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# ST. JOSEPH'S INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, PALAI

(Approved by AICTE and affiliated to Mahatma Gandhi University, Kottayam)

21.04.2022

## SCHEDULE OF ACADEMIC AND ADMINISTRATIVE AUDIT (AAA) FOR 2021-2022

As per the discussion made by Internal Quality Assurance Cell (IQAC) and board of directors, the Academic and Administrative Audit (AAA) for the academic year 2021-2022 is scheduled as follows:

Day 1. 25<sup>th</sup> April

Forenoon - Department and laboratories visit, computer lab visit.

Afternoon- office, IQAC, and library visit

Day 2. 26<sup>th</sup> April

Forenoon - Discussion with department in charges and exit meeting



Dr. Sheri Kurian

Principal

**PRINCIPAL**  
St. Joseph's Institute of  
Hotel Management &  
Catering Technology, Palai

Choondacherry P.O.

Palai, Kottayam Dist, Kerala-686579

Phone: 04822-239510, 239508, 239511

E-mail: info@sjhmct.ac.in

Website: <http://www.sjhmct.ac.in>.

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## 1. INTRODUCTION

St Joseph's Institute of Hotel Management and Catering Technology (SJHMCT), Palai, situated in Kottayam, Kerala, established in 2010 is affiliated with Mahatma Gandhi University, Kottayam, and approved by the AICTE (All India Council for Technical Education).

SJHMCT has been dedicatedly enhancing its curriculum and infrastructure to elevate the quality of education it offers. They have well equipped demo kitchens, restaurants, front desk and housekeeping labs and guest rooms for practical purposes. And to achieve NAAC accreditation all staff are working for it.

The vision of the institute is to develop into a leading and pace setting provider of professional courses and programs to develop and train suitable manpower for the hospitality industry. Its mission is to develop young men and women into professional experts to manage the hospitality industry in general and hotels in particular. To equip youngsters with conceptual and interpersonal skills for managerial decision making and its execution in hospitality and related industries. To develop and encourage the entrepreneurial capabilities of the young generation to become effective change agents.

To achieve this goal and to uphold their mission and vision, the college authorities have taken the initiative to conduct voluntary academic and administrative audits. The academic audit serves as a comprehensive evaluation for identifying areas with potential for further development.

By voluntarily subjecting themselves to periodic academic and administrative audits, SJHMCT, Palai demonstrates its commitment to maintaining the highest standards of education and continuously evolving to meet the needs of students. Throughout this process, the institute strives to foster a culture of ongoing improvement and ensure that it remains at the forefront of delivering valuable education and learning experiences.

## 2. AUDIT COMMITTEE

An audit team composed of qualified and experienced experts, academic and industrial experts and internal stakeholders like faculty and administrative staff was constituted. The members are:

Dr. Thomas V. Mathew (IQAC Coordinator - St Thomas College Palai)

Dr. Dani Mathew M (IQAC Coordinator – Alphonsa College Palai)

Dr. Tina Sebastian (Dept. Physics, Deva Matha College Kuruvilangad)

Dr. Sheri Kurian (Principal SJHMCT)

### 3. OBJECTIVE AND SCOPE

- Assessing the quality of education
- Assessing adherence to curriculum standards
- Assessing faculty performance
- Assessing student outcomes
- Assessing infrastructure
- Assessing overall effectiveness of academic programs

#### 4. METHODOLOGY

The audit team initiated their visit to SJHMCT on 25th and 26th April 2022. During their visit they thoroughly inspected four core areas: kitchen, restaurant, front office lab and housekeeping lab and demo rooms. They interacted with faculty, students and support staff of each department. The team also visited the computer lab, library and other areas according to the schedule prepared.

The audit team gathered and reviewed relevant documents, including academic policies, curriculum guidelines, assessment records, faculty details, student feedback and other pertinent materials. The team evaluated the qualifications, experience and expertise of faculty members in their respective disciplines and teaching methodologies, classroom engagement, use of technology and student faculty interactions. The audit team took an effort to assess the adequacy of classrooms, lab, library and other facilities to support student learning. They examined the availability and functionality of technological infrastructure to enhance student learning. The availability and effectiveness of academic resources, career guidance and other support services for students and opportunities for faculty development and training to enhance their teaching and research skills. The team examined the colleges internal quality assurance mechanisms and also collected data to identify strengths, weaknesses and opportunities to make recommendations.

## 5. BRIEF PROFILE OF THE COLLEGE

**St. Joseph's Institute of Hotel Management and Catering Technology** is a leading institute in higher education, located in Kottayam, Kerala. It was established in the year 2010. The institute is affiliated to Mahatma Gandhi University, Kottayam and the institute is managed and governed by the Diocese of Palai, Kerala with the vision of imparting quality education. The institute caters the needs of all communities without any discrimination and the doors are open for knowledge seekers from every part of the country.

Students can pursue their education from the institute in a degree course specifically in UG program. This program is offered in Full-Time mode. The institute has a good reputation for courses such as BHM. St. Joseph's Institute of Hotel Management and Catering Technology provides the opportunity to gain expertise through its trained and experienced faculty. The courses provided are in the stream of Hospitality & Travel and are approved by the AICTE. The institute provides quality education. The Institute has 120 seats, and offers excellent infrastructure facilities, such as Auditorium, Boys Hostel, Cafeteria, Girls Hostel, Gym, Medical Facilities, Labs, Library, Sports Complex, etc.

To attain the core values of the institute for academic excellence, the institution takes a multi-dimensional approach which ensures the quality of all stakeholders. To ensure the quality of students from all learning levels, the institute has remedial coaching and induction programs, bridge courses and other value-added programs. The digitally enabled campus serves as the platform for innovative teaching methods with student centric activities and peer learning. The student support in different areas is ensured through training and placement cell, IEDC and the institute has various clubs to provide learning beyond curriculum. In addition, every staff member organizes seminars and guest lectures for the students.

The institute has its teaching faculty members representation in curriculum development and assessment in Mahatma Gandhi University with 6 members in the exam board for BHM program, more than 10 members are assigned for question bank preparation for the courses and all faculty members are examiners for evaluation of end semester examinations by university.

The infrastructural facilities in the institute are planned and executed to meet the diverse needs of students and local community. The infrastructure of the institute is well maintained and easily accessible. The institute has a digital library, library, computer lab, seminar hall, conference hall, exam hall, stationary shop, parking area and football ground. As the institute is located next to St Joseph's college of engineering technology and is managed by the same management both institutes share a basketball court, auditorium, hostel facility, indoor court, college bus canteen and Medi center facility.

## 6. GENERAL OBSERVATIONS BY THE AUDIT TEAM

The course the institute offers, excellent academic environment, well established brand name and emphasis on holistic development contribute to its high demand and popularity among students. It continues to be a preferred choice among parents and students and the institute provides quality education and has well experienced staff. St Joseph's Institute of Hotel Management and Catering Technology has built a strong brand name over the years through its consistent academic performance and the success of its alumni. The institute's commitment to maintaining high standards of education, combined with a focus on holistic development, has earned it a positive reputation in the educational community. One of the unique aspects of the institute is its environment. The institute fosters an inclusive and supportive atmosphere that encourages students to focus on their studies and personal growth without unnecessary distractions. Students are encouraged to participate in various competitions conducted by other institutions.

### 6.1 PROGRAMMES OFFERED

BHM Bachelors in Hotel Management - 4 years (self-financing)

### 6.2 TEACHING STAFF

Most of the teaching faculty displayed competence and effectiveness in course material delivery. Faculty members used a variety of creative teaching methods to actively engage students in the learning process. Observation in the classroom suggested a good and dynamic learning environment. Many faculty members were involved in contributing to academic publications and attending conferences and seminars. Students' perceptions of faculty members teaching ability, accessibility and responsiveness were largely positive, according to the student survey feedback. Compliance with college standards, such as attendance tracking, assessment practices and timely submission of academic records, here exhibited by the teaching staff.

It is advised that teaching faculty attend periodic pedagogical training sessions to keep up to date on the newest teaching approaches and improve their classroom practices. Also, the team has suggested providing greater support and incentives to promote faculty members participation in research activities, hence building a research and innovation culture inside the institution.

### 6.3. NON- TEACHING STAFF

The non-teaching staff efficiently managed the administrative tasks, including record keeping, data management and correspondence. Administrative processes were found to be well-organized, contributing to the smooth functioning of institute operations. Support services provided by non-teaching staff such as maintenance, security, and transport were effective in meeting the institute needs. The non-teaching staff plays an important role in supporting the institute operations and providing essential services to the students and faculty members.



## 6.4 INFRASTRUCTURE, AMENITIES & ALLIED SERVICE

The team evaluated the institute's physical facilities, technology support, student services and other allied services to ensure they meet the needs of students, faculty and staff. The institute campus was found to be well maintained and aesthetically pleasing, providing a conducive environment. Hostel facilities were well-maintained, providing a safe and comfortable environment for resident students. Grievance redressal mechanisms were in place to address students' concerns effectively.

### Library

With an extensive collection of books, the library stands out as a source of pride for the institution, reflecting its commitment to academic enrichment. Additionally, the library maintains impeccable cleanliness, ensuring a conducive environment for study and research. The library was well stocked with a wide range of academic resources, including books, journals and study materials.

### Network & Computer center

The campus network serves as a crucial backbone for both academic and administrative functions within the institution. Its robustness and reliability are essential for ensuring seamless communication, data sharing and access to resources across the campus. On the administrative side, the network streamlines communication among different departments, facilitating efficient information exchange and decision making. It enables smooth administration workflow, including student registration, fee payment, attendance updating and enhancing operational efficiency.

The computer center caters to the needs of all undergraduate students. The institute is content with the current state of the facility as it meets the demands and expectations of both students and staff. The satisfaction stems from the efficient functioning of the computer center, enabling smooth operation across various academic and administrative functions. Moreover, the facility plays a crucial role in supporting students' academic pursuit and research activities, empowering them with necessary tools and technology to excel in their studies.

### Training and Placement cell

The Placement Cell at the college is highly effective. It bridges the gap between academics and industry by establishing strong connections with various companies. Their dedication is evident in the success stories of students who secure promising job offers. The Placement Cell also organizes job fairs, recruitment drives, and networking events, boosting student confidence and demonstrating the college's commitment to their professional growth.

### The Internal Quality Assurance Cell

The Internal Quality Assurance Cell (IQAC) operates with remarkable efficiency, overseeing and implementing various quality enhancement initiatives at the college. As a key component of the college's continuous improvement efforts, the IQAC plays a pivotal role in monitoring and evaluating the academic and administrative processes. IQAC has taken initiative to conduct

academic and administrative audits for the year 2021-2022. The IQAC ensures that the college maintains the highest standards of academic excellence, administrative efficiency, and student support services. It focuses on enhancing the teaching-learning process and fostering a conducive environment for holistic student development.

#### The Innovation and Entrepreneurship Development Centers (IEDC)

IEDCs at SJMHMCT aim to inspire student entrepreneurs. These centers help improve their entrepreneurial skills. Selected students will learn about innovation, new technologies, and business. The goal is that some will start their own businesses in hospitality, while others will get top jobs with the skills they gain.

#### College Council

The College Council, a crucial governing body within the college, plays a central role in overseeing and regulating all academic matters. It consists of experienced faculty members, administrators, and external experts who collaborate to ensure the highest standards of academic excellence and the smooth functioning of educational programs in the institution. The council actively monitors and evaluates the quality of teaching and learning and evaluation methods used in the institution.

## 7. STRENGTHS & OPPORTUNITIES

The College is fortunate to be under the guidance of forward-looking and visionary leadership. The authorities' commitment to continuous quality improvement is evident, fostering an environment that promotes discipline in a fair and just manner. The College maintains a non-political atmosphere, focusing on providing one of the best infrastructural facilities available in the educational landscape.

At the heart of the College's success is its dedicated and competent teaching faculty, embracing updated pedagogy with the support of IT resources. The College upholds an inclusive approach to education, showcasing its social commitment. Despite some challenges like a shortage of teaching staff or infrastructural limitations, the quality of teaching meets the students' needs.

The non-teaching staff is equally committed and supportive, contributing to the College's smooth functioning. Students, academically above average, adhere to the rules and code of conduct, maintaining a harmonious academic environment. The College's strong social commitments are reflected in the involvement and dedication of authorities, students, and alumni.

## 8. COMMENTS

Regular Student Feedback Collection: The college places great importance on gathering feedback from students regularly. This proactive approach has to be extended to other facets of the campus other than teaching learning alone. This helps in understanding student needs and concerns, making it easier for the administration to make necessary improvements and enhancements in various aspects of the college experience.

Encouraging Participation in External Seminars: The college actively encourages students and faculty to participate in external seminars and conferences which still need to be increased.

Publication of Research Journals: The college takes pride in its commitment to scholarly work and research dissemination. The faculty has been motivated to engage in active research work. However funded research projects should be undertaken. Encourage staff to enroll for a PhD program and to publish more research papers.

Extra-curricular and co-curricular activities: More co-curricular and extra-curricular activities might be organized for students.

Collaborations: The departments should look out for more collaborations with industries and other hospitality institutions.

The audit team suggests hosting meetings with alumni, parents and other stakeholders during the visit.


Yearly faculty appraisals system must be done for staff encouragement.


## 9. CONCLUDING REMARKS

Both the teaching and non-teaching staff express contentment with their work conditions, although they bear significant burdens in their respective roles, especially as the institute is moving toward the first cycle of NAAC Accreditation. Despite these challenges staff remain committed to their duties and responsibilities.

## 10. NOTE OF GRATITUDE

The committee members express a profound sense of honor and regards for the opportunity to conduct the audit as a privilege and a significant responsibility. The Committee members express their gratitude for being invited by the Institute authorities to conduct the audit. The willingness to collaborate and provide necessary information and access to facilities shown by the faculty members and support staff at St Joseph's Institute of Hotel Management and Catering Technology was instrumental in the successful completion of the audit. The Committee members also express gratitude for the warm hospitality received during the two-day visit.

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