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

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

13.04.2023

## SCHEDULE OF ACADEMIC AND ADMINISTRATIVE AUDIT (AAA) FOR 2022-2023

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 2022-2023 is scheduled as follows:

Day 1. April 17<sup>th</sup>

Forenoon - Department and laboratories visit, computer lab visit.

Afternoon- Office, IQAC, and library visit

Day 2. April 18<sup>th</sup>

Forenoon - Discussion with the department in charge and exit meeting.



Dr. Sheri Kurian

Principal

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

## 1. INTRODUCTION

Established in 2010, St. Joseph's Institute of Hotel Management and Catering Technology (SJHMCT), Palai is located in Kottayam, Kerala. It is accredited by the All-India Council for Technical Education (AICTE) and has affiliations with Mahatma Gandhi University, Kottayam.

SJHMCT has been working hard to improve its facilities and curriculum in order to provide a higher caliber of education. For practical purposes, they have well-equipped restaurant kitchens, front desk and housekeeping labs, and guest rooms. And every employee is striving for NAAC accreditation.

The institute's aim is to become a preeminent, industry-leading provider of professional courses and programs that produce and train qualified labor for the hospitality sector. Its goal is to transform young people into competent professionals who can oversee hotels and the hospitality sector as a whole. to give young people the intellectual and social tools they need to make and carry out managerial decisions in the hospitality and other industries. to cultivate and promote the youth's business skills so they can become powerful agents of change.

The institute authorities have taken the initiative to do voluntary academic and administrative audits in order to accomplish this goal and respect its mission and vision. The academic audit functions as a thorough assessment to pinpoint areas that have room for improvement.

SJHMCT, Palai exhibits its dedication to upholding the greatest standards of education and consistently changing to suit the requirements of students by willingly submitting to recurrent academic and administrative audits. The institute works to maintain its position as a leader in providing worthwhile education and learning opportunities while fostering a culture of continuous improvement.

## 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. OBJECTIVES

Evaluating the Educational Quality

Ensuring Compliance with Curriculum Standards

Appraising Faculty Performance

Scrutinizing Student Achievements

Evaluating Infrastructure Adequacy

Assessing the Holistic Effectiveness of Academic Programs

#### 4. METHODOLOGY

The Audit team's visit to St Joseph's institute of Hotel Management and Catering Technology commenced on 17<sup>th</sup> and 18<sup>th</sup> April 2023. During this period, they conducted comprehensive assessments of core areas and facilities. They engaged in brief interactions with the faculty, students, and support staff of each area. Additionally, the team inspected the demo kitchen, restaurant, computer facilities, the library, and various college amenities, all of which were thoughtfully included in the College's schedule to provide the Audit Committee with pertinent firsthand information.

The audit team diligently gathered and reviewed relevant documents, which included academic policies, curriculum guidelines, assessment records, faculty qualifications, student feedback, and other pertinent materials. They assessed faculty members' qualifications, experience, and expertise in their respective fields, as well as their teaching methodologies, classroom engagement, utilization of technology, and interactions with students. The team also assessed the adequacy of classrooms, laboratories, libraries, and other facilities that support academic activities. They examined the availability and functionality of technological infrastructure to enhance the learning experience.

Furthermore, the audit team evaluated the effectiveness of academic counselling, career guidance, and support services for students, as well as opportunities for faculty development and training to enhance their teaching and research capabilities. The team scrutinized the college's internal quality assurance mechanisms and assessed its compliance with external accreditation standards and requirements. Using the collected data, the team identified strengths, weaknesses, and opportunities, which form the basis for their recommendations.

The Audit Committee has made a sincere effort to present various views, observations, and recommendations within this report, drawing from the information and data obtained from documents and interactions with the institution's components. These recommendations are intended to serve the best interests of the College when implemented.

## 5. BRIEF PROFILE OF THE INSTITUTE

St. Joseph's Institute of Hotel Management and Catering Technology, located in Kottayam, Kerala, is a leading higher education institute established in 2010. Affiliated with Mahatma Gandhi University, Kottayam, and managed by the Diocese of Palai, Kerala, the institute aims to provide quality education to all communities without discrimination, welcoming knowledge seekers from across the country.

The institute offers a full-time undergraduate degree program in Hospitality & Travel, with a strong reputation for its Bachelor of Hotel Management (BHM) course. With 180 seats available, students benefit from expert faculty, AICTE-approved courses, and excellent infrastructure including an auditorium, hostels, cafeteria, gym, medical facilities, labs, library, and sports complex.

St. Joseph's focuses on academic excellence through a multi-dimensional approach, ensuring quality education for all stakeholders. The institute provides remedial coaching, induction programs, bridge courses, and other value-added programs to support students of all learning levels. Its digitally enabled campus promotes innovative teaching methods, student-centric activities, and peer learning. Various support cells and clubs, along with a career counselling and placement cell, offer additional student support.

The institute's faculty actively participate in curriculum development and assessment at Mahatma Gandhi University, with representation on the exam board for the BHM program and involvement in question bank preparation and end semester evaluations.

St. Joseph's boasts well-maintained and accessible infrastructure, including a digital library access to the MG university, computer lab, hostels, seminar and conference halls, exam hall, stationary shop, parking area, and football ground. It shares additional facilities such as a basketball court, auditorium, indoor court, canteen, and medical center with the adjacent St. Joseph's College of Engineering and Technology, managed by the same administration.

## 6. GENERAL OBSERVATION

The courses offered by St. Joseph's Institute of Hotel Management and Catering Technology, along with its excellent academic environment, strong brand name, and emphasis on holistic development, make it highly popular among students. It remains a top choice for parents and students due to its quality education and experienced staff. Over the years, St. Joseph's has built a strong reputation through consistent academic performance and the success of its alumni.

The institute's commitment to maintaining high educational standards, combined with a focus on holistic development, has earned it a positive reputation in the educational community. A unique aspect of St. Joseph's is its inclusive and supportive environment, which allows students to focus on their studies and personal growth without unnecessary distractions. Students are encouraged to participate in various competitions held by other institutions.

The staff have begun working in various teams for NAAC accreditation. The institute has also signed MOUs with various hotels and institutes to enhance the quality of education and improve the skills of both staff and students. Additionally, the institute has formed a sports committee to organize sports activities for students. The institute has registered as National Digital Library of India (NDLI), which will provide students and faculty members access to a vast collection of e-books, journals and other digital resources related to their academic interests. Institute has been awarded the 8th rank in the category of excellence, the 2nd rank in Kerala and 7th rank in the southern region in the prestigious GHRDC hotel management institute survey 2022. The institute's National Service Scheme (NSS) started functioning.

### 6.1. PROGRAMMES OFFERED

Bachelors in Hotel Management BHM - 4-year Degree course

### 6.2. STUDENT FEEDBACK

- Teachers are good.
- The distribution of the syllabus is uneven
- The gaps between university semester examinations are uneven
- No proper semester break
- Seven continuous classes every day makes it very tedious
- Variety food is not served in canteen
- Laboratory is very good
- There are few fans in classrooms



### 6.3. TEACHING STAFFS

Most of the teaching faculty demonstrated competence and effectiveness in delivering course material. They employed a variety of creative teaching methods to actively engage students in the learning process. Classroom observations indicated a dynamic and positive learning environment. Many faculty members contributed to academic publications and participated in conferences and seminars. Student survey feedback reflected positively on the faculty's teaching ability, accessibility, and responsiveness. The teaching staff consistently complied with college standards, including attendance tracking, assessment practices, and timely submission of academic records.

It is recommended that faculty attend periodic pedagogical training sessions to stay updated on the latest teaching approaches and enhance their classroom practices. Additionally, providing greater support and incentives to encourage faculty participation in research activities is suggested to foster a culture of research and innovation within the institution.

More staff should be encouraged to do PhD and encouraged to do more research paper presentations.

### 6.4. NON-TEACHING STAFFS

The non-teaching staff efficiently handled administrative tasks, including record keeping, data management, and correspondence. Administrative processes were well-organized, ensuring smooth institute operations. Support services such as maintenance, security, and transport provided by non-teaching staff effectively met the institute's needs. They play a crucial role in supporting institute operations and providing essential services to students and faculty members.

Especially lab assistants play a vital role in helping the students learn and prepare food.

### 6.5. INFRASTRUCTURE

The team assessed 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 campus was well-maintained and aesthetically pleasing, creating a conducive environment. Hostel facilities were well-kept, offering a safe and comfortable living environment for resident students. Effective grievance redressal mechanisms were implemented to address students' concerns promptly.

#### Library

The library is a source of pride for the institution with its extensive collection of books, reflecting a strong commitment to academic enrichment. It maintains impeccable cleanliness, providing a conducive environment for study and research. The library is well-stocked with a wide range of academic resources, including books, journals, and study materials.

## Network & Computer Centre

The campus network is a crucial backbone supporting both academic and administrative functions within the institution. Its robustness and reliability are vital for seamless communication, data sharing, and access to resources across the campus. Administratively, the network facilitates efficient communication among departments, enhancing information exchange and decision-making processes. It streamlines administrative workflows, including student registration, fee payment, and attendance updates, thereby improving operational efficiency.

The computer center caters to the needs of all undergraduate students and meets the institute's expectations. Its efficient operation supports various academic and administrative functions effectively. The center plays a pivotal role in supporting students' academic pursuits and research activities, providing essential tools and technology to enhance their studies.

## Training and Placement Cell

The Placement Cell at the college is highly effective in bridging the gap between academics and industry through strong connections with various companies. Their dedication is evident in the success stories of students securing promising job offers. Organizing job fairs, recruitment drives, and networking events further boosts student confidence and highlights the college's commitment to their professional growth.

## The Internal Quality Assurance Cell (IQAC)

The Internal Quality Assurance Cell operates with remarkable efficiency, overseeing and implementing various quality enhancement initiatives at the college. As a key component of continuous improvement efforts, the IQAC monitors and evaluates academic and administrative processes. It has initiated academic and administrative audits in the year 2021 for ensuring the college maintains the highest standards of academic excellence, administrative efficiency, and student support services. The IQAC focuses on enhancing the teaching-learning process and creating a conducive environment for holistic student development. Institute with IQAC has conducted a 2-day national conference in the institute and various MOU were signed for the upliftment of students and staff. For higher education of students of SJIHMCT an MOU was signed between Emirates Academy Dubai.

## Innovation and Entrepreneurship Development Centers (IEDC)

The Innovation and Entrepreneurship Development Centers (IEDC) at SJIHMCT aim to inspire student entrepreneurs and enhance their entrepreneurial skills. Selected students gain exposure to innovation, new technologies, and business practices. The goal is for some students to start their own businesses in the hospitality industry, while others will secure top jobs thanks to the skills they acquire.

## National Service Scheme

The college NSS (National Service Scheme) unit is highly active and its activities are more than satisfactory. The NSS unit plays a crucial role in fostering a spirit of social responsibility and community service among the college students. The volunteers are actively involved in a diverse range of activities. Under the guidance of dedicated faculty coordinators, the NSS unit organizes and participates in numerous social service projects. The college administration provides full support and encouragement to the NSS unit, recognizing the value of community service in shaping socially responsible and compassionate individuals.

## College Council

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

## 7. STRENGTHS

The College maintains a non-political atmosphere and offers some of the best infrastructural facilities available in the educational landscape.

The College's success is largely attributed to its dedicated and competent teaching faculty and non-teaching faculty. An inclusive approach to education highlights the College's social commitment. Despite challenges such as infrastructural limitations, the quality of teaching meets the students' needs.

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

## 8. COMMENTS

More staff should attend conferences and do paper presentations.

Encourage students to participate in more extracurricular activities.

Introduce some food fest which will increase students' exposure and confidence.

Some of the clubs are not that active, these clubs will have to conduct more activities.

Conduct alumni seminars or lectures for students' motivation

Introduce student exchange programs for students with other institutes.

Needs to improve canteen facility.


## 9. CONCLUSION


The teaching and non-teaching staff members, students and other stakeholders are content with the conditions and facilities in the college. This could be attributed to a supportive work environment, adequate facilities, or a sense of belonging and purpose within the college community. It reflects that the institution values the well-being and satisfaction of its employees and stakeholders. As the institution places a strong emphasis on quality assurance and continuous improvement, it is moving towards the first cycle of NAAC Accreditation. Preparing for accreditation evaluations can be a demanding process, requiring extensive documentation and compliance with accreditation standards. The fact that the staff and students and stakeholders remain committed to the institution demonstrates their dedication to maintaining and enhancing the college's quality standards.


The team also noticed the college's pride in maintaining a high standard of student discipline. The institution places great importance on creating a conducive learning environment and fostering a culture of respect and responsibility among its students. The college's reputation as an outstanding institution of academic excellence reinforces the notion that it is successful in achieving its educational goals and providing high-quality education to its students.

## 10. NOTE OF GRATITUDE

The committee members expressed a profound sense of honor 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 College 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 SJHMCT, Palai, was instrumental in the successful completion of the audit. The Committee members also express gratitude for the warm hospitality received during the visit.

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

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