.3.11 How does the Institute monitor and evaluate the quality of teaching learning?**

The performance of teachers is judged based on the following criteria:

Results achieved by students in the monthly test, preparatory examinations and Semester examinations. Surprise visits by the Principal and other senior lecturers to classes for real-time assessment of teaching quality.

Performance appraisal of each faculty member is sent to the Management every year,

The criteria for appraisal being results of the students, regularity, punctuality and cooperation in College activities. The Management is very strict and uncompromising

regarding the quality of teaching. It arranges corrective programs for teaching and non-teaching staff to ensure students' learning process is not hampered at any point.

The quality of teaching-learning is of utmost importance to the institution.

## **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 curriculums?**

The College strives to recruit and retain teachers who are competent, experienced and experts in their respective fields of study. The College is always ready

to absorb the best teachers available. The College finds new and able teachers by way

of reference from other teachers and experts in the area. Students are absorbed as faculty members if they are found to be exceptional. The College also advertises in local newspapers and in national newspapers in order to reach the best teachers available in other states. The merit list is prepared on the basis of demo classes/sessions and on personal interview. These are conducted by an expert panel consisting of two subject experts, the Director and the Principal of the College. Then, the most competent candidates are selected. After giving them the appointment letters, approval is sought from Mangalore University. To retain existing staff members, they are paid salaries according to their grades and competence. Staff members are also provided minimum facilities like medical leave, casual leave, TA/DA for attending seminars/conferences, insurance, etc. Study leave is provided for pursuing higher studies.

| Highest qualification     | Professor |        | Asst. Professor |        | Lecturer |        | Total |
|---------------------------|-----------|--------|-----------------|--------|----------|--------|-------|
|                           | Male      | Female | Male            | Female | Male     | Female |       |
| <b>Permanent teachers</b> |           |        |                 |        |          |        |       |
| D.Sc./D.Litt.             |           |        |                 |        |          |        |       |
| Ph.D.                     |           |        |                 |        |          |        |       |
| M.Phil.                   |           |        |                 |        |          |        |       |
| PG                        | 02        |        | 01              | 01     | 06       | 02     | 12    |
| <b>Temporary teachers</b> |           |        |                 |        |          |        |       |
| Ph.D.                     |           |        |                 |        |          |        |       |
| M.Phil.                   |           |        |                 |        |          |        |       |
| PG                        |           |        |                 |        |          |        |       |
| Part-time teachers        | Male      | Female |                 |        |          |        |       |
|                           |           |        |                 |        |          |        |       |
| Ph.D.                     |           |        |                 |        |          |        |       |
| M.Phil.                   |           |        |                 |        |          |        |       |
| PG                        | 01        | 02     |                 |        |          |        | 03    |

**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)? Provide details on the efforts made by the Institution in this direction and outcome during the last three years.**

**N.A**

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

**a) Nomination to staff development programmes**

| <b>AcademicStaffDevelopmentProgrammes</b>   | <b>Numberoffaculty nominated</b> |
|---|----------------------------------|
| Refresher courses                           |                                  |
| HRDprogrammes                               | 01                               |
| Orientationprogrammes                       | 16                               |
| Staff trainingconductedbythe university     | 02                               |
| Staff trainingconductedbyother institutions | 05                               |
| Summer/winterschools,workshops,etc.         | 04                               |

**b) Faculty Training Programmes organized by the Institution to empower and enable the use of various tools and technology for improved teaching – learning, Teaching – Learning methods/approaches.**

**Teaching learning methods/approaches:** The college conducts various in-house training program 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

**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-assessment report is an important yardstick used for faculty promotion. It also gives a picture of the needs of the faculty in terms of their research and other activities. Suggestions to improve the academic system, provided by the faculty through the self –assessment report, are also taken into account by the College.

### **Cross Cutting Issues**

**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. the college takes up initiatives in conducting various community services like beach cleaning program, blood donation camps,, visiting – orphanage homes. Human rights committee was formed to create awareness about the importance of human rights, social responsibility.

### **Audio-Visual Aids/Multimedia**

Lecturers conduct classes by using multimedia gadgets like projector, LCD monitors, speakers, etc. We have latest computer-aided packages as per our requirement. Recently, the College has constructed multimedia Conference Hall which boasts of state-of-the-art facilities with good audio-visual equipment.

### **Teaching-Learning Material Development, Selection and Use**

The teachers of our Institute are given free access to Internet. This helps them collect learning material from the Internet and other sources. The College has a well-stocked library which contains thousands of books on various subjects. This apart, the College organizes seminars and conference, which help as learning resources for the faculty. Need-based assistance and clarifications are offered by the Faculty from the department of Computer Science. This department regularly conducts training programmes for faculty members to impart basic computer knowledge. Also, this department conducts one-day workshops on the use of audio-visual devices and laptops in classrooms to empower the teachers.

**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 FacultyInvited as resource persons in workshops/Seminars/Conferences organized by external professional agencies.**

10 %

**Participated in external workshops/Seminars/Conferences recognized by National/International Professional bodies.**

10%

**Presented papers in Workshops/Seminars/Conferences conducted or recognized by professional agencies.**

NIL

**2.4.4 What policies/systems are in place to recharge teachers? (e.g. providing research grants, study leave, support for research and academic publications teaching experience in other National Institutions and specialized programmes, Industrial Engagements, etc.)**

The institution extends full support for the professional development of the faculty. The College encourages all the faculty members to participate in various seminars and one-day conferences in order to broaden their outlook. They return and

share their experiences with the students and other faculty. They are also free to use thewi-fi facility at our College to stay abreast of latest innovations in teaching.

Lecturers use modern techniques of teaching like multi-media laptops, projectors, educational CD's, and latest software.

**2.4.5 Give the number of Faculty who received awards/recognition at the State, National and International level for excellence in teaching during the last four years. Enunciate how the Institutional culture and Environment contributed to such performance/achievement of the Faculty.**

NA

**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 teaching –learning process?**

Feedback form mainly focuses on the various teaching skills of faculty members, like presentation, communication, knowledge, content coverage, innovative practices and laboratory work. Any faculty member lacking in any of the following aspects is subjected to appropriate corrective action and counseling.

## **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 brief information about the evaluation process is explained to the students and parents during the orientation program, parent teacher meet and during the student assembly. The evaluation process is discussed and explained to all the faculties at the beginning of the semester and prior to the conduct of the Internal test and model exams by the Examination committee. The regulations and instructions issued by the university are circulated among the staff and students for information and a copy is displayed on the University notice board.

**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 re-addressal of their grievance regarding clarification/allocation of marks.
- 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 studentThe initiative taken by the college is as follows;



**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.

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 adapted to measure student achievement. Cite a few examples which have positively impacted the system?**

**Formativeevaluation:**

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 includes

- 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 festival, annual theme dinner
- Involvement in Youth Red Cross Society .

**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

**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, 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 mentor through frequent interaction and counseling.

**Academic Performance:** There is only one course offered. The implementation of effective teaching learning process has helped in securing University ranks, by the students. The status of the ranks secured for the last four years are as follows:

**University Toppers Since 2010**

| <b>Name of the student</b> | <b>Year</b> | <b>Rank</b> |
|----------------------------|-------------|-------------|
| NIL                        | 2010        | NIL         |
| Rohithcasteli<br>no        | 2011        | 1           |
| NIL                        | 2012        | NIL         |
| Rahul s. Nair              | 2013        | 1           |
| AdlinGladson<br>Walder     |             | 2           |
| Olivia Maria<br>Barnas     | 2014        | 1           |

**2.5.6 Detail on the significant improvements made in ensuring rigor and transparency in the internal assessment during the last four years and weight ages assigned for the overall development of students (weight age 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 20 marks are assigned based on the performance of 2 internal tests or 1 internal test & 1 assignment. The marks awarded for various internal assessments are read out in the class and a copy is displayed on the notice board, to ensure complete transparency in the internal assessment.

**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.

1. Written Assessment – improves the flow of thought and expression
2. Practical Skill Assessment - results in better understanding and fostering creativity
3. Field Work Assessment (Outdoor Catering) – students are sent for ODC to gain practical knowledge
4. Group Assessment - promotes team work and leadership qualities
5. Attendance /Conduct – leads to regularity, punctuality and self-discipline
6. 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 collegenotice board. In case of any discrepancies, the students are free to approach their teacher, class teacher, examination cell and it is attended to immediately. We have as such not had any major 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?**

Yes, college is conducting orientation program, student assembly, workshops and seminars, annual day and staff meeting; which helps in creating the awareness among student and staff.

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

- 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.

- Students are encouraged to participate cultural events , competitions and workshops by various college or university.

**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. 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 organizations.

- The 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 department 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 inter collegiate competitions. This helps in developing creativity and self-confidence among the students.

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

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
- 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 monitors the students 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 hone 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 college.
- The grooming standards of the students are inspected at the college entrance by teachers and members of faculty council each day.
- Installing the biometric unit to monitor the punctuality of the lecturers.

- 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 student council during various occasions and events.

## **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 research center/s of the affiliating University or any other agency / organization. However students are encouraged to take up minor project work related to their curriculum on various topics. .

#### **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 among staff and students.

Principal – Chairperson

Convener

Departmental heads

2 members from the student council

The recommendations of the research committee are implemented as follows

- students are encouraged to do the hotel related mini survey projects.
- 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; Students and teachers are motivated to participate in seminars and conferences.

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

College helps in procuring additional books and journals in the library.

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?**

- Students are given orientation on how to select a research topic, write a research project.
- 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 e-journals is encouraged among the students

**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.**

Minor survey research work is given as assignment to students which is monitored and guided by teachers.

**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.**

Training Programme has been conducted by giving them a presentation on research culture.

**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 teachers also make use of the E-journals available. The college library contains many national and international journals. Internet and computer facility is provided for the teachers.

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

The college invites Guest lecturers to interact with the students.

**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?**

Teachers doing post graduation and other further studies are provided study leave during examination. 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.

**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)**

**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.**

Management sponsor students and faculty members to attend various seminars.

**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 appreciates and is always willing to provide financial assistance

for research work. Registration fee, TA, DA are given for the students and faculties who participate in the national and international research seminars and conferences.

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

Students are financially supported by allowing students to use the Ingredients, equipments and lab facilities 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 in the area of tourism.

**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.
- Computer and internet facilities .

**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.**

NO

**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.**

No

### **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 facilities  
Subscription to E-Journals, hospitality and research journals
- Computer and Net facilities are provided
- Lab facilities and equipments 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 college provides infrastructural facilities to meet the various needs of the researchers like,

- Computer facility,
- internet facility.
- E-Journals

#### **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

#### **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 Hotels where they undergo their industrial Training.

#### **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, photocopying facilities, for researchers.



**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.**

- Computer lab with Wi fi facility
- Basic Training Kitchen
- Quantity Training Kitchen

### **3.4 Research Publications and Awards**

**3.4.1 Highlight the major research achievements of the staff and students in terms of**  
NA

**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?**

No

**3.4.3 Give details of publications by the faculty and students: •**

**Publication per faculty :**

**3.4.4 Provide details (if any) of**

- **Research awards received by the faculty: NO**
- **Recognition received by the faculty from reputed professional bodies and agencies, nationally and internationally : NO**
- **Incentives given to faculty for receiving state, national and international recognitions for research contributions: NA**

### **3.5 Consultancy**

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

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

NA

**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 permitting special leaves.

**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.

**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?**

NA

**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 gifts are distributed to orphanage and old age home, health checkup camps are conducted for students.

Regular blood donation camp is organised, wherein the students and staff donate blood.

**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 awards during annual day.

**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 - parents, industry professional, resource persons, perception on the overall performance and quality of the institution by Feedback from hospitality professional is taken whenever they visit the college for campus placement.

**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.**

Programmes are conducted under the clubs and budgets are prepared by the club members.

**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 promote students and faculty participation by giving them appreciation certificates. Their active participation carries marks and attendance.

**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?**

NA

**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.**

**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?**

Students conducts cleaning camps nearby areas. Blood donation camp organized in the college

**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.**

Blood donation camp was organized in association with the Red Cross unit. Workshops on cooking techniques, fruit and vegetable carving were organized for children in association with Manipal School.

**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.**

### **3.7 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.**

Students take up research project in hotels where they undergo industrial training.

**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.**

NA

**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
- Additional Bakery and Confectionary training beyond the syllabus requirement is provided to students
- IDS software installed for training the student in hospitality software
- Gym and sports facilities is available
- Mentoring system and counseling session for the students, to take care of the individual student"s problem

**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. NA**

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

- a) Internship/ On-the-job training:** The training and placement cell collaborates with major reputed hotels for industrial training.
- 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 other college are invited to deliver guest lecture for students of other hotel management college.
- e) Student Placement:** Training and placement committee of the college prints and sends placement brochure to more than 100 reputed hotels and organizes placement interview in and off the campus.

**f) Introduction of new course : Only BHM**

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

The IQAC of the college proactively plan for collaboration and linkages for research consultancies and extension activities with other colleges and hotels through the activities of various committee and clubs.

**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?**

As per the AICTE and University stipulation the college has adequate infrastructure. 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.

### **INFRASTRUCTURE**

The art of Professional teaching has changed, considering this, we at Moti Mahal College of Hotel Management has developed our infrastructure and its departments in accordance with the hospitality industry norms. We follow the norms prescribed by the AICTE, New Delhi and Mangalore University . We are equipped with the state of the art Practical labs. Our Computer Lab is equipped with the latest hospitality operational software; IDS and by e-teaching. We also have an established placement cell, which maintains a data bank of Passed out students and we help them to get placement in Star Hotels . I can proudly say that most our students are well placed in the hospitality sector in India and abroad.

### **WE OFFER THE FOLLOWING FACILITIES**

Training Front Office Lab

Training F&B Service Restaurant

Training Accommodation Operation Lab (Model Guest Room)

Basic Training Kitchen

Quantity Training Kitchen

Advanced Training Kitchen



Training Bakery Lab

Locker Rooms(Separate For Boys And Girls)

Computer Lab

Language Lab

Well Stocked Library With National And International Books And E-Journal

Counselling Cell.

## **LEARNING RESOURCES**

Learning at every level is enhanced and achieved through industrial visits, guest lectures and interaction with eminent personalities from industry and academics. Well-equipped and spacious laboratories with the latest equipment's are provided for imparting practical training. Selection process of faculty is purely based on experience and qualifications prescribed by the affiliating University. Continuous assessment of teaching quality is taken through student feedback. Assessment of students is done through periodic tests, assignment and final examination as per the university norms.As per the policy, regarding creation and enhancement of infrastructure and facilities, it is liberally sanctioned, based on the requirements, student strength and the feedback from the stakeholders.

### **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.**

**Instructional Area**

| <b>Particulars</b>       | <b>Number of rooms</b>          |                                     | <b>Carpet area of each room</b> |  |
|--------------------------|---------------------------------|-------------------------------------|---------------------------------|--|
|                          | <b>Requirement as per norms</b> | <b>Available in the institution</b> | <b>Requirement as per norms</b> | <b>Available in the Institution (Sq.M)</b> |
| Class Rooms              | <b>03</b>                       | <b>04</b>                           | <b>198</b>                      | <b>281</b>                                 |
| Tutorial Hall            | <b>02</b>                       | <b>02</b>                           | <b>72</b>                       | <b>72</b>                                  |
| Drawing Hall (*)         | <b>NA</b>                       | <b>-</b>                            | <b>-</b>                        | <b>-</b>                                   |
| Computer Centre          | <b>1</b>                        | <b>1</b>                            | <b>75</b>                       | <b>82.9</b>                                |
| Library                  | <b>1</b>                        | <b>1</b>                            | <b>150</b>                      | <b>156</b>                                 |
| Laboratories & workshops |                                 |                                     | <b>1425</b>                     | <b>1959.43</b>                             |
| <b>Total</b>             |                                 |                                     | <b>1920</b>                     | <b>2551.33</b>                             |

**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.**

**Building**

1. Available Built up area per student 18.19sqm
2. Total Built up Area for the existing programme(s)

| <b>Particulars</b>                | <b>Area required as per norms (Sq.M)</b> | <b>Building with RCC Roof (Sq.M)</b> |
|-----------------------------------|--|--------------------------------------|
| Instructional Area (Carpet Area)  | 1785                                     | 2551.33                              |
| Administrative Area (Carpet Area) | 210                                      | 200.29                               |
| Amenities (Carpet Area)           | 420                                      | 259                                  |
| Circulation & Others              | 945                                      | 800                                  |
| <b>Total</b>                      | <b>3360</b>                              | <b>3810</b>                          |

**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). NA**

**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 1kms off the campus premises at AJ apartments with a capacity of 84 students and a separate room for the warden. The girls hostel is situated 4 kms away from the college with a separate room for the warden.

**Recreational facilities :** A Mess hall with T.V facility,

**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 A.J Hospital. In case of emergencies, students are taken to. A J Medical Research centre

**Library facility in the hostels :**Not available

**Internet and Wi-Fi facility :**Not available

**Available residential facility for the staff and occupancy :**No provision

**Constant supply of safe drinking water :**Yes, there is a borewell for the inmates of the hostel.

**Security** :There is 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 AJ hospital. The students and staff are covered under the “Medicare” scheme. Service of the doctors are 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.**

| <b>S.I</b> | <b>Unit/ Location</b>                                      | <b>Faculty Incharge</b> |
|------------|--|-------------------------|
| 1.         | Internal Quality Assurance Cell (IQAC), Principal's Office | Mrs. Neena Umesh        |
| 2.         | Grievance Redressal Unit, Production dept                  | Mr. Sudhakar            |
| 3.         | Women's Cell, Staff reading room                           | Mrs Shakila             |
| 4.         | Counselling and Career Guidance, Board room                | Mr. Nikhilesh           |
| 5.         | Placement Unit, Board room                                 | Mr. Nikhilesh           |
| 6.         | Health Center, Housekeeping Dept.                          | Mr. Preetham            |
| 7.         | Canteen, Campus  | Mr. sabin               |
| 8.         | Auditorium, Campus   | Mr. sabin               |
| 9.         | Staff Room/Recreation, Campus                              | Mr. Nischal             |
| 10.        | Student Center, Boys' and Girls' Common Room               | Mr. John                |
| 11.        | Safe Drinking Water Facility (RO), Campus                  | Mr. Denzil              |

## 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?

The institution has a very effective and efficient Advisory Committee. The composition of the Library Advisory Committee is as under:

- |                                   |   |
|-----------------------------------|---|
| • Prof,Nikhilesh Nair             | Principal &   |
| • Ms.Susheela.S                   | Librarian   |
| • Mr.Atul Vijay (Asst.Professor)  | F&B Service & Food Science,<br>Hygiene & Sanitation |
| • Mr.Sudhakar Nayak(Lecturer)     | F&B Production                                      |
| • Mr.Jayaram(Asst.Professor)      | Management Subjects                                 |
| • Mrs.Neena Umesh(Asst.Professor) | Computer Science                                    |
| • Mrs.Hemalatha(Sr.Lecturer)      | English   |
| • Ms.Jessica (Sr.Lecturer)        | French  |

The advisory committee discusses and finalizes the infrastructural and Academic requirement of the library & chalks out the strategy regarding the Working of the library affairs so that the facility can be utilized to the maximum extent by the staff and the students. They also advise the Principal on purchase of books and journals. For students' reading room, the Advisory Committee gives advice for maintenance.

Newspaper and Journals stands in the library provide an access to research, news and other information to the students/readers.

**4.2.2 Provide details of the following:**

- **Total area of the library (in Sq. Mts.)**
- **Total seating capacity**
- **Working hours (on working days, on holidays, before examination days, during examination days, during vacation)**
- **Layout of the library (individual reading carrels, lounge area for browsing and relaxed reading, IT zone for accessing e-resources)**

|    |   |             |
|----|---|-------------|
| 1  | Total Area of the Library                         | 156 sqmt.   |
| 2  | Total Seating Capacity                            | 60          |
| 3  | Working Hours – Daily                             | 9 AM – 5 PM |
| 3a | Before Examination Days                           | 9 AM – 5 PM |
| 3b | During Examination Days                           | 9 AM – 5 PM |
| 3c | Vacations:  | 9 AM – 5 PM |
| 3d | National Holidays & Holidays as per B.U. Calendar | Closed      |
| 4  | Layout of the Library Plan Attached               |             |



**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 Principal of the College circulates a notice and requisitions for books are invited from all the head of departments. Every department of the College is asked to submit the lists of books, magazines and journals to be purchased with reference to new syllabi and current needs of the students. The lists are forwarded to the librarian. A purchase committee is constituted. The members of book purchasing committee are sent to purchase books, magazines and journals from different sources. Whenever any book fair is held, the College makes necessary arrangements for the purchasing of the books. The amount spent on procuring new books etc. during the last four years is as under:

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

- **OPAC**
- **Electronic Resource Management package for e-journals**
- **Federated searching tools to search articles in multiple databases**
- **Library Website**
- **In-house/remote access to e-publications**
- **Library automation**
- **Total number of computers for public access**
- **Total numbers of printers for public access**
- **Internet band width/ speed □2mbps □10 mbps □1 gb (GB)**
- **Institutional Repository**
- **Content management system for e-learning**

➤ **Participation in Resource sharing networks/consortia (like Inflibnet)**

**4.2.5 Provide details on the following items:**

|          |   |                      |
|----------|---|----------------------|
| <b>1</b> | Average number of walk-ins                            | <b>25-30</b>         |
| <b>2</b> | Average number of books issued/returned               |                      |
| <b>3</b> | Ratio of library books to students enrolled           |                      |
| <b>4</b> | Average number of books added during last three years | <b>500 per annum</b> |
| <b>5</b> | Average number of login to OPAC                       | <b>NIL</b>           |
| <b>6</b> | Average number of login to e-resources                | <b>NIL</b>           |
| <b>7</b> | Average number of e-resources downloaded/printed      | <b>NIL</b>           |
| <b>8</b> | Number of information literacy trainings organized    |                      |
| <b>9</b> | Details of “weeding out” of books and other Materials |                      |

**4.2.6 Give details of the specialized services provided by the library**

\* **Reprography**

\* **ILL (Inter Library Loan Service)**

\* **Information deployment and notification (Information Deployment and Notification)**

\* **Download**

\* **Printing**

\* **Reading list/Bibliography compilation**

\* **In-house/remote access to e-resources**

\* **User Orientation and awareness**

\* **Assistance in searching Databases**

\* **INFLIBNET/IUC facilities**

|    |   |            |
|----|---|------------|
| 1  | Manuscripts                             | <b>NO</b>  |
| 2  | Reference                               | <b>YES</b> |
| 3  | Reprography                             | <b>YES</b> |
| 4  | ILL                                     |            |
| 5  | Information Deployment and Notification |            |
| 6  | Download                                | <b>NIL</b> |
| 7  | Printing                                | <b>YES</b> |
| 8  | Reading List/ Bibliography Compilation  |            |
| 9  | In-House /Remote access to E-resources  | <b>NO</b>  |
| 10 | User Orientation and awareness          | <b>NO</b>  |
| 11 | Assistance in searching Database        | <b>NO</b>  |
| 12 | INFLIBNET/IUC facilities                | <b>NO</b>  |

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

Helpful library staff is also accessible to help students and teachers in finding the books. They keep the library noise free so that serious studies could be carried out in the library. The staff provides the list of catalogues of various publishers to teachers so that new and relevant books can be purchased for library. The students are helped by the library staff to access the books they desire. The supporting staff is always on its toes to help the staff as well as the students in the library.

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

Library has a separate section on the ground floor for such students. The section in charge helps such students every possible way. The physically challenged students are given top priority for issuing the books. The books in the Braille, audio cassettes/C.Ds are provided to the visually handicapped students. This besides, the students who are visually impaired are provided audio cassettes/C.Ds for their course/syllabi. The physically handicapped students are helped by the staff which provides them books or study material in the multipurpose hall located on the ground floor.

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

The library has installed a Suggestion Box. Every month the suggestions are deliberated by advisory committee and acted upon. Each month, an interactive session is held by advisory committee with students to get feedback for improving

the library services. In the beginning of the session the students are taken to the library by their teachers and shown respective books regarding their subjects. Any suggestions given by new students are also sent to the advisory committee for action.

### **4.3 IT Infrastructure**

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

- **Number of computers with Configuration (provide actual number with exact configuration of each available system)**
- **Computer-student ratio**
- **Stand-alone facility**
- **LAN facility**
- **Licensed software**
- **Number of nodes/ computers with Internet facility**
- **Any other**

|   |  |   |
|---|--|---|
| 1 | Number Of Computers With Configuration (provide actual number with exact configuration of each available system) | 48 Computers with MS Windows 7 Professional (Service Pack 1), i3-3220, CPU @3.30GHz, 2 GB Ram |
| 2 | Computer – Student Ratio   | 1:1   |
| 3 | Stand Alone Facility   |   |
| 4 | LAN Facility   | Yes   |
| 5 | Licensed Software  | Yes   |
| 6 | Number Of Nodes /Computers with Internet Facility<br>Yes   | Yes(41 Computers)   |

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

Internet service is available in the College for faculty and students. There are 48 computers with the facility of Internet in each. The Principal office, the Administrative Block and all the departments have the facility of internet. The ratio of computer and the students is approximately 1:1.

### **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 facility 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 facility.

### **4.3.4 Provide details on the provision made in the annual budget for Procurement, up gradation, deployment and maintenance of the computers and their accessories in the institution (Year wise for last four years)**

| YEARS                                   | 2010 - 2011 | 2011 - 2012 | 201 - 2013 | 2013 - 2014 |
|---|-------------|-------------|------------|-------------|
| Deployment and Maintenance of Computers | 200000      | 1000000     | 1000000    | 1000000     |

### **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?**

Computers are available for specific use in some departments. The teachers liberally take help of the ICT resources to enrich their prescribed curriculum with the help of internet. The College has adequate computer facility for its faculty. Faculty members are provided with computers with internet browsing facility for preparation of teaching/learning materials in their respective departments and also Wi-Fi facility is made available for their personal computer. Multimedia projectors, OHPs are

available within the College for use by faculty. Internet facility and Library is thrown open to faculty members for learning materials. Also the faculty is provided with Audio-Visual aids which facilitate multimediateaching.

**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 center of teaching-learning process and render the role of a facilitator for the teacher.**

The institution has always been placing the students at the center of the teaching learning process. The vision and the mission of the institution has always been to provide holistic knowledge to its students. Keeping the students' learning at the center of everything, the College understands that the teachers have to be reoriented from time to time. The times have changed. So has changed the way of imparting the knowledge. Use of technology has become very vital in imparting qualitybased education. The institution encourages the staff to undergo training on the computer-aided teaching and training. The College also has been conducting week-long sessions, in tune with the orientation courses, for the College faculty on the use of computers. The computer department also organizes training sessions on the use of Internet for learning resources. Well-equipped computer labs, LCD and OHPs are available to the faculty for computer aided teaching. The computer faculty is always available for any need based assistance in the use of ICT.



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

The College does not avail connectivity through National Knowledge Network.

#### **4.4 Maintenance of Campus Facilities**

**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)?**

- a. Building**
- b. Furniture**
- c. Equipment**
- d. Computers**
- e. Vehicles**
- f. Any other**

The institution has made adequate arrangements for the maintenance and upkeep of the College infrastructure. The management ensures that enough funds are allocated and then utilized for the maintenance. The details of the budget allocated during the last four years are as under:

**Budget Allocation**

|    |                  | 2009 -<br>2010 | 2010 - 2011 | 2011 -<br>2012 | 2013 -<br>2014 |
|----|------------------|----------------|-------------|----------------|----------------|
| a. | <b>Building</b>  | 500000         | 1300000     | 500000         | 500000         |
| b. | <b>Furniture</b> | 200000         | 50000       | 50000          | 50000          |
| c. | <b>Equipment</b> | 500000         | 1000000     | 1000000        | 1000000        |
| d. | <b>Computers</b> | 200000         | 1000000     | 1000000        | 1000000        |
| e. | <b>Vehicles</b>  | 100000         | 140000      | 190000         | 250000         |
| f. | <b>Office</b>    | 100000         | 100000      | 100000         | 100000         |

**Budget Utilization**

|    |                  | 2009 -<br>2010 | 2010 -<br>2011 | 2011 -<br>2012 | 2013 -<br>2014 |
|----|------------------|----------------|----------------|----------------|----------------|
| a. | <b>Building</b>  | ---            | 161600         | ---            | ---            |
| b. | <b>Furniture</b> | 173800         | 13400          | 63900          | 47400          |
| c. | <b>Equipment</b> | 438300         | ---            | 36900          | 186000         |
| d. | <b>Computers</b> | 199300         | 15225          | 103700         | ---            |
| e. | <b>Vehicles</b>  | 80,000         | 1,20,000       | 1,50,000       | 2,00000        |
| f. | <b>Office</b>    | ---            | ---            | ---            | ---            |

#### **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. **Electrical works, equipment maintenance and plumbing:** The institution has an (MOU) with the hotels maintenance departments and the engineers who attend to electrical works, equipment maintenance and plumbing problems as and when required. Bus and car is maintained through the annual service maintenance. Gas pipeline and equipment's in lab are maintained through AMC contract. Housekeeping equipment's are maintained through AMC contract.

**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 what frequency the Institute take up calibration and other precision measures for the equipment /instruments.**

Most of the equipment's, purchased, is maintained by the supplier for one year. After one year usually Annual Maintenance Contract (AMC)s is signed with the supplier especially in case of IT PRODUCTS, and in case of the other equipment's the college has an (MOU) with the hotels maintenance departments in turn routinely checks and calibrates and ensures that all the equipment's are in perfect working condition.

**4.4.4 What are major steps taken for location, upkeep and maintenance of Sensitive equipment's.**

There is UPS and generator facilities for providing uninterrupted power supply. Stabilizer and circuit breakers ensures safety of sensitive equipment's. 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

## **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 every year. The prospectus contains information about the details of the Trust that manages the college, Vision and Philosophy of the Institute, eligibility for admission, curriculum, the affiliating body, training and placement cell, details about curricular/co-curricular activities, hostel accommodation and other facilities offered. Brief information about the hospitality industry and career options after graduation is also mentioned in the prospectus.

**Brochure:** The Brochure consists of the course details and special features about the course. Information regarding the different courses provided by the managing trust is also mentioned.

The same information which is published in the College prospectus and Brochure is also updated on the College website [www.motimahalchm.org](http://www.motimahalchm.org)

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

Fee concessions are given to the eligible students as specified by the Trust managing the Institute. As a social responsibility and concern towards the students, the institute granted concession in fees for the eligible students. To encourage the

Female education special fee concessions are provided. The fee concession given to students in the academic years, are as below:

| <b>Year</b>    | <b>No. of Students</b> | <b>Amount (₹)</b> |
|----------------|------------------------|-------------------|
| <b>2010-11</b> | 11                     | 1,18,150/-        |
| <b>2011-12</b> | 8                      | ₹ 72,000/-        |
| <b>2012-13</b> | 12                     | ₹<br>1,15,300/-   |
| <b>2013-14</b> | 15                     | ₹<br>1,31,000/-   |

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

| <b>Year</b> | <b>No. of Students</b> |
|-------------|------------------------|
| 2010-11     | 10                     |
| 2011-12     | 03                     |
| 2012-13     | 05                     |
| 2013-14     | 03                     |

#### **5.1.4 What are the specific support services/facilities available for Students from SC/ST, OBC and economically weaker sections?**

The students who belong to SC/ST and OBC are identified during the process of admission itself. The College maintains a detailed record of the same. These students are provided help during their stay in the College. The College offers liberal concessions to such students. Besides the State Govt. and University sponsored scholarships, concessions are also given to such students. The College management too is very thoughtful regarding such students.

#### **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 institution not only believes in boundaries. It extends its services to overseas aspirants. Admission is given to them as per the university guidelines and security clearance. They are also assisted with finding hostel/housing facility near the College. We make them comfort in all aspects to do their Education over here.

#### **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 for various competitions. The cultural committee keeps track of all the events/happening at college and university level, identifies, trains and sends the students for participating in various events. Our students have been participating in various inter collegiate competitions and have brought laurels to the institution. Sports



activities are coordinated by the student sport coordinator with the help of staff advisor of the sports committee.

### **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 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 abroad. 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 come and guide our students.

**Publication of student magazines**

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

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

The institution is imparting entrepreneurial skills to its students through activities like stress management, debates, group discussions, industrial visits, educational tours, and other events such as seminars/conferences chaired by guests from the industry. All these activities are conducted with the aim to invoke the entrepreneurial potential in these budding businessmen.

Final year BHM students do project's which helps them become self-reliant and evaluate the risks and benefits of starting a new business/ hotel/restaurant/ catering service. Students take full responsibility of promotion, canvassing, procuring sponsorship, selling tickets, admission counseling, event management, advertising, etc. for any events (seminars/ conferences/ food festivals/ inter-College events) conducted in the College. As a result, they are aware of the day-to-day

operational difficulties of “running a show,” thereby developing accountability and responsibility, both individually and to the outcome of the event.

The local entrepreneurs are invited to the college campus to interact with the students and address the students on how to run 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**
- **Special dietary requirements, sports uniform and materials**
- **Any other**

The institution is committed to attract students for participating in various extracurricular activities by ensuring consistent encouragement and motivation. The necessary facilities are provided and adequate funds are allotted. The sports and cultural committees supervise the extracurricular activities. The students who participate in the sports activities or other extracurricular and extra-mural activities are provided with extra classes so that the time they have given in for the various activities can be compensated for. They are given special exams so that they can have an assessment of their preparations for the final examinations.

Extracurricular and co-curricular activities (cultural events and sports) have been made “part of” the time table and are not appendages. Jerseys and all types of sports equipment are provided, in addition to facilities like athletic tracks, swimming pool,

football/ volleyball/ basketball/ cricket/ badminton courts/ grounds etc. Extracurricular activities and academic activities are given equal importance to ensure all-round student development.

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 extra-curricular activities.

The clubs of the college organizes events such as quiz, cookery competitions and mock tail / cocktail competitions for the students.

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.

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

**5.1.8 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 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.

**Academic and Career Counseling**

At the time of the admission, students are helped by the faculty present in choosing the right stream. They are informed about the scope and nature of various subjects that form the syllabus. The students are not pressurized in

any manner to choose any course. Counseling is provided keeping in mind their aptitude, which helps them shape their career.

### **Personal and Psychosocial Counseling**

During the course of their studies, students come across various issues. They are, at times, too immature to handle the problems. The College provides them personal counseling. They can share their problems with the teachers. The teachers concerned are very supportive and help them overcome these issues. The candidates, at times, come face to face with certain social issues or problems which tend to bring an inferiority complex in them. Teachers ensure that no such deterioration occurs in the psycho-social status of the students. They are counseled to become better human beings and advised to face problems bravely. Further for additional assistance the student are referred to the A. J. Medical Hospital for counseling.

**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 has 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 students are provided with information about the

various job opportunities available, conducts classes on effective CV writing, conducts mock interviews, group discussions etc.

### **Discussion of Exam Module & Preparation for the Exam**

The center organizes lectures on career opportunities. A thorough discussion takes place on the exam module. Students are informed regarding the syllabus, the paper pattern and the methods of solving the paper. Mock tests are held to facilitate them in their pursuit. Their performance is analyzed after every test and then a brainstorming session is organized to assess their strengths and weaknesses.

### **Follow-up**

The placement cell keeps track of the post-examination developments. As and when the results are declared, the cell informs students of the same. The results are analyzed and then the next step of helping the successful candidates starts.

### **G.Ds/Interviews**

The College organizes sessions of Group Discussions and mock interviews for the candidates who have succeeded in the written test. The drilling exercise takes place till the candidate is totally confident regarding his performance for the final interview.

### **Campus Placement**

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

#### **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.**

Grievance Redressal Cell actively interacts with the students to help them sort out their grievances. It attends to both registered and unregistered grievances of the students. The institution has a Grievance Redressal Cell. The students drop their grievances in the suggestion box. Students are also free to share their grievances with the class teachers and the Principal. Necessary action is taken after issues are discussed in the concerned cell.

Some of the grievances addressed in the last 4 years are as follows:

- Providing variety in hostel food menu - The members of the mess committee along with the warden and resident students have planned a cyclic menu.
- Request for transportation facility to attend interview 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?**

Women Cell was constituted to take all necessary measures to ensure the safety and dignity of female students. The institution takes necessary steps if incidents pertaining to sexual harassment require intervention by the law.

Till date no such case of sexual harassment has been reported in the institution. Continuous vigilance by College authorities and the fear of strict punishment have prevented sexual harassment of women students.

**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 noninvolvement 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. Till date, no incident of ragging of any kind has been reported or noticed in the College.

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

- The students receive concessions on medical care at A. J. Hospital & Research Center, Mangalore.
- 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.
- Women Empowerment Cell sensitizes the students to develop a healthy relationship with members of the opposite gender. It acts rigorously to check transgressions of the code of conduct of the students. This cell creates awareness of the socio-cultural, political and biological complexities of the issue. It enhances the understanding of the other gender. The institution provides hostel facilities for female students.

**5.1.14 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 college alumni association is not registered. The Alumni of the college is spread all over the country and the world. They keep in touch with the staff and the present students through the social networking site. 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. Over the years, it has been helping in holding interactive sessions to motivate students regarding social

adjustments. The alumni also help the institution by influencing industries and other agencies in getting placement fests for the institution. The alumni has expanded and strengthened it with new enrolments.

## 5.2 StudentProgression

### 5.2.1 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.

| <b>StudentProgression</b>  | <b>2010-11</b> | <b>2011-12</b> | <b>2012-13</b> | <b>2013-14</b> |
|--|----------------|----------------|----------------|----------------|
| <b>UGtoPG</b>  |                |                | <b>2</b>       |                |
| <b>PGtoM.Phil.</b>   |                |                |                |                |
| <b>PGtoPh.D.</b>   |                |                |                |                |
| <b>Employed</b><br><ul style="list-style-type: none"> <li>• <b>Campusselection</b></li> <li>• <b>Otherthancampusrecruitment</b></li> </ul> |                |                |                |                |

**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**

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

Following are the pass percentage of previous batches:

**2010-2011 Batch**

| I Sem. | II Sem. | III Sem. | IV Sem. | V Sem. | VI Sem. | VII Sem. | VIII Sem. |
|--------|---------|----------|---------|--------|---------|----------|-----------|
| 28%    | 31%     | 39.2%    | 25.49%  | 36.73% | 94%     | 52.27%   | 70.21%    |

**2011-2012 Batch**

| I Sem. | II Sem. | III Sem. | IV Sem. | V Sem. | VI Sem. | VII Sem. | VIII Sem. |
|--------|---------|----------|---------|--------|---------|----------|-----------|
| 41%    | 23.91%  | 22.72%   | 21.95%  | 31.57% | 93.18%  |          |           |

**2012-2013 Batch - Total Number of students:**

| I Sem. | II Sem. | III Sem. | IV Sem. | V Sem. | VI Sem. | VII Sem. | VIII Sem. |
|--------|---------|----------|---------|--------|---------|----------|-----------|
| 20.38% | 40%     | 28.2%    | 41.18%  |        |         |          |           |

**2013-2014 Batch - Total Number of students:**

| I Sem. | II Sem. | III Sem. | IV Sem. | V Sem. | VI Sem. | VII Sem. | VIII Sem. |
|--------|---------|----------|---------|--------|---------|----------|-----------|
| 30%    | 21.15%  |          |         |        |         |          |           |

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

The institution facilitates student progression to higher level of education or towards employment through proper placements in all the fields so that students get jobs as well as opportunities for higher education. From time to time, the institution arranges various guest lectures. Eminent personalities from diverse fields of education are invited to interact with the students. This initiative taken by the College has facilitated the students in getting better job opportunities. Even the personality of the student enhances after working, providing him/her a secure future. Personality development programmes are also available for student progression to higher level of education or employment.

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. 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 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 mentor 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 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 has a wide range of sports, games, cultural and extra-curricular activities that are available to the students. The College has, for a long time, been participating in various inter-university and university level tournaments. In sports, our College provides indoor and outdoor games to students. A spacious, 4.5 acre playground is available for outdoor games like cricket, football, volleyball, basketball, athletics, etc. Facilities for Indoor games and sports like table tennis, chess, carom, etc. are provided to students inside the College campus.

Various cultural and extracurricular activities like culinary competitions, singing competitions, traditional heritage arts, fine arts, quiz, and literary competitions are conducted to our students by the different clubs of the college like Le Club Aromatum, Le Club Ambrosia, Le Club Benvenuto, Le Décor Club and Iris Club.

The College participates in competitions organized by Mangalore University. In every session, the University arranges sports and youth festivals at zonal and inter-zonal levels. The College has been actively participating in these activities. The calendar of these activities is issued every year by Mangalore University. The College also organizes Annual Sports Meet to encourage the students participation in various games both track and field.

**5.3.2 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.**

**2014-15**

- Secured 1<sup>st</sup> place in Cocktail making competition conducted by Sarosh Institute of Hotel Administration.
- Secured 1<sup>st</sup> place in Cocktail making competition conducted by Vijayalakshmi Institute of Hospitality Science.
- Secured 1<sup>st</sup> place in Mystery Box cooking competition conducted by Sarosh Institute of Hotel Administration.

**2013-14**

- Students represented the college in Badminton competition conducted by the Mangalore University.
- Secured 3<sup>rd</sup> place for Western group singing competition conducted by the Mangalore University.
- Secured 2<sup>nd</sup> place for Clay modeling competition conducted by the Mangalore University.

**2012-13**

- Secured 1<sup>st</sup> place in Quiz competition conducted by Sarosh Institute of Hotel Administration.
- Secured 1<sup>st</sup> place in Cookery competition conducted by Sarosh Institute of Hotel Administration.
- Secured 1<sup>st</sup> place in Baking competition conducted by Sarosh Institute of Hotel Administration.

**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. Every year the alumni who come 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 college has conducted industrial visits 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?**

Every year the Students of the college publishes "VISION" the College magazine to show its yearly achievement's and success. The magazine provides a wide opportunity for the students to present their skills like article writing, painting, graphic – designing, sketching, cartoon making, etc. any level of creativity can be used by the students. All the data is collected from the students by the editorial committee and screened for the best. The cover page is designed by the students themselves.

The students also update the notice boards of their respective clubs with articles and latest news of the club activities going on in and around the college.



**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 nominees, voted by the students.

The Student Council consists of the following members:

1. President
2. Vice – President
3. General Secretary
4. Cultural Secretary
5. Sports Secretary
6. Marketing Secretary
7. Treasurer
8. University Representative
9. Iris Club Secretary – Literary & Fine Arts
10. Le Club Ambrosia Secretary – F&B Service
11. Le Club Aromatum Secretary – F&B Production
12. Le Club Benvenuto Secretary – Front Office
13. La Décor Club Secretary – House Keeping
14. Red Cross Secretary

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 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.

**5.3.7 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 encourages alumni and former faculty to interact with the present batch of students, when ever they come down to the college. Feedback from the alumni is collected along with their comments and suggestions. The institution 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:**

The institute aims at providing the corporate sector with professionally sound and dynamic professionals in hotel industry who have a vision and ability to meet the challenges of the present day.

#### **Mission Statement**

The mission of the Moti Mahal College of Hotel Management is to provide a full educational experience to students, creating an environment in which students will develop intellectually and personally.

#### **Quality Policy**

#### **Addressing the needs of the society**

The mission and vision statement is prominently displayed in class room, staff rooms, laboratories, foyer and common areas of the College.

Website: The vision and mission statement feature on the "Home" link of the College. The communication of the mission and vision statement to the teachers

The vision and mission statement is printed on the first page of the Lesson Plan Book and Teachers Diary to emphasize the core values of the Institution.

Communication of the mission and vision statement to other stake holders, parents, alumini and industry:

- Website and Signage
- **Orientation Programme:** The underlying Principals of the vision and the mission statement is mentioned during formal College events like the Orientation and Valedictory functions which involve the presence of the Industry professionals.

### **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 :**

Moti Mahal College of Hotel Management is functioning under the Governing council.

The guidelines for the policies , practices and procedures related all college activity is set by the Governing Council. Sri. A.J.Shetty-President of Laxmi Memorial Trust @Sri Prashanth Shetty-Vice President of the trust which is the parental body of the institute guides the over all academic and administrative policies of institute. The Governing Council meets every six month. The principal Execute the decision taken by the Governing council.

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. All teachers are members of various committees, based on their

area of expertise and interest. Principal also ensures quality interaction with all the stakeholders like; parents, industry experts, academicians and alumni.

### **6.1.3 What is the involvement of the leadership in ensuring :**

The Management and Principal ensure that there is a healthy working environment for the staff, aimed at overall development. The Principal is responsible for the day-to-day administrative activities of the college. all the staff members work together as a team towards fulfilling the goals .

#### **Formulation of action plans for all operations**

The principal is the administrative head of the college. However, academic curricular / cocurricular activities are headed by the clubs.

The systems and policies of the college ensures 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.

### **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 Principal of the College, at the helm of the affairs, has complete autonomy to govern the institution within the purview of the rules and regulations framed by the Bangalore University. In the beginning of the academic year, a self-mapping exercise is conducted for the staff. The head of the institution appoints the conveners for various committees. The committees prepare action plans and submit to the principal for approval.

The committees carry out the activities. The faculty is informed of their duties and responsibilities by the head of the institution in the scheduled staff meetings and departmental briefings.

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

The President of the Management Committee holds meeting with the teachers to communicate directly and bestows the responsibilities. The teaching as well as the non-teaching and supporting staff follows on instructions and obey the order in the interest of the institution.

**6.1.6 How does the college groom leadership at various levels?**

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. The seniors take the initiative and leadership. They share their experience, skill and train the junior students in managerial and operational skills by participating, conducting and organizing class quiz, intercollegiate quiz, Staffs members act as mentor for students and any issues are independently handled by the mentors.

**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?**

Department : 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 departmental head,

who is delegated authority for the day to day operations and functioning of their departmental activities. The principal and the heads of each department interact with them everyday to ensure the smooth functioning.

**Does the college promote a culture of participative management? If „yes“, indicate the levels of participative management.**

## **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?**

The Management holds formal and informal dialogues with the staff, from time to time, to redress any grievances. In the academic units, teachers are encouraged to participate in seminars, conferences, workshops and refresher and orientation courses to update their knowledge and skill base. In order to formulate the strategy of development and deployment, the committees are constituted for each and every developmental work. Teachers have to participate in all the institutional plans and wherever the situation demands, students and members of Management Committee are involved. The meeting of students is summoned to take their participation by means of selection of some students. In the Cultural Committee and Magazine Committee students are involved along with the teachers.

### **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 academicians, faculty members, industry experts, staff, parents, students.

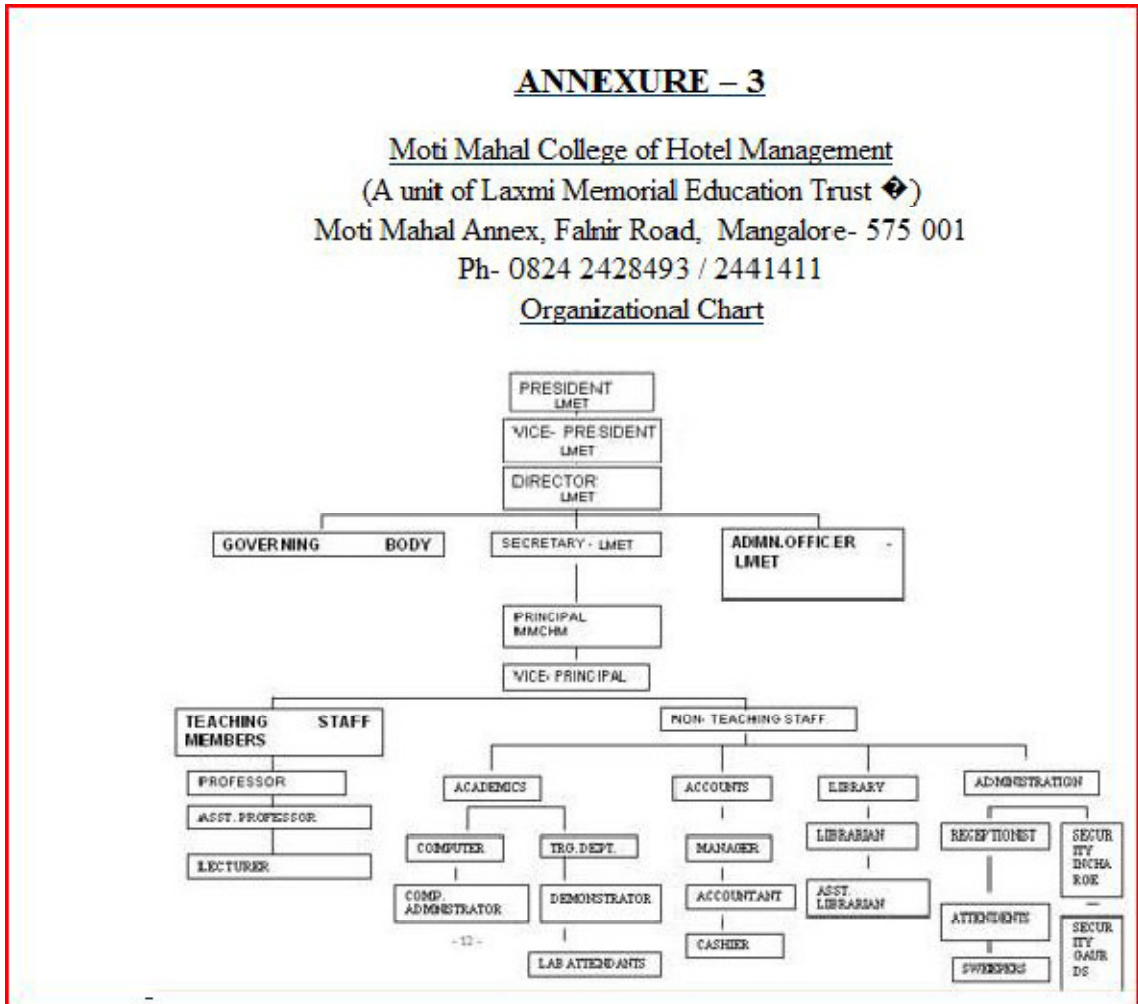
The following points are considered in development plan

- Improve the admission process and enroll more students .
- Organizing counselling for the students.



- renovate the Admin block improve the interiors of the staff room, improve the admission process.

**Describe the internal organizational structure and decision making processes.**



**6.2.3 Give a broad description of the quality improvement strategies of the institution for each of the following**

**a . Teaching & Learning**

Procedure adopted for admissions to various courses provided by the College is based on student’s academic records. The rules and regulations set by the affiliating University and the State Government are strictly followed for students admission. The College has made provisions for

assessing students' knowledge and skills for particular programme soon after the student is admitted to a course of study. Apart from the lecture method of teaching, group discussion, field studies, debates, tutorials, seminars, study tours etc are adopted for proper understanding of the subjects. The College has well-experienced faculty members. The faculty members of various departments participate actively in academic programmes.

Internal assessment is done through class tests and assignments given to the students. The College encourages the teachers to participate in self-enriching courses whenever different institutions organize them.

### **b. Research & Development**

Infrastructure is provided for the research students and faculty members can use the computer room, Library facility which is equipped by various books and e journals. The College encourages the teachers for research work.

### **c. Community engagement**

The various clubs in the college undertake community services as a part of their mainstream activities. Student council alongwith the faculty members visited an Orphage and distributed gifts. Workshops were conducted on fruit and vegetable carving. College engages many organizations like Red Cross, for holding blood donation camp.

### **d. Human resource management**

In the institute, the process of assessing adequate human power requirements, staff recruiting, monitoring and planning professional development programmes for personnel development and seeking appropriate feedback responses is very good. There are many staff welfare schemes. Staff training takes place periodically. The institution recruits

faculty members and staff based on the guidelines provided by the university Incentives are also given to the staff members.

**e. Industry interaction**

The institute interacts with various local as well as outside institutes. We consult with other institute on various issues for the improvement of education system. Youth festivals are being held by College to interact with other Colleges. College has also participated in various culture programmes held at various places. Seminars, workshops, conferences on various subjects are conducted in the College premises. The College organizes field tours and educational tours to various industries. The students come to learn a lot from these visits.

**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 conducts the meeting with the staff. The Governing council get the feedback from teachers, students and the public with regards to the teaching quality, curriculum, extracurricular activities and infrastructural demands.

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

The management is always encouraging and supporting the involvement of the staff in the improvement of the effectiveness and efficiency of the institutional process. The management through the head of the institution involves the staff members in various activities related to the development

of the College. The staff members are involved by way of constitution of various committees.

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

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.

- **The computer lab has been renowated adding more systems.**
- **Libarary books purchased**

. The teachers were encouraged to take on activities beyond the academic syllabus.

**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 - No**

**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

- a. Student welfare committee
- b. Grievance redressal committee
- c. Anti-ragging committee d. Anti-sexual harassment committee e. Student council

Since there are class teachers and expert counselor attending to the students, there was no serious grievance.

**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? - NA**

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?**

senior teachers collect the exit level feedback from the graduates regarding learning processes

**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 are encouraged to attend seminars and workshops pertaining to their expertise, Teachers are encouraged to organize and attend workshops. A 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 and leave 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?**

The institutions is providing faculty skill development programme every year to the faculties by the external resources persons like , HR managers in industries and financial institutions.

**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.**

. We have recently started a self-appraisal system for each staff. 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?**

By reviewing the performance appraisal report to the management provided appraisal to the each faculty based on the their performance and also management as taken major decisions for the non-performance to provide additional training and opportunity to develop them self

**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 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: Support for further studies, autonomy is managing their own department, health care facility

**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. Committe heads and individuals submit their requirement through the indent, which is approved by the the Director. 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. The financial resources of the College are managed in a very effective and foolproof manner. There is fully computerized accounts department in the College. Tally software is used.

**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.**

And Annual audit will be done by the chartered accountant. Last audit was done as on xxxxx and rectification has been attended to the observation made by the auditor.

**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 and loan from LMET are the major sources of institutional receipts/funding. There is no deficit. However, if any liquidity problem arises, loan is being taken from LMET

**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.

**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 at the instance of NAAC.

The Quality Advisory Committee and the Internal Quality Assurance Cell was established  
The following were the members

1. Prof. Nikhilesh Nair :Principal
2. Mrs. Neena Umesh : Member
3. Mr. Jayaram : Member.
4. Mr. Sudhakar : Member

**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 IQAC, the planning body, collects inferences from the learners and various committees through participatory interactions, based on which it proposes comprehensive perspective plan to the governing council for approval and implementation.

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

The governing council is the ultimate decision making body accountable to the stakeholders. The The IQAC, the planning body, collects inferences from the learners and various committees through participatory interactions, based on which it proposes comprehensive perspective plan to the governing council for approval and implementation.

**d. How do students and alumni contribute to the effective functioning of the IQAC?**

The alumni delivers lectures and shares their industry experience and skill with the students and staff. Suggestions are taken from the alumni.

**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.**

The governing council is the ultimate decision making body accountable to the stakeholders. The IQAC, the planning body, collects inferences from the learners and various committees through participatory interactions, based on which it proposes comprehensive perspective plan to the governing council for approval and implementation.

**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.**

We conduct FDPs by hiring resource persons to give more thrust on pedagogy so that the innovations across the field are available to us. Informally, we call renowned professors to interact with them to facilitate more on this. Attending outreach programs by our faculty, including the principal, also enriches us.

**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 university has its set mechanism to audit the academic working of the College. The university every year sends a team of the experts to conduct academic audit.

The team visits the College and very minutely observes the working of the institution in all its aspects. The committee then comments on the performance and thereby suggest the important changes required,

**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.

**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 institution has a, set mechanism to monitor the learning outcomes. Attendance is compulsorily taken for every lecture. Tutorials and laboratory hours are fixed. Based on the participation in the class and the marks scored in the tutorials and assignments, the student level is judged by the staff member and appropriate action is taken. At the end of each Monthly test, progress. Counselling is given to slow learners. Parents of such students are called to meet their respective faculty member, if required.

**6.5.6 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.

# CRITERION -7

## 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 efforts to keep the premises clean by placing bins at various locations and maintaining a litter-free campus. Boards related to environmental awareness and cleanliness are placed in various locations in the campus Usage of plastic and plastic bags are discouraged.

#### **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 Class representatives and the support staff are also instructed to monitor the same. We have started organizing the functions during the day time in the college Freezers and refrigerators are used optimally and turned off during holidays

##### **Use of renewable energy**

Composting of refuse and its use as an organic fertilizer is a practice in our college.

##### **Water harvesting**

The Mangalore city 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**

NA

**Efforts for Carbon neutrality**

One sided paper are reused and discarded. Stationary are used for making paper bags. The dried leaves of trees and plants of our campus are not burnt; We instruct staff and students to get the Emission test certificates for their vehicles.

**Hazardous waste management:**

The college strives to generate minimal waste and tries to reduce the use of plastics whenever possible. Mild chemicals are used for cleaning and maintaining the campus.

**E-waste management**

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:

Formation of clubs:

Extracurricular activities and helps them to sharpen their knowledge in the area of their pursuit. It is also essential to keep students mentally and physically fit. Therefore Moti Mahal College of Hotel





### **7.3 Best Practices**

7.3.1 Elaborate on any two best practices **as per the annexed format (see page ...)** 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 other medium finds 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 extra 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.

### **5. Evidence of success**

- 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**

- Lack of interest among some students
- Student absenteeism, as they prefer to go to their native place during study holidays

**Declaration by the Head of the Institution**

I certify that the data included in this Self Study Report (SSR) are true to the best of my knowledge.

This SSR is prepared by the institution after internal discussions, and no part thereof has been outsourced.

I am aware that the Peer team will validate the information provided in this SSR during the peer team visit.

PROF. NIKHILESH NAIR

PRINCIPAL

Place: Mangalore

Date:22/01/2015



# Declaration by the Head of the Institution

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This SSR is prepared by the institution after internal discussions, no part thereof has been outsourced.

I am aware that the PEER Team will validate the information provided in this SSR during the PEER Team visit.

*Signature of the Head of the  
Institution with the seal*

Place: Manglore

Date: 22-01-2015