

प्रज्ञानं ब्रह्म



Manipal

INSPIRED BY LIFE

Annual Quality Assurance Report (AQAR)

2014 -15

**Welcomgroup Graduate School of
Hotel Administration, Manipal**



Submitted to

Manipal Academy of Higher Education

Manipal 576104, Karnataka

Mission

To impart through a robust, dynamic and internationally benchmarked hospitality education curriculum, competencies required for global hospitality professionals.

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

2014-15

I. 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:

P.Rajshekhar

Mobile:

9449244997

IQAC e-mail address:

iqac.wgsha@manipal.edu

1.5 Website address:

www.manipal.edu/wgsha

Web-link of the AQAR:

-

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

1.6 Accreditation Details NA

Sl. No.	Cycle	Grade	CGPA	Year of Accreditation	Validity Period
1	1 st Cycle				
2	2 nd Cycle				
3	3 rd Cycle				
4	4 th Cycle				

1.7 Date of Establishment of IQAC :

DD/MM/YYYY

June 03,2013

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

- i. AQAR _____ (DD/MM/YYYY)4
- 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)

. Culinary Arts, Hotel management, 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 N.A.

Autonomy by State/Central Govt. / University

University with Potential for Excellence UGC-CPE

DST Star Scheme UGC-CE

UGC-Special Assistance Programme	<input type="text"/>	DST-FIST	<input type="text"/>
UGC-Innovative PG programmes	<input type="text"/>	Any other (<i>Specify</i>)	<input type="text"/>
UGC-COP Programmes	<input type="text"/>		

2. IQAC Composition and Activities.....

2.1 No. of Teachers	<input type="text" value="12"/>
2.2 No. of Administrative/Technical staff	<input type="text" value="01"/>
2.3 No. of students	<input type="text" value="NIL"/>
2.4 No. of Management representatives	<input type="text" value="01"/>
2.5 No. of Alumni	<input type="text" value="01"/>
2. 6 No. of any other stakeholder and community representatives	<input type="text" value="NIL"/>
2.7 No. of Employers/ Industrialists	<input type="text" value="NIL"/>
2.8 No. of other External Experts	<input type="text" value="01"/>
2.9 Total No. of members	<input type="text" value="16"/>
2.10 No. of IQAC meetings held	

2.11 No. of meetings with various stakeholders: No. Faculty
 Non-Teaching Staff Students Alumni Others

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

Total Nos. International National State Institution Level

(ii) Themes

2.14 Significant Activities and contributions made by IQAC

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 3.85 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.

2.15 Whether the AQAR was placed in statutory body Yes No

Management Syndicate Any other body

Provide the details of the action taken

N.A.

Part – B

Criterion – I

I. 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	NIL	NIL	NIL	NIL
PG	2	NIL	NIL	NIL
UG	3	NIL	NIL	NIL
PG Diploma	NIL	NIL	NIL	NIL

Advanced Diploma	NIL	NIL	NIL	NIL
Diploma	NIL	NIL	NIL	NIL
Certificate	NIL	NIL	NIL	NIL
Others	NIL	NIL	NIL	NIL
Total	5	NIL	NIL	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
Trimester	NIL
Annual	NIL

1.3 Feedback from stakeholders* Alumni Parents Employers Students

(On all aspects)

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

*Please provide an analysis of the feedback in the Annexure

- 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 2014-15.

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

NO

Criterion – II

2. Teaching, Learning and Evaluation

2.1	Total	Asst. Professors	Asst.Professors-Senior Scale	Asst.Professors-Selection Grade	Associate Professors	Professors
Total No. of permanent faculty	32*	04	11	03	12	2

*(4 nos includes ITC)

2.1 Total No. of permanent faculty : 04 Nos ITC Staff

28 Nos- Permanent Faculty

2.2 No. of permanent faculty with Ph.D.

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

Asst. Professors		Associate Professors		Professors		Others		Total	
R	V	R	V	R	V	R	V	R	V
Nil	Nil	Nil	1	Nil	Nil	Nil	Nil	Nil	Nil

2.4 No. of Guest and Visiting faculty and Temporary faculty

NIL	7	9(adjunct)
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2.5 Faculty participation in conferences and symposia:

No. of Faculty	International level	National level	State level
Attended	10	01	NIL
Presented papers	06	01	NIL
Resource Persons	01	NIL	NIL

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

Manipal University encourages faculty exchanges with various foreign Universities, through academic collaboration agreements with them. The research publications and output is one of the parameters on which the faculty performance is assessed at the annual performance review and for release of performance Incentives.

The institution has different clubs that facilitate literature, dramatics, sports, adventure and social activities. The institution has joined hands with another institution (India Skills) to train and develop the youth to take up jobs in the hospitality sector. The faculty have actively participated in these activities.

Student / Faculty Research: The college has established the Centre for Excellence in Hospitality and Tourism Research (CEHTR) to focus on research, consultancy and continuing professional development initiatives in the area of hospitality and tourism management within the college. Extensive involvement of faculty and students in research projects demonstrate continual quality improvement in all its academic and co-curricular activities to achieve global competency through research

Skills training for unemployed youth from the local community are imparted through Manipal City & Guilds as our CSR initiative. Many short term courses in hospitality are offered as part of the programme WGSMA is the only college in India to offer Sommelier programme from the International Sommelier Guild (ISG) with its two levels of wine fundamentals certifications. This is also integrated with the existing F & B curriculum of BHM and BA in Culinary Arts. International faculty representing ISG, train the students in this global certification which adds value to our students learning

Community Outreach Programme: The programme conducted in Padukere Beach and Hirebettu School enable d the student to involve in social activities.

□

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)

NIL

2.9 No. of faculty members involved in curriculum restructuring/revision/syllabus development

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as member of Board of Study/Faculty/Curriculum Development workshop

1 – Chair Person, 6 – Faculty members, 1 – Student Representative
1 – from Industry, 4 – University Officials

2.10 Average percentage of attendance of students

75%

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	83	3 – 3.61%	46 – 55.42%	7-8.43%	Nil	67.46%
M.Sc. HTM	8	7 – 87.5%	Nil	Nil	Nil	87.5%
M.Sc. DAN	20	6-30%	11-55%	1-5%	Nil	90%

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

<i>Faculty / Staff Development Programmes</i>	<i>Number of faculty benefitted</i>
Refresher courses	1
UGC – Faculty Improvement Programme	7
HRD programmes	NIL
Orientation programmes	NIL
Faculty exchange programme	NIL
Staff training conducted by the university	11

Staff training conducted by other institutions	01
Summer / Winter schools, Workshops, etc.	09
Others	11

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
College Office	8	NIL	NIL	NIL
Accounts & Finance	7	NIL	NIL	NIL
Personnel	1	NIL	NIL	NIL
others	21	NIL	NIL	NIL

Criterion – III

3. Research, Consultancy and Extension

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

IQAC has set targets for faculty to attend conferences and presenting and publishing research Papers.

3.2 Details regarding major projects NA

	Completed	Ongoing	Sanctioned	Submitted
Number				
Outlay in Rs. Lakhs				

3.3 Details regarding minor projects NA

	Completed	Ongoing	Sanctioned	Submitted
Number				
Outlay in Rs. Lakhs				

3.4 Details on research publications

	International	National	Others
Peer Review Journals	16	2	NIL
Non-Peer Review Journals	NIL	NIL	NIL
e-Journals	NIL	NIL	NIL
Conference proceedings	2	1	NIL

3.5 Details on Impact factor of publications:

Range Average h-index Nos. in SCOPUS

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 <i>(other than compulsory by the University)</i>	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. Chapters in Edited Books

ii) Without ISBN No.

3.8 No. of University Departments receiving funds from N.A.

UGC-SAP CAS DST-FIST
 DPE DBT Scheme/funds

3.9 For colleges N.A. Auton C DBT Star Scher
 INSPIRE CE Any Other (specify)

3.10 Revenue generated through consultancy

3.11 No. of conferences organized by the Institution

Level	International	National	State	University	College
Number	01	NIL	NIL	NIL	NIL
Sponsoring agencies	NIL	NIL	NIL	NIL	NIL

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

3.13 No. of collaborations International National Any other

3.14 No. of linkages created during this year

3.15 Total budget for research for current year in lakhs :

From Funding agency From Management of University/College
 Total

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
NIL	NIL	NIL	NIL	NIL	NIL	NIL

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

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

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

JRF SRF Project Fellows Any other

3.21 No. of students Participated in NSS events: NA

University level State level
National level International level

3.22 No. of students participated in NCC events: NA

University level State level
National level International level

3.23 No. of Awards won in NSS: NA

University level State level
National level International level

3.24 No. of Awards won in NCC: NA

University level State level
National level International level

3.25 No. of Extension activities organized

University forum	<input type="text" value="NIL"/>	College forum	<input type="text" value="NIL"/>		
NCC	<input type="text" value="NIL"/>	NSS	<input type="text" value="NIL"/>	Any other	<input type="text" value="NIL"/>

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 Organisation (VSO), Manipal University
3	Blood Donation Camps by WANASS Club, WGSMA
4	Beach Cleaning Activities by WANASS Club, WGSMA
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 equipments purchased (≥ 1-0 lakh) during the current year.	229	11	Self-financed	240
Value of the equipment purchased during the year (Rs. in Lakhs)	295.62	37.55	Self-financed	333.17
Others	NIL	NIL		NIL

4.2 Computerization of administration and library

All operations of library are completely automated.

4.3 Library services:

	Existing		Newly added		Total	
	No.	Value	No.	Value	No.	Value
Text Books	9797	4966355.36	541	297320	10337	5263675.36
Reference Books	771	-	8	-	779	-
e-Books	-	-	-	-	-	-
Journals	57	4018302	-	-	57	4018302
e-Journals	2248	-	-	-	2248	-
Digital Database	3	334396.50	-	-	3	334396.50
CD & Video	543	509449	52	00	595	509449
Others (specify)						

4.4 Technology up gradation (overall)

	Total Computers	Computer Labs	Internet	Browsing Centres	Computer Centres	Office	Departments	Others
Existing	107	33	107	2	1	NIL	1	NIL
Added	7	5	NIL	0	0	NIL	0	NIL
Total	100	38	107	2	1	NIL	1	NIL

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

PHOTOGRAPHY TRAINING FOR STUDENTS

4.6 Amount spent on maintenance in lakhs :

i) ICT

NIL

ii) Campus Infrastructure and facilities	45.90
iii) Equipments	10.25
iv) Others	30.91
Total :	87.06

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

Every faculty functions as Teacher guardian/ mentors for about 10 to 15 students of the college. ITC has been supporting the student endeavours by offering scholarships to the meritorious students pursuing their program at WGSMA. Besides, the Manipal University offers scholarships to the students whose parents are working in University institutions. The Manipal University also offers Konkani scholarships to the meritorious students who have studied PUC at Academy of General Education colleges and are pursuing their professional degree programs at Manipal University.

5.3 (a) Total Number of students

UG	PG	Ph. D.	Others
367+30+55(BACA) =452	89	NA	NA

(b) No. of students outside the state

UG	PG
345	47

(c) No. of international students

UG	PG
1+1	6

No	%

No	%

Men

UG		PG	
No	%	No	%
288+22=310 30= 55% (BACA)	78.09	25	28.09

Women

UG		PG	
No	%	No	%
79+8=87 25 (45%)BACA	21.91	64	71.91

Last Year(2013-14)						This Year(2014-15)					
General	SC	ST	OBC	Physically Challenged	Total	General	SC	ST	OBC	Physically Challenged	Total
387	NIL	NIL	NIL	NIL	387	479	NIL	NIL	NIL	NIL--	479
								--	--		

Demand ratio 1:9.06

Dropout % 10.5%

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

N.A.

No. of students beneficiaries

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

NET	<input style="width: 40px; height: 20px;" type="text"/>	SET/SLET	<input style="width: 40px; height: 20px;" type="text"/>	GATE	<input style="width: 40px; height: 20px;" type="text"/>	CAT	<input style="width: 40px; height: 20px;" type="text"/>
IAS/IPS etc	<input style="width: 40px; height: 20px;" type="text"/>	State PSC	<input style="width: 40px; height: 20px;" type="text"/>	UPSC	<input style="width: 40px; height: 20px;" type="text"/>	Others	<input style="width: 40px; height: 20px;" type="text"/>

5.6 Details of student counselling and career guidance

- | |
|---|
| <ul style="list-style-type: none"> A formal system of pastoral care, mentorship and counselling has been established in the campus. In this teacher-guardian scheme, each faculty is allotted 15-20 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

100%

5.7 Details of campus placement

<i>On campus</i>			<i>Off Campus</i>
Number of Organizations Visited	Number of Students Participated	Number of Students Placed	Number of Students Placed
17	54	54	N.A.

5.8 Details of gender sensitization programmes

NIL

5.9 Students Activities

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

State/ University level

6

National level

1

International level

NI

No. of students participated in cultural events

State/ University level

4

National level

NI

International level

NI

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

Sports : State/ University level

National level

International level

Cultural: State/ University level

1

National level

1

International level

5.10 Scholarships and Financial Support

2014-15	
Number of	Amount

	students	
Financial support from institution	23	7,31,000
Financial support from University:		
Konkani Scholarship	23	334,700
SAGES	1	62,700
AGE	-	-
Staff child/spouse scholarship	4	656,100
Financial support from government	NA	NA
Financial support from other sources	5	82500
Number of students who received International/ National recognitions	Nil	Nil

	Number of students	Amount
Financial support from institution	NIL	NIL
Financial support from government	NIL	NIL
Financial support from other sources	NIL	NIL
Number of students who received International/ National recognitions	NIL	NIL

5.11 Student organised / initiatives

Fairs : State/ University level National level International level

Exhibition: State/ University level National level International level

5.12 No. of social initiatives undertaken by the students

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. The Institute has fully computerized system to manage information related to students, teaching and learning processes, evaluation and dissemination of information to stakeholders.

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

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 10769 books on Hotel Management and allied subjects. In addition, we subscribe to nearly 61 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 620 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 819 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

1. 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.

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

6.3.9 Admission of Students

Students are admitted as per the University guidelines

6.4 Welfare schemes for

Welfare Schemes for Teaching:

Teaching	
Non teaching	
Students	

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. Reimbursement of children's educational expense
17. Laptop Facility
18. MU Interest subsidy scheme on housing/ utility loans
19. Sodexo Meal & Gift Voucher.
20. Marena Sports Facility
21. Valley Club Membership

Welfare Schemes for Non Teaching:

1. Gratuity Facility
2. Employees Provident Fund
3. Employee State Insurance facility for the employees drawing gross income less than Rs 15000.
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

6.5 Total corpus fund generated

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	Internal Auditors
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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.

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

N.A.

6.11 Activities and support from the Alumni Association

Activities and support from the Alumni Association: WGSMA 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

N.A.

6.13 Development programmes for support staff

- Awareness Programme about checking plagiarism & help of turnitin software at Interact Hall, Manipal on 25.08.2014.
- Predatory Journals Programme at Lecture Hall, Manipal University, Manipal on 28.08.2015.
- National Workshop on Stress Management Techniques for Library Professional with Special Reference to Yoga at Govt. First Grade College, Bettampady

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.

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.

<ul style="list-style-type: none"> •Student / Faculty Research: The college has established the Centre for Excellence in Hospitality and Tourism Research (CEHTR) to focus on research, consultancy and continuing professional development initiatives in the area of hospitality and tourism management within the college. Extensive involvement of faculty and students in research projects demonstrate continual quality improvement in all its academic and co-curricular activities to achieve global competency through research • WGSHA is the only college in India to offer Sommelier programme from the International Sommelier Guild (ISG) with its two levels of wine fundamentals certifications. This is also integrated with the existing F & B curriculum of BHM and BA in Culinary Arts. International faculty representing ISG, train the students in this global certification which adds value to our students learning • Skills training for unemployed youth from the local community are imparted through Manipal City & Guilds as our CSR initiative. Many short term courses in hospitality are offered as part of the programme <p>Community Outreach Programme: The programme conducted in Padukere Beach and Hirebettu School enabled the student to involve in social activities. Student Empowerment for Environmental Development (SEED) started in the academic year 2016,conduct activities like seminars, workshops, awareness camps etc.</p>
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7.2 Provide the Action Taken Report (ATR) based on the plan of action decided upon at the beginning of the year

Sl No	Agenda	Action Taken
1	Activate Community Outreach Programme as part of Professional Development and Event Management of MSc HTM	-Students are divided in micro groups to activate the programme - Has conducted Beach development programme at Padukere
2	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

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

- Manipal University encourages faculty exchanges with various foreign Universities, through academic collaboration agreements with them. The research publications and output is one of the parameters on which the faculty performance is assessed at the annual performance review and for release of Performance Incentives.
- The institution has different clubs that facilitate literature, dramatics, sports, adventure and social activities. The institution has joined hands with another institution (India Skills) to train and develop the youth to take up jobs in the hospitality sector. The faculty have actively participated in these activities.

****Provide the details in annexure (annexure need to be numbered as i, ii,iii)***

7.4 Contribution to environmental awareness / protection

Community awareness camps conducted. Organic farming methods encouraged through Students Empowerment for Environmental Development (SEED).

The Institution takes part in the world environment day celebrations conducted by the University. Students are taught about the Green Practices followed in the hospitality industry as a part of their curriculum. Seminars and Guest talks are organized on environment awareness and protection.

7.5 Whether environmental audit was conducted? Yes No

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

- As per Manipal University's policy, a plagiarism software Turnitin is used to check students' work particularly final year students' project for potential plagiarism. All faculty members are advised to check the originality of their publications before sending them to publications or presentations in journals and conferences.
- A Digital Repository portal has been established in the University and linked to the University's website (www.manipal.edu) to enlist all research publications by the faculty of each college including that of Welcomgroup Graduate School of Hotel Administration (WGSHA) which would enable users to view all publications of the university in the portal. The link to the portal is <http://eprints.manipal.edu>

8. Plans of institution for next year

To achieve all the Qualitative and Quantitative objectives.

Name ___ P.Rajshekhar_____

Name ___ Prof. Parvadhavardhini Gopalakrishnan

Signature of the Coordinator, IQAC

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



Achievements and Recognitions

- Ranked No. 1 as “Supreme Hotel Management Institute in India by Global Human Resource Development Centre (GHRDC) in GHRDC Hotel Management Survey 2015
- Ranked No. 2 in All India ranking among Top 50 Colleges in Hotel Management, No. 1 among Private Hotel Management Colleges and No. 1 among the South Zone Hotel Management Colleges by The Week Hansa Research - Best College Survey 2014, (The WEEK. June 21, 2015)
- Ranked No. 3 among Top Professional Colleges in India by Outlook Drshiti Hotel Management Colleges Survey July 6, 2015