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

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

24.04.2024

## SCHEDULE OF ACADEMIC AND ADMINISTRATIVE AUDIT (AAA) FOR 2023-2024

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 2023-2024 is scheduled as follows:

Day 1. 29<sup>th</sup> April

Forenoon - Department and laboratories visit, computer lab visit.

Afternoon- Office, IQAC, IEDC, NSS and library visit

Day 2. 30<sup>th</sup> April

Forenoon - Discussion with department in charges and exit meeting.



Dr. Sheri Kurjan

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

## 1. 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)

2. OBJECTIVE

Evaluate the quality of education

Ensure compliance with curriculum standards

Appraise faculty performance

Evaluate infrastructure adequacy

### 3. METHODOLOGY

The audit team conducted their visit to SJIHMCT on April 29<sup>th</sup> and 30<sup>th</sup>, 2024. During their visit, they thoroughly inspected four core areas: the kitchen, restaurant, front office lab, and housekeeping lab and demo rooms. They interacted with faculty, students, and support staff from each department. The team also visited the computer lab, library, and other areas according to the prepared schedule.

The audit team gathered and reviewed relevant documents, including academic policies, curriculum guidelines, assessment records, faculty details, student feedback, and other pertinent materials. They evaluated the qualifications, experience, and expertise of faculty members in their respective disciplines, focusing on teaching methodologies, classroom engagement, use of technology, and student-faculty interactions.

Additionally, the audit team assessed the adequacy of classrooms, labs, library, and other facilities to support student learning. They examined the availability and functionality of technological infrastructure to enhance learning and the availability and effectiveness of academic resources, career guidance, and other support services for students. They also considered opportunities for faculty development and training to enhance teaching and research skills.

The team reviewed the college's internal quality assurance mechanisms and collected data to identify strengths, weaknesses, and opportunities, ultimately making recommendations for improvement.

The team conducted an interactive session with the students to gather their perspectives on the facilities and the quality of education provided by the institution.

#### 4. PROFILE OF THE INSTITUTE

St. Joseph's Institute of Hotel Management and Catering Technology, situated in Kottayam, Kerala, is a distinguished higher education institution established in 2010. Affiliated with Mahatma Gandhi University, Kottayam, and managed by the Diocese of Palai, Kerala, the institute is committed to delivering high-quality education without discrimination, welcoming students from across India.

The institute offers a comprehensive undergraduate degree program in Hospitality & Travel, renowned for its Bachelor of Hotel Management (BHM) course. With a capacity of 180 seats, students benefit from experienced faculty, AICTE-approved courses, and exceptional 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 varying learning levels. Its digitally enabled campus promotes innovative teaching methods, student-centric activities, and peer learning. Various support cells, clubs, and a career counselling and placement cell further enhance student support.

Faculty members actively contribute to 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 infrastructure, including a library, computer lab, hostels, seminar and conference halls, exam hall, stationary shop, parking area, and football ground. Additional facilities such as a basketball court, auditorium, indoor court, canteen, and medical center are shared with the adjacent St. Joseph's College of Engineering and Technology, managed by the same administration.

## 5. 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 staff have commenced collaborative efforts in various teams to pursue NAAC accreditation. Additionally, the institute has forged MOUs with several hotels and institutes to enrich education quality and enhance the skills of both staff and students, who are sent to these establishments for skill and knowledge updates. A sports committee has been established to organize and successfully conduct sports activities for students. The institute's National Service Scheme (NSS) has been actively functioning.

Furthermore, students from the 4th semester participated in a 2-day industrial visit to augment their practical knowledge. The institute has inaugurated a new canteen, with ongoing progress on their kitchen facilities. Additionally, a 2-day faculty development program was organized for staff members. IEDC has played an important role in improving and strengthening the entrepreneurial skills of students.

### 5.1. PROGRAM OFFERED

BHM Bachelors in Hotel Management - 4 years course

### 5.2 STUDENTS FEEDBACK

Classes are happening on regular basis

Well experienced and qualified staff

Good lab facilities

Less number of fans in classrooms

No much variety food is served in canteen

### 5.3. TEACHING STAFF

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.

More staff should be encouraged to do PhD and encouraged to do more research paper presentations. Attending more conferences and orientation programs will also help the staff.

#### 5.4. NON-TEACHING STAFF

In particular, lab assistants play a crucial role in assisting students in learning and food preparation activities. Non-teaching staff adeptly managed administrative tasks, including record-keeping, data management, and correspondence. Administrative processes were meticulously organized, ensuring the seamless operation of the institute. Support services such as maintenance, security, and transport, overseen by the non-teaching staff, efficiently met the institute's requirements. They play a pivotal role in supporting institute operations and delivering essential services to both students and faculty members.

#### 5.5. INFRASTRUCTURE

The institute has adequate infrastructure facilities for all academic activities. The infrastructure is well equipped and maintained. A practical kitchen for students' academic purposes is under construction.



## 6. RECOMMENDATION

Based on the finding members of the audit committee recommend the following for enhancing the teaching-learning ecosystem of the College:

Research culture needs improvement.

Proper documentation is required for all cocurricular activities.

For effective delivery of curriculum, the course file to be assessed by IQAC on a regular basis.

More collaborations need to be established for faculty exchange, students exchange, internship etc.

More teachers should participate in FDP programs.

7. NOTE OF GRATITUDE

The committee members expressed deep appreciation for the privilege and significant responsibility of conducting the audit. They conveyed gratitude to the College authorities for inviting them to conduct the audit. They are impressed with the improvements. The willingness of faculty members and support staff at SJHMCT, Palai, to collaborate and provide necessary information and access to facilities was crucial for the successful completion of the audit. The committee members also expressed appreciation for the warm hospitality extended to them during their visit.

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