Annual Quality Assurance Report (AQAR)

in Accredited Institutions

(Revised in October 2013)

राष्ट्रीय मूल्यांकन एवं प्रत्यायन परिषद्

विश्वविद्यालय अनुदान आयोग का स्वायत्त संस्थान

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

An Autonomous Institution of the University Grants Commission
P. O. Box. No. 1075, Opp: NLSIU, Nagarbhavi, Bangalore - 560 072 India

The Annual Quality Assurance Report (AQAR) of the IQAC

All NAAC accredited institutions will submit an annual self-reviewed progress report to NAAC, through its IQAC. The report is to detail the tangible results achieved in key areas, specifically identified by the institutional IQAC at the beginning of the academic year. The AQAR will detail the results of the perspective plan worked out by the IQAC. *(Note: The AQAR period would be the Academic Year. For example, July 1, 2012 to June 30, 2013)*

Part – A

AQAR for the year *(for example 2013-14)*   2015-16

1. Details of the Institution

1.1 Name of the Institution   Welcomgroup Graduate School of Hotel Administration, Manipal

1.2 Address Line 1   Fortune Inn Valley View

Address Line 2   Madhava Nagar

City/Town   Manipal, Udupi

State   KARNATAKA

Pin Code   576104

Institution e-mail address   office.wgsha@manipal.edu

Contact Nos.   0820-2571101

Name of the Head of the Institution: Prof. Parvadhavardhini Gopalakrishnan

Tel. No. with STD Code: 0820-2571101

Mobile: 9740761907

Name of the IQAC Co-ordinator: Dr. Vidva Patwardhan

Mobile: 9964073262

IQAC e-mail address: | vidya.patwardhan@manipal.edu |

1.5 Website address: | www.manipal.edu/wgsha.html |

Web-link of the AQAR: | http://manipal.edu/content/dam/manipal/mu/wgsha/Documents/IQAC-WGSHA/IQAC-WGSHA.pdf
http://manipal.edu/content/dam/manipal/mu/wgsha/Documents/IQAC-WGSHA/AQAR-WGSHA-2014-15.pdf |

For ex. http://www.ladykeanecollege.edu.in/AQAR2012-13.doc

1.6 Accreditation Details

Sl. No.	Cycle	Grade	CGPA	Year of Accreditation	Validity Period
1	1st Cycle	B+	--	2002	5 yrs.
2	2nd Cycle	A	3.30	2016	5 yrs.

1.7 Date of Establishment of IQAC: DD/MM/YYYY | 03/06/2013 |

1.8 Details of the previous year's AQAR submitted to NAAC after the latest Assessment and Accreditation by NAAC (*(for example AQAR 2010-11submitted to NAAC on 12-10-2011)* ---------- *NA*

   i. AQAR _____ _____ (DD/MM/YYYY)
   ii. AQAR_____ _____ (DD/MM/YYYY)
   iii. AQAR_____ _____ (DD/MM/YYYY)
   iv. AQAR_____ _____ (DD/MM/YYYY)

1.9 Institutional Status

   University   State ☐   Central ☐   Deemed ☑   Private ☐

   Affiliated College   Yes ☐   No ☑

   Constituent College   Yes ☑   No ☐

   Autonomous college of UGC   Yes ☐   No ☑

Regulatory Agency approved Institution   Yes [√]   No [ ]
  (eg. AICTE, BCI, MCI, PCI, NCI)

Type of Institution   Co-education [√]   Men [ ]   Women [ ]

                Urban [√]   Rural [ ]   Tribal [ ]

Financial Status   Grant-in-aid [ ]   UGC 2(f) [ ]   UGC 12B [ ]

                Grant-in-aid + Self Financing [ ]   Totally Self-financing [√]

1.10 Type of Faculty/Programme

Arts [ ]   Science [ ]   Commerce [ ]   Law [ ]   PEI (Phys Edu) [ ]

TEI (Edu) [ ]   Engineering [ ]   Health Science [ ]   Management [ ]

Others   (Specify) | Hotel Management, Culinary Arts, Dietetics and Applied Nutrition, Hospitality and Tourism Management |

1.11 Name of the Affiliating University *(for the Colleges)* | Constituent college of Manipal University |

1.12 Special status conferred by Central/ State Government-- UGC/CSIR/DST/DBT/ICMR etc.
    --------- **NA**

Autonomy by State/Central Govt. / University   [ ]

University with Potential for Excellence   [ ]   UGC-CPE   [ ]

DST Star Scheme   [ ]   UGC-CE   [ ]

UGC-Special Assistance Programme   [ ]   DST-FIST   [ ]

UGC-Innovative PG programmes   [ ]   Any other *(Specify)*   [ ]

UGC-COP Programmes   [ ]

2. IQAC Composition and Activities

2.1 No. of Teachers — `14`

2.2 No. of Administrative/Technical staff — `01`

2.3 No. of students — `NIL`

2.4 No. of Management representatives — `01`

2.5 No. of Alumni — `NIL`

2.6 No. of any other stakeholder and community representatives — `NIL`

2.7 No. of Employers/ Industrialists — `NIL`

2.8 No. of other External Experts — `01`

2.9 Total No. of members — `17`

2.10 No. of IQAC meetings held — `NIL`

2.11 No. of meetings with various stakeholders: No. `NIL`   Faculty `NIL`

Non-Teaching Staff Students `NIL`   Alumni `NIL`   Others `NIL`

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

If yes, mention the amount [   ]

2.13 Seminars and Conferences (only quality related)

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

Total Nos. [ ]   International [ ]   National [ ]   State [ ]

Institution Level [ ]

(ii) Themes   `NIL`

2.14 Significant Activities and contributions made by IQAC

IQAC was instrumental in implementation the Quality standards in the Institution by doing frequent quality audits and suggesting methods for improvement.

2.15 Plan of Action by IQAC/Outcome

The plan of action chalked out by the IQAC in the beginning of the year towards quality enhancement and the outcome achieved by the end of the year *

Plan of Action	Achievements
Objectives	Achievement status
Excellence in hospitality education and research to maintain a place in the top ten hospitality institutes in India.	One among the top institute in the country as per the latest survey conducted by "The GHRDC "
Student feedback on faculty –achieve a target of 3.50 on a scale of 5	Achieved an average of 4.3 on a scale of 5
Student feedback on academic program	Achieved an average of 4 on a scale of 5
Industry feedback on students for the year 2013-14	Achieved an average of 4 on a scale of 5
Number of papers presented in National and International conferences (Target 8)	Achieved 8
Workshop /Conference - (Target 6)	Achieved 10

Attach the Academic Calendar of the year as Annexure. (ref: Annexure 1&2)

2.16 Whether the AQAR was placed in statutory body Yes ☐ No ☑

Management ☐ Syndicate ☐ Any other body ☐

Provide the details of the action taken NA

Criterion – I

1. Curricular Aspects

1.1 Details about Academic Programmes

Level of the Programme	Number of existing Programmes	Number of programmes added during the year	Number of self-financing programmes	Number of value added / Career Oriented programmes
PhD	01	NIL	01	NIL
PG	02	NIL	02	NIL
UG	03	NIL	03	NIL
PG Diploma	01	NIL	01	NIL
Advanced Diploma	NIL	NIL	NIL	NIL
Diploma	NIL	NIL	NIL	NIL
Certificate	NIL	NIL	NIL	NIL
Others	NIL	NIL	NIL	NIL
Total	**07**	**NIL**	**07**	**NIL**

Interdisciplinary	NIL	NIL	NIL	NIL
Innovative	NIL	NIL	NIL	NIL

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

Pattern	Number of programmes
Semester	UG-3, PG-2, PG Diploma-1
Trimester	NIL
Annual	NIL

1.3 Feedback from stakeholders*   Alumni NIL   Parents NIL   Employer √
   (On all aspects)

                    Students √

        Mode of feedback   : Online √   Manual √   Co-operating schools (for PEI) ☐

Please provide an analysis of the feedback in the Annexure (ref. Annexure 2)

1.4 Whether there is any revision/update of regulation or syllabi, if yes, mention their salient aspects.

Modifications in Existing Course Structures passed through the Senate during 2015-16.

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

CHTR – Centre for Hospitality and Tourism Research

Criterion – II

2. Teaching, Learning and Evaluation

2.1 Total No. of permanent faculty

Total	Asst. Professors	Asst. Prof.- Senior scale	Asst.Prof- Selection Grade	Associate Professors	Professors	Others(Tutor)
37*	4	12	6	12	1	2

* Including ITC Faculty 3

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

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

Asst. Professors - Sr. Scale		Associate Professors		Asst.Professor- Selection grade		Professors		Others (Tutor)		Total	
R	V	R	V	R	V	R	V	R	V	R	V
01	Nil	01	Nil	3	Nil	Nil	Nil	02	Nil	07	Nil

2.4 No. of Guest and Visiting faculty and Temporary faculty   03   18(Adjunct

2.5 Faculty participation in conferences and symposia:

No. of Faculty	International level	National level	State level
Attended	09	41	
Presented	06	08	
Resource Persons			03

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

- Faculty Exchange Programs through Academic collaboration agreements.
- Student and Faculty Research and Research publications.
- Skills training for unemployed youth from the local community through Manipal City & Guilds.
- Sommelier program from the International Sommelier Guild (ISG) with its two levels of wine fundamentals certifications.
- Community Outreach Programs.
- Up-close and personal with industry experts.
- Organization of Food Festivals.
- Continuous internal evaluation process for culinary programs.

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

Each Odd (1, 3, 5, 7) Semester – 92 days
Each Even (2, 4, 6) Semester - 95 days

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

Online multiple choice questions

2.9 No. of faculty members involved in curriculum restructuring/revision/syllabus development as member of Board of Study/Faculty/Curriculum Development workshop

1 – Chair Person, 7 – Faculty members,
1 – Industry,   1-Industry expert,
3 – University Officials
1 – Student Representative

2.10 Average percentage of attendance of students

87%

2.11 Course/Programme wise distribution of pass percentage:

Title of the Programme	Total no. of students appeared	Division				
		Distinction %	I %	II %	III %	Pass %
Bachelor of Hotel Management	69 (Final Year)	13 – 18.84	18 – 26.08	20 – 28.98	16 – 23.18	2 – 2.89
M.Sc. DAN	41	10 – 24.39	12 – 29.26	13 – 31.70	6 – 14.63	NIL
M.Sc.HTM	15	5 – 33.33	5 – 33.33	5 – 33.33	NIL	NIL
BA in Culinary Arts	31	8 – 25.80	11 – 35.48	10 – 32.25	02 – 6.45	NIL
Post Graduate Diploma in Culinary Arts	09	NIL	9 – 100%	NIL	NIL	NIL

Note: Above calculations are for the final year students based on the CGPA.
9.00 and above - First Class with distinction, 8.00 – 8.99 - First Class, 7.00 – 7.99 - Second Class 6.00 – 6.99 – Third Class. 5.00-5.99 – Pass class.

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

IQAC conducts regular academic audits twice in a year to monitor the teaching and learning processes.

2.13 Initiatives undertaken towards faculty development

Faculty / Staff Development Programs	Number of faculty benefitted
Refresher courses	21
UGC – Faculty Improvement Program	
HRD programs	
Orientation programs	07
Faculty exchange program	02
Staff training conducted by the university	36
Staff training conducted by other institutions	07
Summer / Winter schools, Workshops, etc.	34
Others	04

2.14 Details of Administrative and Technical staff

Category	Number of Permanent Employees	Number of Vacant Positions	Number of permanent positions filled during the Year	Number of positions filled temporarily
Administrative Staff	16			
Technical Staff	20			

Criterion – III

3. Research, Consultancy and Extension

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

> Workshops are held on Research Methodology and SPSS (Statistical Package).

3.2   Details regarding major projects

	Completed	Ongoing	Sanctioned	Submitted
Number	NIL	NIL	NIL	1 to DBT
Outlay in Rs. Lakhs	NIL	NIL	NIL	64 lakhs

3.3   Details regarding minor projects

	Completed	Ongoing	Sanctioned	Submitted
Number	NIL	NIL	NIL	NIL
Outlay in Rs. Lakhs	NIL	NIL	NIL	NIL

3.4   Details on research publications

	International	National	Others
Peer Review Journals	13	03	-
Non-Peer Review Journals	-	-	-
e-Journals	-	-	-
Conference proceedings	01	-	-

3.5 Details on Impact factor of publications:

Range   NIL   Average   NIL   h-index   NIL   Nos. in SCOPUS   NIL

3.6 Research funds sanctioned and received from various funding agencies, industry and other organisations

Nature of the Project	Duration Year	Name of the funding Agency	Total grant sanctioned	Received
Major projects	NIL	NIL	NIL	NIL
Minor Projects	NIL	NIL	NIL	NIL
Interdisciplinary Projects	NIL	NIL	NIL	NIL
Industry sponsored	NIL	NIL	NIL	NIL
Projects sponsored by the University/ College	NIL	NIL	NIL	NIL
Students research projects *(other than compulsory by the University)*	NIL	NIL	NIL	NIL
Any other(Specify)	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL

3.7 No. of books published   i) With ISBN No. | NIL | Chapters in Edited Books | 03 |

ii) Without ISBN No. | NIL |

3.8 No. of University Departments receiving funds from ------------**NA**

UGC-SAP | | CAS | | DST-FIST | |

DPE | | DBT Scheme/funds | |

3.9 For colleges   Autonomy | | CPE | | DBT Star Scheme | |

INSPIRE | | CE | | Any Other (specify) | |

3.10 Revenue generated through consultancy | NIL |

3.11 No. of conferences **(Symposium)** organized by the Institution

Level	International	National	State	University	College
Number	01				
Sponsoring agencies					

3.12 No. of faculty served as experts, chairpersons or resource persons   04

3.13 No. of collaborations   International   5   National   Any other

3.14 No. of linkages created during this year   05

3.15 Total budget for research for current year in lakhs:

From funding agency   NIL   From Management of University/College   16 lakhs

Total   NIL

3.16 No. of patents received this year

Type of Patent		Number
National	Applied	NIL
	Granted	NIL
International	Applied	NIL
	Granted	NIL
Commercialised	Applied	NIL
	Granted	NIL

3.17 No. of research awards/ recognitions   received by faculty and research fellows
      Of the institute in the year

Total	International	National	State	University	Dist	College
		01				

3.18 No. of faculty from the Institution   NIL
      who are Ph. D. Guides
      and students registered under them   NIL

3.19 No. of Ph.D. awarded by faculty from the Institution   NIL

3.20 No. of Research scholars receiving the Fellowships (Newly enrolled + existing ones)

      JRF NIL   SRF NIL   Project Fellows   NIL   Any other NIL

3.21 No. of students Participated in **VSO** events:

University level [10]   State level [ ]

National level [ ]   International level [ ]

3.22 No. of students participated in NCC events:

University level [NIL]   State level [NIL]

National level [NIL]   International level [NIL]

3.23 No. of Awards won in NSS:

University level [NIL]   State level [NIL]

National level [NIL]   International level [NIL]

3.24 No. of Awards won in NCC:

University level [NIL]   State level [NIL]

National level [NIL]   International level [NIL]

3.25 No. of Extension activities organized

University forum [ ]   College forum [13]

NCC [ ]   NSS [ ]   Any other [ ]

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

Sl. No.	CSR Activity
1	Manipal City & Guilds Skills Training for local community development
2	Activities by Volunteer Service Organization (VSO), Manipal University
3	Blood Donation Camps by WANASS Club, WGSHA
4	Beach Cleaning Activities by WANASS Club, WGSHA
5	Orphanage Visits by Students, Birthday Cakes contributions
6	Community Outreach Services and Growth Monitoring at Anganwadis by students of MSc Dietetics and Nutrition
7	Nutrition Education Exhibition cum Stall at the World Diabetes Day Awareness and Screening Expo. Conducted by the Dept. of Medicine at Kasturba Hospital, Manipal

Criterion – IV

4. Infrastructure and Learning Resources

4.1 Details of increase in infrastructure facilities:

Facilities	Existing	Newly created	Source of Fund	Total
Campus area	13 acres	NIL		13 acres
Class rooms	17	NIL		17
Laboratories	27	NIL		27
Seminar Halls	8	NIL		8
No. of important equipment purchased (≥ 1-0 lakh) during the current year.	99	10	Self-financed	109
Value of the equipment purchased during the year (Rs. in Lakhs)	333.17	20.39	Self-financed	353.56
Others	NIL	NIL		NIL

4.2 Computerization of administration and library

All operations of library are completely automated. Computerization of Administration (SIS).

4.3　Library services:

	Existing		Newly added		Total	
	No.	Value	No.	Value	No.	Value
Text Books	10337	5263675.36	678	461418.54	11015	5725093.90
Reference Books	779	-	8	-	787	-
e-Books	-	-	-	-	-	-
Journals	60	318410.00			60	318410.00
e-Journals	2248	-	-	-	2248	-
Digital Database	3	386840.00	-	-	3	3,86,840.00
CD & Video	595	509449	72	5196	667	514625.00
Others (specify)	-	-	-	-	-	-

4.4 Technology up gradation (overall)

	Total Computers	Computer Labs	Internet	Browsing Centres	Computer Centres	Office	Depts.	Others
Existing	107	33	107	2	1	NIL	1	NIL
Added	5	1	NIL	0	0	NIL	0	NIL
Total	112	34	112	2	1	NIL	1	NIL

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

SPSS Training Program (BHM: 2-5 November 2, 2016), (MSc DAN: 14-15 July 2015), Food Photography (BACA – PGDCA: 16-20 November, 2015)

4.6 Amount spent on maintenance in lakhs:

i)   ICT   4.58

ii) Campus Infrastructure and facilities   6.19

iii) Equipments   12.29

iv) Others   37.55

                        Total: 60.61

Criterion – V
5. Student Support and Progression

5.1 Contribution of IQAC in enhancing awareness about Student Support Services

> IQAC audits the college office, personnel office and the
> Hostels as a part of internal audit.

5.2 Efforts made by the institution for tracking the progression

> - Class Committee meetings are held at regular intervals
> - Elected student council empowered with monitoring of student progression
> - Online attendance and progress reports
> - Qualitative feedback about students' progress
> - Awards and Recognitions including Gold medal for meritorious students
> - Different scholarships (ITC & Endowment) based on CGPA of students

5.3 (a) Total Number of students

UG	PG	Ph. D.	Others
656	144	NIL	NIL

(b) No. of students outside the state

UG – 493
PG - 83

(c) No. of international students

UG - 10
PG - 02

No	%	
529	66.12	Men

No	%	
271	33.87	Women

Last Year (2014-15)						This Year (2015-16)					
General	SC	ST	OBC	Physically Challenged	Total	General	SC	ST	OBC	Physically Challenged	Total
479	--	--	--	--	479	788 (UG+PG)	--	--	--	--	788

Demand ratio   1:6   Dropout %   9.04

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

NA

No. of students beneficiaries

NIL

5.5 No. of students qualified in these examinations -------------- N.A.

NET		SET/SLET		GATE		CAT	
IAS/IPS etc		State PSC		UPSC		Others	

5.6 Details of student counselling and career guidance

> A formal system of pastoral care, mentorship and counselling has been established in the campus. In this teacher-guardian scheme, each faculty is allotted 20-30 students for counselling related to curricular and extracurricular guidance throughout the programme

COUNSELLING BY THE FACULTY:

- It is our constant endeavor to establish a healthy, two-way communication between students and the college faculty members. Such a communication channel ensures that we at WGSHA are able to respond effectively and promptly to the academic and personal needs of the students by way of a correct guidance, grievance-handling or by way of extending any other help that the students may need from time to time.
- Every student is affiliated to one of the faculty members, who is referred to as his/her Mentor. The affiliation of a student to a particular faculty member may be changed at the special request of the ward or that of the Mentor. The Mentor is there to assist, guide and in some particular instances, to suitably correct.
- All requests for leaves, night-out permission and other permissions are to be addressed to the Principal/Vice Principal, recommended by the student's mentor. The Mentor is also responsible to communicate with the parents, advising them of the student's progress in academics and various other activities.
- It is obligatory for the students to meet their Mentor at least once in every 15 days or whenever he/she so desires. During these meetings, the students advise their mentors about their performance in academics, sports, co-curricular and other activities or about a personal problem, if any.

Notwithstanding the above, in case of emergency/non availability of the Mentor, the students are at liberty to approach the Alternate Mentor/Vice Principal/Principal or any member of the faculty. Contact numbers may be accessed from the website

PROFESSIONAL COUNSELLING:

- The College has at its disposal the services of a qualified and experienced Professional Mentor from the Manipal University who is there to offer help and assistance in case of personal, psychological or behavioral crises of students. In case of a feeling of distress or depression due to peer, parental, academic or faculty pressure or any other reason whatsoever, students may directly approach the Professional Mentor with a prior appointment.
- The professional counseling thus offered is not to be construed as an 'obligatory treatment' rendered to a student. It is a means of offering help in strict confidentiality.

ON-LINE COUNSELLING

- Manipal University also has the facility of online counseling for students who may feel the necessity for such counseling.

Students may visit **www.manipal.edu** or contact

Dr. Suma Nair
Director - Student Affairs,
Manipal University
Email: suma.nair@manipal.edu
Tel 22035/22061

No. of students benefitted | 20 |

5.7 Details of campus placement

On campus			Off Campus
Number of Organizations Visited	Number of Students Participated	Number of Students Placed	Number of Students Placed
12	52	51	01

5.8 Details of gender sensitization programmes

> 3 sessions on the following dates for faculty and staff:
>
> 1. July 02, 2015   2. September 01, 2015   3. October 2015. 2015

5.9 Students Activities

5.9.1 No. of students participated in Sports, Games and other events

State/ University level 06   National level 01   International level NIL

No. of students participated in cultural events

State/ University level 75   National level NIL   International level NIL

5.9.2   No. of medals /awards won by students in Sports, Games and other events

Sports: State/ University level NIL   National level NIL   International level NIL

Cultural: State/ University level 03   National level NIL   International level NIL

5.10 Scholarships and Financial Support

	Number of students	Amount
Financial support from institution	21	4,00,000
Financial support from University: (BHM+M.Sc.DAN+M.Sc.HTM)		
Konkani Scholarship	23	3,62,800
SAGES	7	10,73,400
AGE		
Staff child	11	17,25,375
Financial support from government	NA	NA
Financial support from other sources	5	82,500
Number of students who received International/ National recognitions	NIL	NIL

5.11   Student organised / initiatives

Fairs   : State/ University level NIL   National level NIL   International level NIL

Exhibition: State/ University level NIL   National level NIL   International level NIL

5.12   No. of social initiatives undertaken by the students | 08 |

5.13 Major grievances of students (if any) redressed: -NIL-

Criterion – VI
6. Governance, Leadership and Management

6.1 State the Vision and Mission of the institution

> *TO IMPART THROUGH A ROBUST, DYNAMIC AND INTERNATIONALLY BENCHMARKED HOSPITALITY EDUCATION CURRICULUM, COMPETENCIES REQUIRED FOR GLOBAL HOSPITALITY PROFESSIONALS*

6.2 Does the Institution has a management Information System

> Yes. Human Resources (People Soft) and Student Information System (SIS)

6.3 Quality improvement strategies adopted by the institution for each of the following:

6.3.1   Curriculum Development

> A systematic and regular review of the curriculum is conducted twice during the Academic year and changes are incorporated after due approval at the Board of Studies and the Academic Senate of the University.

6.3.2   Teaching and Learning

> Teaching/Learning Methodologies: Lectures, Power point presentations, Discussion, Case studies, Student Presentations, Individual tasks/Group work, Videos, Hands on Training, etc.
> Apart from these, the students are encouraged to involve in other research areas of their interest, participate in symposiums and conferences both inside and outside the university, and thereby help build the personal development and the university at large.
> The Institution strives towards Continuous Innovation and updation of the teaching learning process to incorporate best practices of the Industry as well as the Academics.

6.3.3   Examination and Evaluation

> The institution has a process of examination and evaluation with a lot of stress on Continuous Internal Assessment with a smaller component of the End term examination. This enables a timely and regular feedback to the students enhancing their Academic performance. Additionally, we follow autonomous system of examination wherein the Institute is responsible for conducting and as well as declaration of results

6.3.4 Research and Development

The inputs and the data from the Travel and Tourism industry suggest that there is a growing need for tapping the potential avenues for development of tourism in the nation, especially in the state of Karnataka. Taking into consideration these, the institution has been motivating the faculty and the students to come up with various research projects that are viable and can be implemented through funding agencies. The hotel industry has shown tremendous growth in the last five years and the need for experts in F & B Production field is growing. The industry is looking forward for people who are certified to take up a career in Production and can initiate qualitative improvements with cost efficiency. The Department of Culinary Arts and the Department of Hospitality Studies are keen to pursue brief projects in these areas and have been trying to approach funding agencies for the same, through Centre for Excellence in Hospitality and Tourism Research of the institution.

6.3.5 Library, ICT and physical infrastructure / instrumentation

Library Infrastructure:
- The library is well equipped with nearly 11142 books on Hotel Management and allied subjects. In addition, we subscribe to nearly 60 journals/magazines from all over the world. The library has also devoted a large section towards general reading including Sports, History, Culture and Fine Arts etc. The library also has a collection of over 667 CDs on a variety of topics and 12 internet terminals,
- There is a separate library for the BA in Culinary Arts course, currently having around 829 books.
- The library is fully automated and resources are made available through both online and offline. The library is fully air conditioned and Wi-Fi enabled.
- E-Resources
- Library subscribes to online database called EBSCO hospitality and tourism, which covers scholarly research and industry news relating to all areas of Hospitality and Tourism. This collection contains more than 749,000 records, with coverage dating as far back as 1965. There is full text for 440 publications, including periodicals, company & country reports and books. Library has also access to online database called Emerald Management which covers full text of management journals. These can be accessed through following link via intranet.
- Library also subscribes to online database "Hospitality Tourism and leisure collection + culinary arts collection," which includes 550 industry journals and 150 major cooking and nutrition magazines.

6.3.6 Human Resource Management

- Encouraging the faculty to participate in conference, workshop, seminars and faculty development programmes.
- Encouraging the faculty for industrial visit / training for the professional development and to improve their skills.
- Conducting Fire Mock Drill/Demo cum Lecture and Gender sensitization awareness programmes for the employees.
- Training Programmes on enhancement of English language skills and computer skill training for Non-teaching staff members.
- Collection of documents related to development and achievement of faculty.
- Providing services related to the facilities and other employee related services
- Conducting Orientation to newly joined staff

6.3.7 Faculty and Staff recruitment

Recruitment will be made by the Appointing Authority on the basis of the selection made by the Selection Committee set for the purpose.

6.3.8 Industry Interaction / Collaboration

Industry Interaction / Collaboration: Faculty undergo refresher training in various hotels during the vacation period. Industry experts like the General Managers and Chefs are invited for Symposiums to give talks to our students. They are also invited as judges for various competitions. Our Placement Cell interacts with various Hotel Managers for campus recruitment and Industrial training.
The college has a professional collaboration with ITC Limited. It's a industry partnership between ITC and Manipal University.

6.3.9 Admission of Students

Students are admitted to the university and the courses as per eligibility criteria. An inclusive philosophy for student admission is followed with recognition of meritorious performance by providing scholarships under several categories including qualifying examination and performance during the course. A diverse student community, national and international, take admission in the courses offered by WGSHA

6.4 Welfare schemes for

Teaching	21
Non-teaching	13
Students	02

Teaching:

1. Gratuity
2. Employees Provident Fund
3. Holidays
4. Leave Facility
5. Medicare Facility
6. Group Life Term Insurance
7. Travel Expenses Reimbursement
8. Leave Travel Concession
9. Incentives for Excellence in teaching and research
10. Conference Facilities
11. Facilities of subscription to Professional society
12. Higher Education
13. Employee Training and Developments
14. Institutional Accommodation Facility
15. Scholarship on course fee
16. Laptop Facility
17. MU Interest subsidy scheme on housing/ utility loans
18. Sodexo Meal & Gift Voucher.
19. Marena Sports Facility
20. Valley Club
21. National Pension Scheme

Welfare Schemes for Non Teaching:
1. Gratuity Facility
2. Employees Provident Fund
3. Employee State Insurance
4. Holidays
5. Leave Facility
6. Medicare Facility
7. Group Life Term Insurance
8. Higher Education
9. Employee Training and Developments
10. Scholarship on course fee
11. Reimbursement of children's educational expense
12. Marena Sports Facility
13. National Pension Scheme

Welfare Schemes for students:
1. Medicare Facility
2. Scholarships

6.5 Total corpus fund generated   NIL

6.6 Whether annual financial audit has been done   √ Yes   ☐ No

6.7 Whether Academic and Administrative Audit (AAA) has been done?

Audit Type	External		Internal	
	Yes/No	Agency	Yes/No	Authority
Academic	No	No	Yes	Int. Auditors
Administrative	No	No	Yes	Int. Auditors

6.8 Does the University/ Autonomous College declares results within 30 days?

For UG Programmes   Yes √   No ☐

For PG Programmes   Yes √   No ☐

6.9 What efforts are made by the University/ Autonomous College for Examination Reforms?

The college is governed by the bye-laws of the University for Examination processes as and when needed according to University norms.

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

NA

6.11 Activities and support from the Alumni Association

Activities and support from the Alumni Association: WGSHA Alumni relations department is a constituent of Manipal University Alumni Department. In the Institution an Alumni meet is organized every year after the Annual day. The Graduating batch and alumni from other years take part in the meet. Manipal University organizes Annual Alumni meet in the month of December. Alumni are invited to give guest lectures to various courses they also are invited to judge various competitions. Every year we have a Distinguished Alumnus Award given to outstanding Alumnus selected by the top management of ITC and Manipal University.

6.12 Activities and support from the Parent – Teacher Association

NA

6.13 Development programmes for support staff

- Fire mock drill/Demo cum lecture at WGSHA, Manipal on November 2015 and June 2016.
- Yoga session on 02.01.2016
- Training programme on 'Enhancement of English Skills'

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

Initiatives taken by the institution to make the campus eco-friendly: WGSHA conforms to all the eco-friendly practices adopted by Manipal University. Paper consumption is reduced in the institute by sending e-notes to all the students via e-mail, internal communication is done through e-mail. We have proper garbage disposal systems for disposing our garbage in our kitchens and other areas. Solar water system and water recycling facilities in the hostels.

Criterion – VII

7. Innovations and Best Practices

7.1 Innovations introduced during this academic year which have created a positive impact on the functioning of the institution. Give details.

- Herb/ Spice garden projects
- Chef Vikas Khanna, a distinguished alumnus of WGSHA, has contributed a **Culinary Museum** to WGSHA, where utensils and equipment worth $4 million are being collected by him and his associates
- Faculty and student Research publication

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

Agenda	Action Taken
Activate Community Outreach Program as part of Professional Development and Event Management of MSc HTM	-Students are divided in micro groups to activate the program
	- Has conducted Beach development program at Padukere
To set up environmental development cell at DAHS	- Set up Student Empowerment for Environmental Development (SEED)
	- Conducted environmental activities in the Hirebettu School, Parkala
	- Conducted activities at WGSHA

A detailed Academic Planner duly approved by the HOI forms the basis of all the activities for the Academic year. Prepared at the beginning of every Academic year, it includes scheduling of curricular as well as extracurricular activities. The processes as detailed in the planner are conducted, evaluated and incorporated into the final performance of the reports of the students.

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

- Students are sent for on-the-job-training at the attached hotel *Fortune Inn Valley View.*
- Interactive sessions with Industry experts and adjunct faculty from various Universities.
- Flipped classrooms
- Balance of higher amount of practicum than theory.

7.4 Contribution to environmental awareness / protection

- Observed Swatch Bharat – Phase 1
- Inclusion of Green practices in the curriculum.
- Paperless teaching and innovative learning methodologies.

7.5 Whether environmental audit was conducted?   Yes [√]   No [ ]

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

- Within Top 50 Hospitality And Hotel Management Schools In The World, 2015
- Employers from Fortune 500 companies.
- Lack of Research guides.
- High fee structure.
- Upcoming private Universities across the India.
- Non availability of new infrastructure.

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

- Masters programs for Hotel Management and Culinary Arts.
- Sustain the Rankings.
- Full time Ph.D. scholars.
- Increase the employer base.
- At least 5 Scopus publications.
- One more MOU with a foreign institution.

Name *Dr. Vidya Patwardhan*

Signature of the Coordinator, IQAC

Name *Prof. Parvadhavardhini. G.*

Signature of the Chairperson, IQAC

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Annexure I

Abbreviations:

CAS	-	Career Advanced Scheme
CAT	-	Common Admission Test
CBCS	-	Choice Based Credit System
CE	-	Centre for Excellence
COP	-	Career Oriented Programme
CPE	-	College with Potential for Excellence

DPE	-	Department with Potential for Excellence
GATE	-	Graduate Aptitude Test
NET	-	National Eligibility Test
PEI	-	Physical Education Institution
SAP	-	Special Assistance Programme
SF	-	Self Financing
SLET	-	State Level Eligibility Test
TEI	-	Teacher Education Institution
UPE	-	University with Potential Excellence
UPSC	-	Union Public Service Commission

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ANNEXURE - 1

BHM –Academic Planner 2015-16

WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION
BACHELOR OF HOTEL MANAGEMENT : ACADEMIC PLANNER 2015-16
ODD SEMESTERS: I, III, V and VII : AUGUST TO DECEMBER 2015

AUGUST 2015					
Sun	30	2	9	16	23
Mon	31	3	10	17	24
Tue		4	11	18	25
Wed		5	12	19	26
Thurs		6	13	20	27
Fri		7	14	21	28
Sat	1	8	15	22	29
Week		1	2	3	4

1- College reopens
15 - Independence Day (UH)
28 - Onam (UH)

SEPTEMBER 2015					
Sun		6	13	20	27
Mon		7	14	21	28
Tue	1	8	15	22	29
Wed	2	9	16	23	30
Thurs	3	10	17	24	
Fri	4	11	18	25	
Sat	5	12	19	26	
Week	5	6	7	8	9

5 - Students Council Investiture/Teacher's day
8,9 - WGSHA Quest
11, 12 - Food Festival - I ([illegible] House)
17 - Sri Ganesh Chaturthi (UH)
21 - 23 - First Sessional (3, 5, 7th Sem)
24 - Bakrid (Id-Ul-Zuha) (UH)

OCTOBER 2015					
Sun		4	11	18	25
Mon		5	12	19	26
Tue		6	13	20	27
Wed		7	14	21	28
Thurs	1	8	15	22	29
Fri	2	9	16	23	30
Sat	3	10	17	24	31
Week	10	11	12	13	14

2 - Gandhi Jayanti (UH)
5 - 9 - Mid term examination 1st Sem
20 - Int. National Chef's day / World Bread day
22 - Maha Navami / Vijaya Dashami (UH)
30, 31 - Food Festival - II (Tipu House)

NOVEMBER 2015					
Sun	1	8	15	22	29
Mon	2	9	16	23	30
Tue	3	10	17	24	
Wed	4	11	18	25	
Thurs	5	12	19	26	
Fri	6	13	20	27	
Sat	7	14	21	28	
Week	15	16	17	18	

1 - Karnataka Rajyotsava (UH)
5 - Formal Dinner
10 - Naraka Chaturdashi/Deepavali (UH) [illegible]
13 - Sports Day
16 - 20 - Second Sessional (3, 5, 7th Sem)
21 - Srishti
27- Christmas lunch (H)

DECEMBER 2015					
Sun		6	13	20	27
Mon		7	14	21	28
Tue	1	8	15	22	29
Wed	2	9	16	23	30
Thurs	3	10	17	24	31
Fri	4	11	18	25	
Sat	5	12	19	26	
Week	19	20	21	22	23

1 - 5 - End Semester Examination
6 - 31 - Odd Semester break
25 - Christmas (UH)

EVEN SEMESTERS: II, IV and VI: JANUARY TO MAY 2016

JANUARY 2016					
Sun	31	3	10	17	24
Mon		4	11	18	25
Tue		5	12	19	26
Wed		6	13	20	27
Thurs		7	14	21	28
Fri	1	8	15	22	29
Sat	2	9	16	23	30
Week		1	2	3	4

1 - 2 - Odd Semester break
4 - College Reopens
15 - Pongal / Lohri (UH)
11 - 16 - Makeup Examination (Odd Sem)
26 - Republic Day (UH)

FEBRUARY 2016					
Sun		7	14	21	28
Mon	1	8	15	22	29
Tue	2	9	16	23	
Wed	3	10	17	24	
Thurs	4	11	18	25	
Fri	5	12	19	26	
Sat	6	13	20	27	
Week	5	6	7	8	

5 - Annual Day
6 - Alumni Lunch
12, 13 - Food Festival - III (Shivaji House)
19 - 24 - First Sessional (4, 6th Sem)
23 - International Symposium

MARCH 2016					
Sun		6	13	20	27
Mon		7	14	21	28
Tue	1	8	15	22	29
Wed	2	9	16	23	30
Thurs	3	10	17	24	31
Fri	4	11	18	25	
Sat	5	12	19	26	
Week	9	10	11	12	13

14 - 18 - Mid term examination (2nd Sem)
24 - Holi (UH for students)
25 - Good Friday (UH)

APRIL 2016					
Sun		3	10	17	24
Mon		4	11	18	25
Tue		5	12	19	26
Wed		6	13	20	27
Thurs		7	14	21	28
Fri	1	8	15	22	29
Sat	2	9	16	23	30
Week	14	15	16	17	18

1,2 - Food Festival - IV (Pratap House)
11 - 15 Second Sessional (4, 6th Sem)

MAY 2016					
Sun	1	8	15	22	29
Mon	2	9	16	23	30
Tue	3	10	17	24	31
Wed	4	11	18	25	
Thurs	5	12	19	26	
Fri	6	13	20	27	
Sat	7	14	21	28	
Week	19	20	21	22	23

1 - May Day (UH)
2 - 6 - End semester Examination

▨ University declared Holiday
▨ Vacation
▨ Events
▨ Examination (Sessional, Mid-term and End-sem)

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Online Feedback System

MANIPAL
U N I V E R S I T Y

Teacher Assessment	Score values (Select appropriate option)
Subject Knowledge	○ Has kept abreast with the latest developments in the field - (5). ○ Has kept abreast with most of the developments in the field - (4). ○ Has good knowledge of the job - (3). ○ Has sufficient knowledge of the job - (2). ○ Has superficial Knowledge - (1).
Lecture Content	○ The lecture content is always meticulously prepared to suit the level of the class & the time - (5). ○ The lecture content is usually prepared to suit the level of the class within the time availabl ○ The lecture content is adequately prepared - (3). ○ The contents are at times above/below the level of the class which tends to make it difficult for the class - (2). ○ The contents is not commensurate with the level of the class - (1).
Teaching style	○ Has clear & audible voice. Follows a logical sequence makes lectures interesting with the u training needs - (5). ○ Is clear & audible. Follows fairly logical sequence, usually makes use of the training aids - ○ Is fairly clear & audible. Is usually logical in sequence Make adequate use of training aids · ○ At times tends to lose clarity / audibility. Is not very logical. Occasionally uses training aid: ○ Is not clear / audible, does not follow logical sequence / rarely uses training aids - (1).
Class Participation	○ Ensures class involvement by discussion / question, answer etc - (5).

	○ Class involvement is mostly obtained - (4).
	○ Class involvement is normally obtained - (3).
	○ Classes tend to be monotonous. Discussions are only in the form of doubts of the Students - (2).
	○ Class participation is virtually non-existent - (1).
Assignments	○ Assignments are well planned, relevant & integrated with teaching on a regular basis - (5).
	○ Assignments are well planned, continuous & relevant but not integrated with teaching - (4).
	○ Assignments are well planned but given once in a while - (3).
	○ Assignments are not planned & relevant & given once in a while - (2).
	○ No assignments - (1).
Assessment	○ Very fair & objective in assessment & gives regular feedback & monitor student improvem continuous basis - (5).
	○ Objective in assessment & gives developmental feedback to students - (4).
	○ Assessment is carried out but the feedback is not discussed unless requested - (3).
	○ Subjective in assessment & Feedback - (2).
	○ Subjective in assessment & mostly shows favoritism among the students - (1).
Enthusiasm	○ Extremely Enthusiastic about teaching the subjects & other relevant fields - (5).
	○ Enthusiastic about teaching the subjects but limit only to the subject - (4).
	○ Fairly enthusiastic about teaching the subjects - (3).
	○ Shows somewhat enthusiasm in teaching the subjects - (2).
	○ No enthusiasm & generally deviates from the subjects - (1).
Accessibility	○ Accessible to students for individual/group discussion outside the class hours at all times -
	○ Accessible to students for individual / group discussion outside the class hours for limited p

	(4). ○ Accessible to students for individual/group discussion outside class hours for limited period prior intimation - (3). ○ Accessible but do not encourage individual/group discussion outside the class hours - (2). ○ Not accessible to students for individual & group discussion outside the class hours - (1).
Mentoring	○ Is a role model, capable of setting high standards - (5). ○ Is a willing mentor, adding value wherever needed - (4). ○ Is able to step into the role of a mentor to a certain extent & add value wherever possible - (3). ○ Understands the importance of mentoring however is not ready to take on the role of mentor - (2). ○ Does not see mentoring as a process that could help in development of students - (1).
Leadership qualities	○ Inspires students & create an excitement & optimism among the students - (5). ○ Empowers students to maximize performance - (4). ○ Identifies and addresses gaps in student's performance - (3). ○ Facilitates achievement of student's performance - (2). ○ Meets student's fundamental needs - (1).
Any other comments /remarks on course	
Any other comments /remarks on faculty	

Save