ALL INDIA SHRI SHIVAJI MEMORIAL SOCIETY'S

COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Savitribai Phule Pune University,

Pune

ANNUAL QUALITY ASSURANCE REPORT (AQAR) 2016 – 2017

Submitted to

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

Bangalore

JULY 2017

INDEX

The Annual Quality Assurance Report of the IQAC (AQAR)

The IQAC of AISSMS College of Hotel Management & Catering Technology, Pune presents the annual self-reviewed report for academic year 2016 – 2017.

Part – A

1. Details of the Institution

1.1 Name of the Institution:
- **All India Shri Shivaji Memorial Society's College of Hotel management and Catering Technology**

1.2 Address Line 1	55-56, Shivajinagar,
Address Line 2	Pune
City/Town	Pune
State	Maharashtra
Pin Code	411 005
Institution e-mail address	info@aissmschmct.in
Contact Nos.	+91-20-25520488
Name of the Head of the Institution:	Dr. Sonali Jadhav
Tel. No. with STD Code:	+91-20-25520488
Mobile:	+91-9881401482
Name of the IQAC Co-ordinator:	Mr. Sunder Srinivasan
Mobile:	+91 9823370772
IQAC e-mail address:	iqac@aissmschmct.in

1.3 **NAAC Track ID** *(For ex. MHCOGN 18879):*   **MHCOGN 19596**

1.4 **NAAC Executive Committee No. & Date:**
(For Example EC/32/A&A/143 dated 3-5-2004. This EC no. is available in the right corner- bottom of your institution's Accreditation Certificate)

> **EC (SC)/06/A&A/001**
> **Dated: 01-05-2015**

1.5 Website address: www.aissmschmct.in

Web-link of the AQAR:

- http://aissmschmct.in/aqar2016-2017/

1.6 Accreditation Details

Sr. No.	Cycle	Grade	CGPA	Year of Accreditation	Validity Period
1	1st Cycle	A	3.15	2015	5 Years
2	2nd Cycle	----	----	----	----
3	3rd Cycle	----	----	----	----
4	4th Cycle	----	----	----	----

1.7 Date of Establishment of IQAC: 24 / 07 / 2014

1.8 AQAR for the year *(for example 2010-11):* **2016 – 2017**

1.9 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*)

   i. AQAR 2015 – 2016 submitted to NAAC on 14 – 07 – 2016
  ii. AQAR_____ _____ (DD/MM/YYYY)
 iii. AQAR_____ _____ (DD/MM/YYYY)
 iv. AQAR_____ _____ (DD/MM/YYYY)

1.10 Institutional Status

University: Not Applicable

Sr. No	Particulars	Details
1	State	
2	Central	
3	Deemed	
4	Private	

Sr. No	Particulars	Yes	No
1	Affiliated College	√	
2	Constituent College		
3	Autonomous college of UGC		
4	Regulatory Agency approved Institution (E.g. AICTE, BCI, MCI, PCI, NCI)	√	

Type of Institution

Sr. No	Particulars	Details
1	Co-education	√
2	Men	
3	Women	
4	Urban	√
5	Rural	
6	Tribal	

Financial Status

Sr. No	Particulars	Details
1	Grant-in-aid	
2	GC 2(f)	
3	UGC 12B	
4	Grant-in-aid + Self Financing	
5	Totally Self-financing	√

Type of Faculty/Programme

Sr. No	Particulars	Details
1	Arts	
2	Science	
3	Commerce	
4	Law	
5	PEI (Physical Education)	
6	TEI (Edu)	
7	Engineering	
8	Health Science	
9	Management	√
10	Others (Specify)	

1.12 Name of the Affiliating University *(for the Colleges)*:
- **Savitribai Phule Pune University, Pune**

1.13 Special status conferred by Central/ State Government-- UGC/CSIR/DST/DBT/ICMR etc.:

Nil

Sr. No	Particulars	Yes	No
1	Autonomy by State/Central Govt. / University		
2	University with Potential for Excellence		
3	UGC-CPE		
4	DST Star Scheme		
5	UGC-CE		
6	UGC-Special Assistance Programme		
7	DST-FIST		
8	UGC-Innovative PG programmes		
9	UGC-COP Programmes		
10	Any other (Specify)		

2. IQAC Composition and Activities

Sr. No	Particulars	Nos.
2.1	No. of Teachers	08
2.2	No. of Administrative/Technical staff	01
2.3	No. of students	01
2.4	No. of Management representatives	01
2.5	No. of Alumni	01
2.6	No. of any other stakeholder and community representatives	01
2.7	No. of Employers/ Industrialists	01
2.8	No. of other External Experts	01
2.9	Total No. of members	15
2.10	No. of IQAC meetings held	03

2.11 No. of meetings with various stakeholders:

Sr. No	Particulars	Numbers
1	Faculty	06
2	Non-Teaching Staff	02
3	Students	06
4	Alumni	01
5	Others	02
Total		**17**

2.12 Has IQAC received any funding from UGC during the year?   **No**

2.13 Seminars and Conferences (only quality related)

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

Sr. No	Particulars	Nos.
1	International	00
2	National	00
3	State	01
4	Institution Level	04
Total		**05**

(ii) Themes

Sr. No	Particulars	Details
1	**Seminar (State level)**	Exploring Research Avenues in Hospitality, resource persons: 1. Dr. Zagade (Chairman BOS HM, SPPU), 2. Dr. Sathe (Principal TMV, Dept. of HMCT), 3. Dr. Chaturvedi (General Manager, Fortune Select, Lavasa), 4. Dr. Bang (Director, Delta M Mgt., R&D Lab)
2	**Faculty Development Programme**	Counselling of Students, resource person Dr. Thombare (Psychological Counsellor, Holistic Life Coach - Institute of Holistic Healing India) & Team
3	**Faculty Development Programme**	Hotel Trends and Opportunities by Accor group of Hotels, resource person Mr. Manikantha (Training Manager)
4	**Seminar (College level)**	1. Yugandhara, Health & Stress Management by Mr. Himanshu Kesarwani (Zumba Instructor), 2. Motivation & work life balance by Ms. Nalini Sengupta (Principal, Vidya Valley School), 3. Entrepreneurial skills development by Ms. Namita (Jewellery Designer)
5	**Workshop**	ISO 9001:2015 Awareness, resource person Mr. Sudhir Borole (Lead Auditor, Vincotte India)

2.14 Significant Activities and contributions made by IQAC

- Curriculum Development: The principal and faculty members of the college were actively involved in the formulation of a new syllabus for the BSc Hospitality Studies (Second Year) course under Savitibai Phule Pune University.

- Academic Audits: Two internal and one external audit of Academic procedure is conducted to ensure continual improvement. The external surveillance audit for ISO 9001:2008 was successfully conducted by an independent certifying body, Vincotte International India Assessment Services Pvt. Ltd. A workshop on ISO 9001:2015 was conducted to bring in awareness about the new quality management systems.

- Research & publication: 19 research papers have been published in the year 2016 – 2017 by faculty members of the college. The college journal "ATITHYA A Journal of Hospitality" with ISSN: 2394 – 6644 was published in December 2016 and May 2017.

- Procuring grants from SPPU under various schemes (Quality Improvement Program – Laboratory Equipment, Sports Equipment, Seminar and Students Welfare)

- Implementation and follow-up on activities as per academic calendar.

- **The college organized the following:**
  1. Theme dinners: to inculcate entrepreneurship development amongst the students
  2. Soft skill development: important for the service industry and global competence
  3. Overseas Internship: provides international exposure & better opportunities.
  4. Guest lectures, workshops, field visits, demonstrations & seminars: to update the knowledge of the students to cope with the needs of the hospitality industry.
  5. Atithya: A national event comprises of various core & ancillary departmental competitions and exploring various international cuisine during annual food festival (Gala dinner)

- Faculty Development Programmes (FDP): FDP's were organized to upgrade the knowledge of the faculty and also to enhance the teaching learning Process.

- Student's Counselling: Counselling of students was carried at a preliminary stage by counsellor (faculty members). Professional counsellors were appointed for critical cases identified during the preliminary session.

- Purchases: Annual purchases were done to upgrade the infrastructure & equipment to ensure optimum quality of infrastructure and resources thereby enabling customer satisfaction.

- Enterprise Resource Planning (ERP) system: Continual up-gradation is being carried out with the ERP system to include certain customized options required for better planning and monitoring of classes / attendance for all the theory and practical subjects, reports of which are generated online.

- Library Information and Management (SLIM): The college library utilizes SLIM21 automation software which covers functionality required for day to day library management.

- Messaging system (SMS): An online messaging system (SMS) is being utilized to send various information to parents and students.

- Social and Environmental awareness:
  1. Green audit has been conducted
  2. The college has adopted a village Khubavali in Pune District through National Service Scheme Programme (NSS). A week long programme was carried out by the students to emphasise on the importance of cleaning, education, & anti superstition.
  3. Garbage segregation is carried out within the laboratories and further wet garbage is taken over by Pune Municipal Corporation and dry garbage by SWACH a private NGO
  4. Blood donation: A blood donation drive has been carried out.

5. Traffic awareness day: Students volunteered by reaching out to general public at traffic signals spreading awareness of wearing helmets and following safety rules.
6. Yugandhara a special programme for women empowerment was conducted under Vidyarthini Vyaktimatva Vikas a programme sponsored by SPPU for the development of girl student.
7. The college has completely stopped the procurement of polystyrene (thermacol) disposable material and plastic carry bags.

- **Additional revenue has been generated through:**
   1. Short courses in cookery and bakery were conducted for housewives and other aspirants. (3 batches of each cookery & bakery short courses and 1 batch of advanced bakery conducted in the last year).
   2. Provision of consultancy to the industry. A MoU with M/s Vivacity Foods Pvt. Ltd., Pune to develop their business model.

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 *

Sr. No	Plan of Action	Achievements
1	Implementation of BSc HS course (Second Year) syllabus under SPPU	The BSc HS course (Second Year) syllabus was successfully reviewed and the new syllabus will be implemented from the academic year 2017 – 2018
2	Facilitating and motivating staff for PhD enrolment	A total of 12 Faculty have enrolled for PhD out of which 01 Faculty enrolled during 2016 – 17. 02 faculty members have acquired PhD
3	Publication of two issues of Atithya – A Journal of Hospitality	The 2nd issue of Volume 2 was published in December 2016 and 1st issue of Volume 3 in May 2017.
4	Increasing the database of faculty research publications	19 research papers have been published in the year 2016 – 2017 by faculty members of the college making a total count of 73 publications.
5	Planning of Academic Calendar	**89%** compliance of the Academic Calendar
6	Student's Counselling	In the academic year 2016 – 2017: a. A total of 93 students were benefitted through counselling in the preliminary session. b. 15 students were benefitted through professional counselling.

Sr. No	Plan of Action	Achievements
7	Academic audits plans	The academic audit was successfully completed by an external agency and the ISO 9001:2008 certification was extended.
8	Infrastructure development	A total of Rs. **14,77,007** was spent towards development of infrastructure
9	Identifying avenues for additional revenue generation	A total additional revenue of Rs. 4,08,400 was generated through consultancy & short courses
10	Participation in "HANSA" survey for institutions conducted by "The Week" Magazine	The college secured 2nd position in Maharashtra State and 1st position in Pune city.

* Attach the Academic Calendar of the year as Annexure.

2.15 Whether the AQAR was placed in statutory body

Sr. No	Particulars	Yes	No
1	Management	√	
2	Syndicate		
3	Any other body		

Provide the details of the action taken

The AQAR has been approved in the Local Managing Committee
Dated: 09/06/2017

Part – B

Criterion – 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				
PG	01			
UG	02			
PG Diploma				
Advanced Diploma				
Diploma				
Certificate	03			
Others				
Total				
Interdisciplinary				
Innovative				

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

Pattern	Number of programmes
Semester	03
Trimester	
Annual	01(Only First Year BSc)

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. **Yes**
1. BHMCT – the Credit system is implemented from the academic year 2016-17
2. First Year BSc Annual pattern implemented from the year 2016-17 and Second year BSc Syllabus was revised for 2017 - 18

1.5 Any new Department/Centre introduced during the year. If yes, give details: **No**

Criterion – II
Teaching, Learning and Evaluation

2.1 Total No. of permanent faculty

Total	Asst. Professors	Associate Professors	Professors	Others
18	15	01	01	01(Librarian)

2.2 No. of permanent faculty with Ph.D.: **02**

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

Assistant Professors		Associate Professors		Professors		Others		Total	
R	V	R	V	R	V	R	V	R	V
10	---	01	08	0	03	---	---	11	11

2.4 No. of Guest and Visiting faculty and Temporary faculty

- Visiting faculty – 03
- Temporary faculty – 10

2.5 Faculty participation in conferences and symposia:

No. of Faculty	International level	National level	State level
Attended Seminars / Workshops	3	2	25
Presented papers		01	
Resource Persons			01

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

1. Customization on ERP has enabled our college to:
   - Includes customized options required for better planning and monitoring of classes / attendance for all the theory and practical subjects.
   - Reports of attendance are generated online.
   - The parents and students have also been given access to this system which enables them to monitor attendance.
   - Students can also access notes and presentation.
   - Faculty can also upload student's assignments.

2. Use of ICT during lectures, emphasizing on visual impact and learning.
3. Techniques such as peer interaction adopted to enhance student's participation during class room teaching.

4. The college regularly invites industry experts and alumni to conduct workshops, demonstrations and interaction sessions to bring about the latest in the industry.

5. Cross evaluation is carried out in the following:
- Paper setting and moderation for internal theory examinations.
- Prelim practical examination

6. The Principal, Academic Head along with the class representatives monitor the progress of the teaching learning process every month. A course monitoring committee has been formulated for the same.

7. Operational subjects have a question bank in the form of MCQ, which are solved by students as online assignments.

2.7   Total No. of actual teaching days during this academic year: **155**

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

1. Double evaluation system is followed for internal examinations to reduce student's dissatisfaction.
2. Operational subjects have a question bank in the form of MCQ, which are solved by students as online assignments. This online assignment also enhances their technical knowledge base.
3. The practical and internal marks are entered onto the SPPU portal by respective subject teachers. A buddy system is in place wherein these entries are cross checked by an exam buddy, in an attempt to minimise errors.
4. Counselling of students is carried out for all classes so as to encourage them for examinations and also clarify rules of promotion to the next semester.
5. Subject wise result analysis is prepared at the end of every semester. This enables the academic department to identify the subjects which need to be concentrated upon in the further semesters to follow.

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

Syllabus Restructuring	No. of faculty
Second Year BSc HS	02

2.10 Average percentage of attendance of students: **80.45%**

2.11 Course / Programme wise Distribution of pass percentage:

ODD Semester 2016 - 2017

Title of the Programme	Total no. of students appeared	Division				
		Distinction %	I %	II %	III %	Pass %
BHMCT	202	42.07%	34.65%	20.70%	2.47%	78.25%
BSc HS	205	15.31%	35.90%	6.40%	1.00%	61.50%
MHMCT	2		100%			

Grade system is followed for MHMCT

EVEN Semester 2016 – 2017

Title of the Programme	Total no. of students appeared	Division				
		Distinction %	I %	II %	III %	Pass %
BHMCT	187	34.22%	60.42%	20.32%	5.34%	82.50%
BSc HS	292	29.20%	17.40%	17.70%	---	61.25%
MHMCT	2		100%			

Grade system is followed for MHMCT

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

• Effective contribution and monitoring by IQAC aids in improving the quality of Teaching Learning Processes. Following processes are monitored by IQAC –

1. Academic calendar of the college is planned by IQAC at the beginning of the academic year, which is communicated to all the departments and faculty. Regular monitoring of the same is conducted to ensure compliance of the planned activities.
2. IQAC through the ISO cell organises for External departmental audits and periodic internal audits (Interdepartmental cross audits) are conducted by the faculty who are trained by IQAC to conduct audits.
3. Faculty development Programmes and workshops are organised for the faculty to enhance their skills and knowledge.
4. Evaluation of teaching and learning process is carried out through student's feedback, course monitoring committee feedback and peer evaluation. Action plan is prepared for faculty having less than 75% score and improvement is monitored through follow-up sessions.
5. IQAC also monitors the compliance of the syllabus and lectures conducted by the faculty, as per the syllabus prescribed by the University.
6. Conduct of internal and external examinations and analysis of students' results.
7. IQAC encourages faculty to teach content beyond syllabus to enhance student's knowledge.

2.13 Initiatives undertaken towards faculty development:

Faculty / Staff Development Programmes	Number of faculty benefitted
Refresher courses	07
UGC – Faculty Improvement Programme	NIL
HRD programmes	NIL
Orientation programmes	26
Faculty exchange programme	NIL
Staff training conducted by the university	05
Staff training conducted by other institutions	• 08 • 04 faculty members certified as PMKVY Trainers
Summer / Winter schools, Workshops, etc.	26
Research papers	During the academic year: 2016 – 17 • 19 research papers have been published. • 01 research has been published in a book.
Further Studies	• 12 Pursuing PhD. • 01 Pursuing Masters in HMCT

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	07	NIL	02	02
Technical Staff	29	NIL	NIL	01

Criterion – III
3. Research, Consultancy and Extension

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

IQAC in association with the Research Cell of the college have initiated the following activities to promote research climate in the college.

- IQAC is instrumental in facilitation of publication of a bi annual research journal named Atithya – A Reflection of Hospitality (ISSN Number: 2394-6644). In an effort to promote hospitality research, research papers are published free of cost in the journal. The editorial board of the journal also offers the required guidance and support in making the research publications especially, for young researchers.

- IQAC under its initiative to promote research, has recommended that every faculty to publish at least one research paper per semester and the required technical and intellectual support is provided to juvenile researchers to assist them in this area.

  - *Papers published by faculty during the academic year 2016-17 – <u>19 Papers</u>*

- The IQAC successfully completed the application process for including the college under 2f & 12 b of the UGC Act. In the month of February 2016 the UGC has granted the status of 2f and 12 b to the college. As a result of this, the college has become eligible to receive financial grants under various schemes offered by UGC. The IQAC would follow-up on the same and coordinate with UGC to receive maximum grants for research and overall development of faculty and the students.

  - *A Proposal for sanction of grant during twelfth plan for organizing a 2 Days Stale level Conference on "Exploring Research Avenues in Hospitality" has been sent to the UGC.*

- The College has initiated a conversation with the local hotel industry with the view of getting sponsored research projects from them.

  - *We have signed an MOU for worth of Rs. 10, 00,000/- (Ten Lacks) over a period of 5 years with "Vivacity Foods Pvt. Ltd.", Pune for provision of consultancy and undertaking research projects for them.*

  - *The college conducts product research and development for Kamani Foods Pvt. Ltd.*

- College has also appointed an Academic Research Coordinator who interacts with the University of Pune for the liaising of research activity and getting information on various research schemes and funds made available by the University.

- The management of the college has accepted the recommendation of the IQAC to give funding for the faculty to attend Seminars and conferences and to pursue Ph.D. The college

has approved a funding up to Rs. 3000/- per faculty per year for attending Seminars and conferences and Leave / financial assistance worth Rs.1 lakh per faculty involved in up-gradation of qualification like Ph.D. and Post-Graduation. In addition it grants on duty leave for faculty attending seminars / workshops / conferences / examinations or research projects etc.

- o *In the academic year 2016-17, a total of Rs. 55,822/- was sanctioned by the college to the faculty for attending seminars / workshops and a total of 09 faculty members have availed the benefit of the same*

- A special provision is made in the annual budget of the college for research. In case of applied research (practical based activities), the research budget is planned and organized in a way so as to maximize the research output, and funds are allotted in a fair manner with the consultation with department and college head. Faculty and students work out the expenditure involved and make a proposal to the Principal, the management carefully scrutinizes the proposal and grant funds for the various research related activities in the college.

- o *Budget for research for the year 2016-17 was Rs. 2 Lacks*

- The final year students are given assignments based on research in various operational departments of the industry. These assignments are critically monitored and evaluated by the faculty and the marks awarded for the same are considered in the internal marks for that subject.

- Students are motivated to conduct product research in order to create innovative and fusion recipes which are further tested at culinary competition and during various college events when meals based on these recipes are served to the guests.

- Guest lectures and demonstrations are organized for the students to understand the latest trends in the industry and to carry out further research on the same.

- Faculty and students are guided on the principles of research methodology based on its suitability and application for their research in order to enhance the quality of their research.

3.2   Details regarding major projects

Particulars	Completed	Ongoing	Sanctioned	Submitted
Number	0	0	0	0
Outlay in Rs. Lakhs	0	0	0	0

3.3   Details regarding minor projects

Particulars	Completed	Ongoing	Sanctioned	Submitted
Number	0	0	0	0
Outlay in Rs. Lakhs	0	0	0	0

3.4 Details on research publications

Particulars	International	National	Others
Peer Review Journals	44	27	
Non-Peer Review Journals			
e-Journals			
Conference proceedings			02

3.5 Details on Impact factor of publications:

Sr. No	Particulars	Details
1	Range (more than 3)	21
2	Average (less than 3)	52
3	h-index	
4	Nos. in SCOPUS	

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

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

3.7 No. of books published

Sr. No	Particulars	Nos.
1	With ISBN No.	0
2	Without ISBN No.	0
3	Chapters in Edited Books	0

3.8 No. of University Departments receiving funds from: **Not Applicable**

Sr. No	Particulars
1	UGC-SAP
2	CAS
3	DST-FIST
4	DPE
5	DBT Scheme/funds

3.9 For colleges

Sr. No	Particulars
1	Autonomy
2	CPE
3	DBT Star Scheme
4	INSPIRE
5	CE
6	Any Other (specify) Funding under schemes of Savitribai Phule Pune University • Quality Improvement Programme • Students' Welfare Scheme

3.10 Revenue generated through consultancy: **Rs. 1, 18, 030/-**

3.11 No. of conferences organized by the Institution

Level	International	National	State	University	College
Number	-	-	1 (Exploring Research Avenues in Hospitality)	-	1 (Yugandhara)
Sponsoring agencies			Savitribai Phule Pune University		Savitribai Phule Pune University

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

3.13 No. of collaborations:

Sr. No	Particulars	No. of Collaborations	Details
1	International	01	• Global Education Management
2	National	02	• Vivacity Foods Pvt. Ltd • Kamani Foods Pvt. Ltd.
3	Any other	----	

3.14 No. of linkages created during this year: **01** (Kamani Foods Pvt. Ltd.)

3.15 Total budget for research for current year in lakhs:

Sr. No	Particulars	Amount
1	From Funding agency	
2	From Management of University/College	2 Lacs
3	Total	2 Lacs

3.16 No. of Patents received this year

Type of Patent		Number
National	Applied	0
	Granted	0
International	Applied	0
	Granted	0
Commercialised	Applied	0
	Granted	0

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

Total	International	National	State	University	Dist	College

3.18 No. of faculty from the Institution 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) – **Nil**

Sr. No	Particulars	Details
1	JRF	
2	SRF	
3	Project Fellows	
4	Any other	

3.21 No. of students Participated in NSS events:

Sr. No	Particulars	Details
1	University level	**51**
2	State level	
3	National level	
4	International level	

3.22 No. of students participated in NCC events: **Not Applicable**

Sr. No	Particulars	Details
1	University level	
2	State level	
3	National level	
4	International level	

3.23 No. of Awards won in NSS: **Nil**

Sr. No	Particulars	Details
1	University level	
2	State level	
3	National level	
4	International level	

3.24 No. of Awards won in NCC: **Not Applicable**

Sr. No	Particulars	Details
1	University level	
2	State level	
3	National level	
4	International level	

3.25 No. of Extension activities organized

Sr. No	Particulars	Details
1	University forum	
2	College forum	
3	NCC	
4	NSS	20
5	Any other	

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

- Adoption of "Khubavli" village.

- Activities organized during 7 days residential camp at "Khubavli" village.

    1. Cleaning of temples in the village.
    2. Cleaning of village roads under the concept "Clean India, Green India"
    3. Cleaning of primary school in the village.
    4. Cleaning of community hall in the village.
    5. Lecture on youth empowerment.
    6. Lecture on women empowerment.
    7. Lecture on principles and implementation of HACCP.
    8. Awareness drive on "Andhshraddha Nirmulan"

- Swacch & Swasth Bharat Abiyan

- Registration camp for application of voters ID

- Campaign on awareness of traffic rules on Traffic Awareness Day

- Respect for traffic rules drive.

- Tree plantation drive.

- Blood Donation Camp.

- Lecture on the provision of Indian Constitution on the occasion of "Constitution Day".

- Live telecast of the speech of Hon. HRD minster Govt. on India.

- Medical check-up camp for students.

Criterion – IV
Infrastructure and Learning Resources

4.1 Details of increase in infrastructure facilities:

Facilities	Existing	Newly Created	Source of Fund	Total
Campus area	5984.11 sq. m	-	-	5984.11 sq. m
Class rooms	9	-	-	9
Laboratories	18	-	-	18
Seminar Halls	01	-	-	01
No. of important equipment's purchased (≥ 01lakh) during the current year.	-	01	self	01
Value of the equipment purchased during the year (Rs. in Lakhs)				4.45
Others				

4.2 Computerization of administration and library
- Computerization of Administration = **08Nos**
- Computerization of Library = **12Nos**

4.3 Library services:

	Existing (All)		Newly added (2016 -2017)		Total	
	No.	Value	No.	Value	No.	Value
Text & Reference Books	10033	4,114,000.00	205	70,282.00	10238	4,184,282.00
e-Books	62	---	---	---	---	62
Journals	6	24,047.00	6	24,047.00	6	24,047.00
e-Journals	6		6		6	
Digital Database	1	332,245.00	1	332,245.00	1	332,245.00
CD & Video	206	325,384.00	177	---	383	325,384.00

4.4 Technology up gradation (overall)

	Total Computers	Computer Labs	Internet	Browsing Centres	Computer Centres	Office	Depts.	Others
Existing	92	43	2Mbps	12		09	21	07
Added	-	-	16Mbps + 1Mbps	-		-	-	-
Total	92	43	16Mbps + 1Mbps Backup	12		09	17 comp 04 laptops	04Old 03New

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

- The college has an ERP system that is being customized to our requirement. The new modules added in this current year include are notes and assignments for students, compliance of classes for the staff, event reports for the college and pre admission process and payment of fees.

4.6 Amount spent on Maintenance in lakhs:

Sr. No	Particulars	Amount in lacs
1.	ICT	Rs. 1.30
2.	Campus Infrastructure and facilities	Rs. 6.87
3.	Equipment's	Rs. 0.95
4.	Others	Rs. 5.00
Total		**Rs. 14.11**

Criterion – V
5. Student Support and Progression

5.1 Contribution of IQAC in enhancing awareness about Student Support Services

IQAC coordinates with administrative and Academic bodies to enhance awareness amongst the students about Student Support Services

1. **ADMINISTRATIVE**- Financial assistance is provided by Administrative department for availing free ship and scholarship to the eligible students

2. **ACADEMIC**- The interactive college website helps students know about the college related and academic information

- Periodic assembly is conducted to update students on various academic issues and important notices are put up on the notice board for reference.
- Information can be accessed through ERP regarding attendance and subject notes and assignments
- Monthly Course Monitoring Meetings are conducted to review any academic issues of the students and compliance of the syllabus and understanding the subject.
- List of books available in the Library can be viewed online.

3. **TECHNICAL SUPPORT** – Training and Placement office conduct meetings with the students to inform about the placement opportunities.

To improve the technical knowledge of the students provision of online questions (MCQ) are available for core subjects.

Communication Skills classes are conducted for the students to enhance their communication and language skills.

5.2 Efforts made by the institution for tracking the progression

- Student's progression is tracked through following means-

1. Result analysis – It helps in tracking students progression from one year to the next and also subject wise analysis is done to monitor the students' performance .
2. Batch wise progression of the students from first to the final year is also carried out.
3. Training and Placement Department tracks the progression of the final year students by providing details of the students placed, opted for higher studies or entrepreneurship.

5.3 Administrative

Sr. No	Particulars	UG	PG	Ph. D.	Others
a)	Total Number of students	530	2		
b)	No. of students outside the state		18		
c)	No. of international students		0		

Men	No.	Percentage	Women	No.	Percentage
	404	76%		128	24%

Last Year (2015-16)						This Year (2016-17)					
General	SC	ST	OBC	Physically Challenged	Total	General	SC	ST	OBC	Physically Challenged	Total
385	45	3	76	4	509	406	53	3	67	3	532

Demand Ratio: (Supply: Demand)

Course	*Demand ratio*
BHMCT	63:70
BSCHS	120:454

The supply to demand ratio is 1:3

Dropout Rate: 0%

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

- In house Communication classes are conducted for improving English Language skills of the students especially from Vernacular background.

- No. of students beneficiaries: 22

5.5 No. of students qualified in these examinations (**Not Applicable**)

Sr. No	Particulars	Details
1	NET	
2	SET/SLET	
3	GATE	
4	CAT	
5	IAS/IPS etc.	
6	State PSC	
7	UPSC	
8	Others	

5.6 Details of student counselling and career guidance

- Basic counselling of the Students is done by the class coordinators with the ratio of 1:30.

- Coordinators recommend the students for professional counselling. It is done once in a week by the professional counsellors.

- Training and Placement Officer conduct career counselling for the students in group and also on one to one basis

- Critical cases are discussed with the Principal for further course of action.

No. of students benefitted

Sr. No	Particulars	No. of Students
1	College counselling	93
2	Professional Counselling	15
3	Career Counselling	22

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
24	34	34	0

5.8 Details of gender sensitization programmes

- The students Welfare Cell organises Gender Championship Activities as prescribed by The Savitri Bai Phule Pune University.

- Special programme YUGANDHARA is organised for Girl students, which includes workshops, lectures etc. benefiting the girls.

5.9 Students Activities

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

Sr. No	Particulars	No. of Students
1	State/ University level (Sports and hospitality Competitions)	78
2	National level (Sports and hospitality Competitions)	37
3	International level	Nil

No. of students participated in cultural events

Sr. No	Particulars	No. of Students
1	State/ University level	Nil
2	National level	Nil
3	International level	Nil

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

Sr. No	Particulars	No. of Medals
1	State/ University level (Sports and hospitality Competitions)	05
2	National level (Sports and hospitality Competitions)	14
3	International level	Nil
4	Cultural: State/ University level, National level, International level	Nil

5.10 Scholarships and Financial Support

Sr. No	Particulars	Number of students	Amount
1	Financial support from institution	Nil	Nil
2	Financial support from government	88	Rs. 5,169,440
3	Financial support from other sources	Nil	Nil
4	Number of students who received International/ National recognitions	Nil	Nil

5.11   Student organised / initiatives

Fairs:	State/ University level	National level	International level
	-----	01	-----
Exhibition:	State/ University level	National level	International level
	-----	-----	-----
Atithya 2017- National Level Hospitality competition was organised			

5.12 No. of social initiatives undertaken by the students: **05**
1. National Service scheme Camp was organised at Khubavali, District Pune
2. Tree plantation in College campus
3. Swachata Abhiyan – to create awareness amongst students about Clean and Hygienic Surroundings.
4. Blood Donation Camp
5. Road safety programme

5.13 Major grievances of students (if any) redressed: **Nil**

Criterion – VI

Governance, Leadership and Management

6.1 State the Vision and Mission of the institution

VISION:
"To achieve excellence in the field of Hospitality Education and Research and be the most preferred recruitment destination"

MISSION:
"AISSMS College of Hotel Management and Catering Technology is committed to Excel in the field of Hospitality Education by empowering the students to meet the challenges of the dynamic business environment and create opportunities in their chosen careers." The college has a dynamic quality policy, which is reviewed twice a year for any changes if required. Changes in the policy may occur in accordance with changes in the norms of AICTE /DTE / University of Pune and market conditions.

6.2 Does the Institution has a management Information System

Yes, Management information system is being used in –

- Continual improvement in ERP system is being carried out to customize it as per our requirements for better planning and monitoring of classes and practical's.

- The new module added in ERP system are – Notes and assignments for students ,compliance of classes , event reports for the college , Pre admission process.

- Enterprise Resource Planning (ERP) system which enables planning and monitoring of attendance for all the theory and practical subjects, reports of which are generated online. This information can also be directly accessed by the principal of the college at all levels.

- This ERP system is developed by Cloud Vision Systems and Solutions Pvt. Ltd, Pune and consists of the following modules and reports:-

1. **Time Table:** Preparation of classroom and teacher time tables

2. **Attendance:** To monitor monthly student's attendance

3. **Performance:** To monitor the practical progressive assessment of students

4. **Examinations:** To create question papers, exam attendance and monitor the score

5. **Employee:** Employee details and records

6. **Employee Leave:** Application and approval of leaves for faculty members

- The following reports can be generated through the ERP system:

1. Examination Reports Using this report writer, you can get any kind of report / student performance

2. Students Strength Reports Class-wise/overall strength of the College, Student Attendance Reports Class-wise/Student-wise/Teacher-wise, Reports, Certificate Report Leaving Certificate Issued Reports

3. Student Report Student reports like year down, regular, etc. student Teaching Plan Teaching Plan Report

4. Other reports: SMS Reports, Employee Strength Reports, New Joining Employee, Report, Resigned Employee Report, Time Table Report, Subject Compliance Report.

- The college library utilizes System for Library Information and Management (SLIM21)

Automation software which covers functionality required for day to day library management.

This software consists of the following modules:

1. **Cataloguing**: Catalogues any type of material, print as well as non-print. It supports material in digital form and helps to build digital library.
2. **Circulation**: Monitors issue / return, re-issue of books.
3. **Series Control**: This system helps achieve an effective utilization of periodicals budget.
4. **Acquisition**: This supports the entire range of activities from the time someone makes a proposal to acquire an item, until it is finally paid for and accessioned
5. **On-line Public Access Catalogue (OPAC):** This offers powerful on-line search facilities to search through library catalogues.
- Bio-metric system to monitor attendance of all staff members in the college.

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

6.3.1 Curriculum Development

- Principal Dr. Sonali Jadhav was appointed as member of BOS under Savitibai Phule Pune University.
- Under her guidance faculty members of the college were involved in the formulation of a new syllabus for SY BSc HS course under Savitibai Phule Pune University. Most of the faculty members were deputed as subject chairman and / or members for various subjects in this formulation process.

6.3.2 Teaching and Learning
- Two Internal and One External audit of Academic procedure is conducted to ensure continual improvement. The external audit was conducted by an independent certifying body, Vincotte International India Assessment Services Pvt. Ltd.
- Faculty development programs, workshops and seminars are conducted to enhance the teaching learning process
- An Enterprise Resource Planning (ERP) is available for the faculty to monitor their teaching plan and student's attendance for their respective subjects

- Adequate facilities in class and laboratories and overhead projectors to conduct presentations.
- Well defined and transparent evaluation system for students
- Additional support and inputs for weaker students
- Additional English speaking and communication skill development classes are conducted for students
- E-learning data base is available in library
- Language lab used for improving communication skills
- CD's & Videos are available for practical exposure.
- The notes are emailed to the students.
- Students possessing passion towards specialized areas are given additional inputs to enhance their knowledge further.
- Specialized training is given to the students for the participating in various hospitality competitions held at State/ National levels.
- College, through its networking with the industry as their teaching partner, organizes special training programmes for the students possessing special interest & skills in a particular operational department
- The students with good managerial attributes are given responsibilities as heads of various core departments for the events or functions organized by the college. This helps in not only boosting their morale but also giving them hands on experience.
- Field visits are conducted to ensure that students are exposed to actual operations and get hands on experience is gained by them.
- Orientation visits are conducted for students to acquaint them with the hotel industry.
- The students learn through group discussions, extempore, and presentations as a part of their curriculum in practical subjects like personality development & business communication.
- Guest lectures are conducted by the industry experts, Alumni & also through participation in various hospitality & other competitions
- Various workshops, Theme Lunches are organized to encourage students to work as a team
- Conducting co-curricular and extracurricular activities for skills development like theme dinners, competitions etc.

6.3.3 Examination and Evaluation
- An internal online test is considered as a part of assignments .regular unit tests are conducted for all subjects.
- For the remaining subjects:
    1. A set of three question papers are prepared by faculty appointed by the examination department.
    2. The appointed faculty does not teach the respective class.
    3. Any one of the question paper is selected by the Chief Examination Officer for printing.
    4. After paper correction, moderation is carried out to ensure fair practices.
- A re-test is conducted for students failing in the internal examinations.
- Cross evaluation is done for the internal practical examination.

- Internal marks are divided into unit tests, practical marks (continuous evaluation), assignments and attendance as per university guidelines
- Students can approach the exam cell regarding doubts and queries
- Two Internal and One External audit of Examination procedure is conducted to ensure continual improvement. The external audit was conducted by an independent certifying body, Vincotte International India Assessment Services Pvt. Ltd.

6.3.4 Research and Development

- Kindly Refer to Criterion 3.

6.3.5 Library, ICT and physical infrastructure / instrumentation
- Adequate budgets are provided by the college for purchase of new volumes, titles, national and International journals
- Purchase of books is done as per the recommendations of the subject experts to ensure Availability of all required teaching resources.
- Extended library hours for students.
- Subject notes are sent to the students through email by subject faculty.
- Student assignments are received through email by subject faculty.
- Use of LCD projectors for classroom sessions is encouraged.
- Bank of power point presentation for core subjects is available.
- Internal examination for core subjects is conducted using an online exam module.
- Annual purchases done to upgrade the infrastructure and equipment.
- Annual maintenance contracts are carried out for infrastructure and critical equipment.
- Cleaning and maintaining of common / public areas is outsourced and monitored by in-house
- Personnel.
- Log books, history cards and breakdown registers are maintained for critical equipment.
- Breakdown procedures are followed to ensure repairs are carried out at a fast pace.

6.3.6 Human Resource Management
- Faculty developmental programs, bonding sessions, training program and workshops/seminars are organized for motivating and enhancing the skills of faculties.
- Faculties attend refresher training program to upgrade their skills and to understand the current trends of the hospitality industry.
- Institution supports Faculty members with financial grants & study leave for pursuing higher studies and research, attending various seminars, workshops etc.
- The management also provides the financial assistance for faculty who are pursuing Doctoral Research and Post-Graduation.
- Academic performance indicator (API) is followed to assess the performance of faculties. On the basis of these appraisals; decisions regarding their annual increment, promotions and confirmation for permanent employment are taken and conveyed accordingly.

6.3.7 Faculty and Staff recruitment

- The college follows the service conditions as per the statute framed under The Poona University Act 1994 for the staff members. The college also follows the pay scale rules and regulations as per "Revision of pay Scales of teachers and equivalent cadres in higher Education as per UGC Scheme (6th Pay commission)" for Universities, Affiliated Colleges, Government Colleges/Institutes of Science etc., by Government of Maharashtra, Higher & Technical Education Department, Resolution No. NGC 009/ (243/09)-UNI-1, Mantralaya Annex, Mumbai – 400 032.Dt. 12th August 2009.

6.3.8 Industry Interaction / Collaboration

- The Principal and the Training and Placement officer are in constant touch with the industry for better job placements opportunities and training of students.
- The college organizes frequent Industry visits to various types of organizations in order to enable the students to get an operational insight of its working
- The college invites professionals from the hotel industry on various occasions to judge the interclass and intercollegiate competitions.
- Industry experts are also called upon to be a part of sensory evaluation team during major activities conducted by the college and also during national level competitions.
- The college organizes various guest lecture series / workshops for staff and students to hone their skills and to develop additional skills that would be helpful from the point of view of the hotel industry.
- The college invites professionals from the hotel industry to evaluate the students during the University examinations.
- The college receives sponsorship from the industry for events / functions organized in the college
- Provision of consultancy to M/s Vivacity Foods Pvt. Ltd., Pune and Kamani Foods Pvt. Ltd. Mumbai to develop their business model.

6.3.9 Admission of Students

- Admission to Bachelor in Hotel Management & Catering Technology (BHMCT) and Master of Hotel Management & Catering Technology (MHMCT) programs are processed by the Directorate of Technical Education, Govt. of Maharashtra through a Common Entrance Test.
- Admission for Bachelor of Science-Hospitality Studies (BSc HS) is based on the 12th standard Merits and is at the college level. The eligibility criteria are regulated by Savitribai Phule Pune University.
- The College attends various educational fairs and exhibition to promote hospitality education.
- Advertisements are placed in newspapers.
- The college website gives detailed information about admission to the available programs.
- Admission counselling cell is made available for students and parents who approach the
- College for admission.
- A seminar is organized for the potential candidates and their parents in the college.

6.4 Welfare schemes for:

Teaching	• Group Insurance under LIC of India • Maternity and Medical leaves • Employee Provident Fund • Gratuity Scheme • Loans from the AISSM credit society • Funds for doctoral research and to Attend seminars. • Provision for on-duty lunch
Non-teaching	• Group Insurance under LIC of India • Maternity and Medical leaves • Employee Provident Fund • Fixed cash advance facility • Gratuity Scheme • Loans from the AISSM credit society • Encouragement for higher education • Provision for on-duty lunch
Students	• Student insurance • Free yearly medical check-up • Financial assistance through scholarships • Free vehicle parking • Subsidized canteen facility • Funding for various competitions • Medical / Sick room with first aid facility • Extended library hours

6.5 Total corpus fund generated

Details of Reserve Funds:

ACCOUNT	AMOUNT	TERM	BANK
BHMCT(FIXED)	2,19,830.00	2014-2017	Bank of Maharahtra
BSc HS (FIXED)	5,70,636.00	2014-2019	Bank of Maharahtra
MHMCT	3,00,000.00	2013-2023	Bank of Maharahtra
LIBRARY	1,65,396.00	2014-2017	Bank of Maharahtra
DEFICIT	1,10,042.00	2014-2017	Bank of Maharahtra

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	Yes	Vincotte International All India Assessment Services Pvt. Ltd.	Yes	Internal Auditors (ISO)
Administrative	Yes	Vincotte International All India Assessment Services Pvt. Ltd.	Yes	Internal Auditors(ISO)

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

Sr. No	Particulars	Yes	No
1	For UG Programmes	√	
2	For PG Programmes	√	

6.9 What efforts are made by the University / Autonomous College for Examination Reforms?
- Double evaluation system for internal examinations so as to give students a fair chance.
- Core subjects have a pool of MCQs, which are solved by students as assignments.
- A system in place wherein entry of practical and internal marks is done on the SPPU portal by respective subject teachers with, and cross checked by an exam buddy, in an attempt to minimize errors.

6.10 What efforts are made by the University to promote autonomy in the affiliated / constituent colleges?
- Appointment of Controller of Examination and Exam Cell at college level recognized by Savitibai Phule Pune University
- Convocation ceremony being conducted at college level on behalf of Savitibai Phule Pune University
- Decentralization of examination process at college and University level
- The examination cell is headed by a Chief Examination Officer (CEO) who is appointed by the principal and liaises with the University for All Examination related procedures
- The college acts as an examination center for the university examinations and the examinations are conducted by the CEO in accordance with the norms laid down by the university.

The examination cell is bifurcated into internal and external examination section.
- The internal exam section oversees the following:
  1. Conducting of unit tests
  2. Conducting internal practical examination
  3. Monitoring monthly attendance
  4. E-filling of final internal / practical marks into University database

- The external exam section handles the following:
    1. Collecting and submitting of student's examination forms to the University
    2. Print and issue of hall tickets
    3. Planning and conducting of practical examinations
    4. Planning and conducting of theory examinations as per the time table provided by the University
    5. Deputing junior supervisors for theory examinations
    6. Issue of mark-sheets to the students

6.11 Activities and support from the Alumni Association
- Alumni who went to Le Cordon Bleu, Australia to pursue an advanced course in culinary techniques gave a demonstration of a grand eight course menu for the students and faculty of the college.
- Assistance is provided by the alumni for the current students by coordinating for industrial visits.
- Regular guest lectures are conducted by the alumni sharing their views and experiences with the students.
- The Alumni working in the industry make arrangements for their HR to interact with our college training and placement cell for our student recruitment.
- They are involved in activities like conducting training programs, demonstrations and workshops to know of the current trends of the industry.
- They also provide sponsorship for college events.

6.12 Activities and support from the Parent – Teacher Association
- Parents are a part of college committees, for e.g. anti-ragging committee
- Parent meetings are called on different occasions like Parent Student Orientation, Student Industrial Training in India and Abroad, Placement Information Feedback from parents is taken every year and any dissatisfaction identified is addressed too.

6.13 Development programmes for support staff
- Bonding sessions are conducted in form of games and competitions.
- Departmental training sessions are conducted on various subjects by the department in charge.
- Grooming sessions are held to enumerate the importance of personal grooming.
- The management and principal encourage the support staff to pursue higher education.
- Special programs conducted to promote fitness and holistic well-being of the staff members. Yoga, meditation, zumba are a few of the activities organized and garnered a good response.

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

- Green audit and energy conservation audit is conducted every year. Though the audit is annual, it has reinforced awareness and responsibility amongst the college team members. Use of solar energy for water heating system.
- Garbage segregation is done on premises with appointed body named SWACH (NGO)
- The College has completely stopped the procurement of polystyrene (Thermacol) disposable Material. Use of eco-friendly bio-degradable disposables instead.
- The College has also initiated the awareness of reducing the usage of plastic utility bags.
- The infrastructure of the college ensures natural illumination in the common areas through "Sky Lights". This helps in natural ventilation and light.
- The College also encourages students and faculty to use public transport / car pool to save fuel.
- E waste that is generated in the college is centrally disposed by the AISSMS College of Engineering, Pune.
- Use of compact fluorescent lamp (CFL) in common passages. Also installation on LED in under-way.
- The college is also working with Savitribai Phule Pune University to install a solar plant on campus. This will not only reduce the operating costs, but also save electricity at large.
- As part of NSS, increasing number of students are actively participating in societal environment upkeep projects like river cleaning, tree plantation, garbage reduction and disposal drives.

Criterion – VII

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.

Faculty Mentoring System
- This system was initiated to address the personal and professional issues of faculties. One senior faculty member is appointed as mentor for 3 mentees.
- Long and short term individual and professional goals are discussed during the interaction in between the mentor and mentees.

College Webpage
- The webpage is equipped to give all necessary information about examinations, training and placement, cyber-crime cell, reservation cell, research cell, and anti-ragging cell.
- All the past and upcoming events information is declared on the website.

ERP (Enterprise Resource Planning):
- Enterprise Resource Planning (ERP) system which enables planning and monitoring of attendance for all the theory and practical subjects, reports of which are generated online.
- Every faculty is given a user id and a password wherein they can upload various academic related information.
- Any entered information can also be directly accessed by the principal of the college at all levels.
- This ERP system is developed by Cloud Vision Systems and Solutions Pvt. Ltd, Pune and consists of the following modules and reports:-
  1. User id & Password- a user id and a password is given to each student to log in on ERP. This helps them to view assignments, attendance, topics covered, PPT's, notes etc.
  2. Student's assignment-Assignment topics are uploaded by the subject teachers with the submission date.
  3. Notes- Handouts of all subjects are uploaded by the subject teachers.
  4. Admission forms- online admissions were introduced this year for BHMCT and BSc. HS courses.
  5. Compliance- Theory and practical classes are compiled on a daily basis, a report is generated every month for students to view.
  6. Time Table: The classroom and teacher time tables are prepared by Academics and can be printed by teachers.
  7. Attendance: daily attendance is entered after every conducted class and further a report is generated.
  8. Employee: Employee details like personal information, educational qualification, and approval details are revealed.

Messaging system (SMS):
- An online SMS system is being used to send messages to parents of students who are defaulting in attendance in the college.
- Parents are able to revert back to the college authorities immediately for further clarification.
- Parents make sure that their ward attends college regularly which increases the attendance of students
- Notices in case of urgent matters are informed to parents

- **Telephone called are made to parents by the class coordinators informing about their ward defaulting the classes.**

Software (Wishnet):
- Property management system: an updated software for housekeeping and front office operations, used by the students to get hands on experience during the practical's of room division.
- Touché': software for food and beverage department used for room service, restaurant order taking and billing practical.

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

Course Monitoring Committee
- Every month Principal, class representative, and the HOD academic comes together to discuss issues faced by the class related to the teaching methodology, syllabus compliance, understanding of topic, punctuality of the faculty etc.
- If discrepancy is found in the above process, then the concerned faculty is briefed and the same is reviewed in the next meeting.

Academic calendar
- The academic plan of the college in the beginning of the semester is made in the form of an academic calendar which includes guest lectures, field visits, demonstrations, formal lunches, theme diners and other co-curricular & extra-curricular activities.
- Monthly departmental meetings take an update on the compliance of the academic calendar and any deviation is addressed immediately.
- At the end of academic year a report on compliance of the academic calendar is prepared.

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

Title of the practice: Decentralized processes
Goal
- The institute has planned the practice of decentralization of process by creating a robust organization structure with well-defined roles and responsibilities at each level with an aim to maximize productivity of every process and to create accountability at every level of the hierarchy.

Principles and concepts
- A well designed organizational structure is a backbone of any institution and is a medium to convert organizational aspirations into reality.
- The organization structure should not only place the employees at various levels of hierarchy but also should be able to establish clear roles and responsibilities of each one of them and giving clear indications of their accountability.
- This ensures clear operational guidelines for every employee and leads to decentralization of process that help in increasing operational efficiency and productivity.
- The college has identified 14 key processes and each one of them is headed by a senior faculty. The identified process are tagged as departments aiming at division of labour their by creating responsibility and accountability amongst employees.

Context

- The college has bifurcated its activities into various process which in turn converts into departments. Each department is assigned to a group of employees who are led by the department head.
- All the identified departments are integrated into the main stream operations of the institution by creating a network of inter dependability and accountability.
- Every department has its own autonomy and clearly defined responsibility. The department head is accountable for its operations and controls the process at a micro level to bring out the best possible output.
- The head of the department report to the top management who in turn analyses the performance at a macro level and channelize the efforts for attainment of the organizational goals.
- The academic plan of the college in the beginning of the semester is made in the form of an academic calendar which includes guest lectures, field visits, demonstrations, formal lunches, theme diners and other co-curricular & extra-curricular activities.
- Monthly departmental meetings take an update on the compliance of the academic calendar and any deviation is addressed immediately.
- At the end of academic year a report on compliance of the academic calendar is prepared.

The practice

- **Creation of department**
1. For the college to function effectively, management has to identify and coordinate numerous linked activities. An activity that takes "inputs" and converts them to "outputs" can be considered as a "process "which in turn is identified as department. The college has identified 14 such processes. Very often, the output from one department becomes the input for another department.
2. The process approach, therefore, is the systematic identification and management of these integrated activities and the interactions between various departments.
3. The efforts of every department are consolidated and channelize towards the organizational goals. The quality policy of the organization acts as a guiding force for the operations of the every department. It defines the top management's commitment to comply with requirements and to continually improve the effectiveness of every department and enhance the quality of the institution at a large.

- **Documented procedures**
1. The college has identified various department or operational units for its effective functioning. The scope of operations of every department is clearly defined and the control mechanism is established to monitor and improve performance on continual basis.
2. The roles and responsibilities of every member of the department is clearly defined by creating a job description thereby creating transparency and clarity in the entire process.
3. The operation of every department is monitored at a micro level by creating performance parameters and identifying key process indicators.
4. The documents and records maintained by every department indicates their performance and productivity.

- **Decentralization of process**
1. Departments are given operational autonomy with a set of authorities and responsibilities. This motivates the employees working in the department to put their best foot forward for enhancing the performance of their department. The top management in turn is relieved from getting involved in the departmental operations and therefore can concentrate on broader objectives of the college.
2. Departmentation helps in decentralization of process thereby creating micro control mechanism within each department. The head of the department is accountable for the departmental operations and is the link between the members and top management.
3. Appraisal of departmental faculty & staff by HODs.
4. Evaluation of departmental members by HOD, identifying scope for improvement & training needs with follow up on the same.
5. Departmental meetings conducted by HODs for subject allocations, allocation of departmental work and other general topics.
6. Formulation of academic calendar with responsibilities deputed to faculty.
7. Identification of key process indicators and its compliance.
8. Submission of departmental budgets by the H.ODs and implementing internal control mechanism for adherence of the same.

- **Evidence of success**
1. Percolation of organizational policies and goals to the faculty and staff in the department.
2. Smooth functioning of the departments.
3. Successful departmental audits for ISO 9001: 2008.
4. Students have been awarded for wining in hospitality competitions.
5. The college has secured 2nd position in western region as per the HANSA survey conducted by "The Week" magazine.
6. The college has been the most preferred recruitment destination by the industry and also preferred for seeking admission by the aspiring students.
7. The college organizes annual national inter collegiate hospitality competitions "Atithya- A reflection of hospitality" which is the most awaited event across the country.
8. The research cell has successfully launched the city's first ever hospitality journal "Atithya- A Journal of hospitality" with an ISSN. The college faculty have a total of 73 research publications in reputed journals to their credit.
9. Two of the faculty members recently have been awarded with a Ph.D. and more than 13 faculty members have enrolled for the same.

- **Problems encountered**
1. HMCT is one department as per the University and AICTE. However, for the operational purposes the college has created three departments. Therefore even though there is no provision for the post of "Head of Department", the college has deputed senior faculty members with an additional responsibility as HOD.
2. Although seniority is followed within every departmental hierarchy, most of the faculty members are officially designated as "Assistant Professor" and fall in the same official hierarchy level.
3. Most of the faculty members are a part of multiple departments/ committees it becomes challenging for them to work with optimum efficiency in every department/ committee.

- **Resources required**
1. Dedicated and highly motivated faculty members.
2. Supportive management to implement the practice.
3. An efficient mechanism to measure and control the performance of every employee.

2. **Title of the practice:** Students' Centric approach

- **Goal:**
1. With an aim to excel in the field of hospitality education by moulding and enhancing the skills of the students and to make them capable to meet the challenges of the dynamic business environment, the college has adopted student's centric approach wherein students are the centre point of college operations.

- **Principles and Concept:**
1. To create a simulation of the industry provide real time learning of the students.
2. To create a platform for the students to get industry exposure.
3. To make the learning experience of students more enriching and to Increase students' satisfaction.
4. To bridge the gap between academia and industry.
5. To train and motivate the faculty for effective achievement of the organizational goals
6. To be the most preferred hospitality education institute among the aspirants

- **The Context**

A lot has been spoken about the gap between the hotel management curriculum and the requirements and expectations of the Hospitality industry. Although, it is a known fact, it is big challenge for the Hospitality colleges to bridge this ever-increasing gap due to the dynamic nature of the industry and the limited control that colleges have on curriculum development as designed by the SPPU. The college thus has to find alternatives to fill this gap. With a view to achieve this, we at AISSMS College of HMCT have designed student centric practices to overcome the education gap challenge.

- **The Practice**

While researching on the educational gap challenge, it was realized that the biggest gap lies in the fact that the curriculum is unable to instil the confidence amongst the students to operate in the industry atmosphere which is characterized with a lot of pressure created due to continuous guest interactions and fulfilling their endless demands. Although, the curriculum, through theory and practical has attempted to address this issue, it happens in a controlled atmosphere of the college and the students fail to get the real feel of the hotel industry. It was therefore decided to develop a practice whereby the students are at the centre of operations. Under this practice, the college has designed innovative co-curricular events and activities which are organized professionally with a view to create a real life industry atmosphere for the students within the college premises along with a healthy learning atmosphere for the students.

The following are the components of the student centric approach:
- **Choice based curriculum with credit system.**

The college initiated the restructuring of BHMCT curriculum on the basis of choice based credit system. This enables the students to select the subject from the choices available to him thereby giving due consideration to his preference and liking.

- **Involvement of parents as stakeholders**

The college believes that parents have a major role to play in shaping the future of their wards and therefore keeps them informed about the development of their ward in the college. Periodic meetings/orientation programs for parents are conducted to give details about certain activities and to seek their views on the same. We welcome genuine feedback of the parents on various parameters of college operations.

- **Enhanced teaching learning process**

Teaching learning process is the backbone of any college operations and we strive hard to strengthen the process by implementing innovative practices aiming at continual improvement of the same.

- **Students and parents counselling**

Efforts are taken to counsel needy student on the basis of academic, personal, career & other related matters. The process is closely monitored by mapping the performance of the counselled students and identifying and discussing on his strengths and weaknesses. The college encourages discussing the students' performance with their parents who in turn are counselled on further course of action.

- **Simulation of the industry**

1. **Atithya (National level Hospitality Competition)**

Annual three-day national level inter-collegiate hospitality competitions organized to create a platform for students to display their competitive hospitality skills. This event attracts participation of colleges across the country and over 150 delegates and thus the students get to interact with the national talent. This gives the students the opportunity to cater and to get a feel of mass food production and service. The entire meals from breakfast to dinner for about 500 pax are catered by the students thereby giving them a feel of the large scale banquet rendered by the industry. The students work in various areas of planning, budgeting, organizing, staffing, directing and controlling of the several activities during the event thereby ensuring their holistic development.

2. **Annual Food Festival**

An annual event is organized by the college on an international theme. The students are involved in active research on the theme and come up with innovative ideas on menus, décor and ambience. The menu and service reflects the culture and tradition of the selected country.

The students are actively involved in the event that caters to a crowd of more than 600 guests comprising of parents, friends and relatives of our students, and invitees from the academia and the hotel industry.

3. **Entrepreneurship development - Theme Dinners / Theme Lunches**

Final Year students are given an opportunity to exhibit and showcase their technical, financial and marketing skills via theme dinners and lunches. An annual event, given in the form of an assignment to operate a theme based restaurant in the college premises for 2 days under the guidance of the faculty.

This exercise proves to be a splendid learning opportunity for the students who get an enriching experience of entrepreneurship due to their involvement in conceptualizing, budgeting, and operating the event all by themselves.

4. International Bread Day

An event is organized on 7th October every year on the occasion of "International Bread Day" in which the students put up stalls of bread based fast foods and other bakery products. The event witnesses a footfall of 600 guests.

5. Student ODCs

The college encourages the students to be a part of the Out Door Caterings in hotels within the city to enhance their skills and to get first-hand experience of the industry.

Evidence of Success

Sr. No.	Programmes organized	Evidence of success
1	Choice based curriculum with credit system.	The BHMCT course curriculum on the basis of choice based credit system will be implemented w.e.f. the academic year 2016-2017
2	Enhanced teaching learning process	The teaching learning process was observed to be the best process by the auditors for certification under ISO 9001:2008.
3	Students and parents counselling	• Counselling has helped the students to understand their strengths and weaknesses & work on the same. • Career counselling helped them in designing their career path by analysing their aptitude and future opportunities available to them. • Personal counselling gives them the emotional support and empathy thereby assisting them to deal with the challenges. • Counselling of parents has helped them to understand the challenges faced by their wards and to take an empathetic position towards them.
4	Simulation of the industry • Atithya / Annual Food Festival • Entrepreneurship development - Theme Dinners / Theme Lunches • International Bread Day • Out Door Caterings	• To display their competitive hospitality skills. • Simulation of Industry while catering to a mass of 500 pax daily • Enhancing managerial skills like planning, budgeting, organising, staffing, directing and controlling. • Enhances team work and leadership quality • To enrich students' learning experience in entrepreneurship through their involvement in conceptualizing, budgeting, and operating the event by themselves. • To display their bakery and patisserie skills. • Opportunity for students to interact with the industry. • On the job training. • Students get a feel of the industry atmosphere • Provision of earning facilities for students to reduce the burden of the cost of education

- **Problems Encountered and Resources Required**
1. The syllabus is governed by the university and affiliated colleges have limited control over the same.
2. The college organizes parents meetings to discuss issues pertaining to their wards or college operations. However since these meetings are held during week days the turn out of the parents is less.
3. Teaching learning is a vast process and every student has varied requirement and therefore it is a challenge to design the process to suit everybody. Moreover the constantly changing rules and norms of the university demands for a lot of dynamism in the system.
4. Students are reluctant to approach teachers with personal problems and therefore students counselling has to be initiated by the counsellors on the basis of their observation about the student.
5. Human Resources: The industry experts sometime are unable to keep their appointment as resource person despite prior confirmation due to their demands in their organisation. At such times it is a challenge to find a replacement.

7.4 Contribution to environmental Awareness / Protection
1. **Swach Bharat Abhiyan:** college organises cleanliness drive every year on the 2nd of October to clean the street adjacent to college campus & inside campus
2. **Reduction of plastic:** college do not use any plastic carry bags in the campus & discourages the students from using it.
3. **Tree plantation:** college organises tree plantation drive in adopted village & inside college campus.
4. **Garbage Disposal:** wet and dry garbage is separated in college. Wet garbage is collected by PMC (Pune Municipal Corporation) & dry garbage is taken care by SWACH, a private NGO.
5. **Solar Energy:** college uses solar energy for water geysers in girl's hostel.
6. **Rain Water Harvesting:** college has dug a pit where rain water is collected for percolation & even water from terrace/ roof of building is collected & utilized for gardening purpose
7. **Use of CNG vehicle:** college has bought new rickshaw which operates on CNG to reduce pollution. The college has completely stopped the procurement of polystyrene (Thermacol) disposable material.

7.5 Whether environmental audit was conducted? **Yes**

7.6 Any other relevant information the institution wishes to add. (for example SWOT Analysis)
1. **ISO**: College is ISO certified by Vincotte and follows all the standards of ISO 9001-2008 and the Quality Management System is in line with norms laid down by the certifying body.
2. **Online module**: College has developed an online exam module where question bank of all core subjects are uploaded. Students can take practice sessions which enhances their technical knowledge.
3. **NBA** (National Board of Accreditation): The College has applied for NBA and the result is awaited.
4. As per the **HANSA** survey conducted by "The Week" magazine, the college secured 2nd in Maharashtra and 1st in Pune.

Criterion – VIII
Plans of the Institution for Next Year

The Institution has been on a continual path of improvement in the teaching and learning process. With this in mind, the Institute will continue strengthening its industry ties to ensure industry participation in the teaching learning process so that the knowledge imparted to the students is in line with the industry operations.

The Institute will continue to encourage research amongst the faculty so they undertake individual research as well as pursue a doctoral degree in their relevant field. The faculty is also encouraged to expand their knowledge base in their core subject area by undertaking self-learning and presenting it to their concerned department members. As a part of the student's project report, the Institute has prepared a research module for the students in order to guide them systematically and encourage them to pursue quality research under the guidance of the senior faculty.

The Institute has also allocated adequate budgets to renovate some of the laboratories with the latest equipment's used in the industry. The college will also increase its e library resources which will immensely benefit the students and the faculty.

The Institute is certified for ISO 9001:2008. This year, with the introduction of a new standard in the Quality Management System, the Institute plans to get itself ready to apply for re registration under the new standard. The Institute has also applied to the NBA for accreditation.

Sr. No	Abbreviations	Details
1	AQAR	Annual Quality Assurance Report
2	IQAC	Internal Quality Assurance Cell
3	AISSMS	All India Shri Shivaji Memorial Society
4	CHMCT	College of Hotel Management and Catering Technology
5	UGC	University Grants Commission
6	AICTE	All India Council for Technical Education
7	DTE	Directorate of Technical Education
8	SPPU	Savitribai Phule Pune University
9	MHMCT	Master of Hotel Management and Catering Technology
10	BHMCT	Bachelor of Hotel Management and Catering Technology
11	BSc HS	Bachelor of Science – Hospitality Studies
12	FDP	Faculty Development Program
13	ERP	Enterprise Resource Planning
14	SLIM	Library Information and Management
15	NSS	National Service Scheme
16	MCQ	Multiple Choice Questions
17	ISO	International Organisation for Standardisation
18	QSR	Quick Service Restaurants
19	F & B	Food and Beverage
20	SMS	Short Messaging System
21	OPAC	On-line Public Access Catalogue
22	CEO	Chief Examination Officer
23	NBA	National Board of Accreditation
24	HOD	Head of Department
25	ISSN	International Standard Serial Number
26	CNG	Compressed Natural Gas
27	CFL	Compact Fluorescent Lamp
28	HR	Human Resource

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Academic Calendar 2016 – 2017 Odd Semester

ACTIVITY	COURSE / YEAR	PROPOSED DATE / WEEK	Date conducted				INCHARGE
			July	August	Sept	Oct	
College Reopens	BHMCT, BSc HS	1st July 2016	1st July 2016				
FDP - Train the Trainer	Faculty	July 2016 - 4th week	26th June to 28th june 2016				Mrs. Karmarkar
Academic Orientation for New Faculty		July 2016 - 2nd week	7th July 2016				Academic Department
Guest lecture on students counseling	Faculty	July 2016 - 4th week	28 & 30 JULY 2016				Mr. Hemraj
Commencement of College	FY MHMCT	1st August 2016	10th August 2016				
Guest Lectures							
Guest Lecture on Entrepreneurship prospects in Bakery & Confectionery	Second Year (BHMCT & BSc. HS)	July 2016 - 2nd Week	23rd Sept 2016				Ms. Rina /Ms. Preeti
Guest Lecture-Attributes & Attitudes of Front line personnel	First Year (BHMCT & BSc. HS)	July 2016 - 2nd week	27th Oct 2016				Ms. Ranika J / Ms. Prachi Wani/ Ms. Mohini
Guest lecture-Food and beverage department control - Beverages	Second Year (BHMCT & BSc. HS)	August 2016 -1st Week	27th Oct 2016				Ms. Rashmi
Guest Lecture on Services/ Hotel Marketing	Final Year CT and MHMCT	August 2016 - 3rd week	3rd Oct 2016				Mrs. Karmarkar
Guest lecture-Restaurant planning & designing	TYBScHS , Final yr CT	August 2016 - 4thWeek	5th oct 2016				Mr. Rajashree / Ms. Radhni
Guest Lecture on Professional Attributes in Food Production Dept	First Year (BHMCT & BSc. HS)	September 2016 - 1st week	Not conducted				Mr. Arun / Mr Sunder / Ms. Rina
Demonstrations							
Demo on cold Cuts	Third Year (BSc HS), Final Year (BHMCT)	Aug 2016 (3rd Week)	22/9/2016 & 23/9/2016				Mr. Milind/ Ms. Gauri / Mr. Shailendra
Demo on Flower Arrangement	Second Year (BHMCT & BSc. HS)	August 2016 - 4th week	23rd Sept 2016				Ms. Honey T/ Ms. Meyola
Demo on scrubbing Machines	First Year (BHMCT & BSc. HS)	September 2016- 3rd Week	24th Oct 2016				Ms.Ranika J
Industrial Visits							
Brewery Visit	Second Year (BHMCT & BSc. HS)	August 2016 - 4th week	13th , 19th & 26th Oct 2016				Ms. Prachi / Mr. Siraj
Commodity Exhibitions/ Visit to Food Store	First Year (BHMCT & BSc. HS)	September 2016 - 2nd week	15th Nov 2016 & 16th & 18th Nov 2016				Mr. Arun /Mr. Sunder / Ms. Rina
Laundry Visit	Second Year (BHMCT & BSc. HS)	October 2016-1st Week	10th & 14th Oct 2016				Mr. Manoj S/ Ms. Pooja
Exams							
Unit Test	BHMCT & BSc HS	27th September to 30th September 2016	27th September to 30th September 2016				Ms. Meyola /Ranika J
Online exam	BHMCT & BSc HS	13th October to 21st October 2016	13th October to 21st October 2016				Ms. Meyola /Ms. Shweta
Internal ATKT	BHMCT & BSc HS	19th October to 21st October 2016	19th October to 21st October 2016				Ms. Meyola /Ms. Ranika J
Internal Preliminary / Project	MHMCT	17th to 21st October 2016	19th & 20th Nov 2016				Ms. Prachi
Prelim practical	BHMCT & BSc HS	Before 28th October 2016	Before 28th October 2016				Ms. Meyola / Respective Faculty
Last Teaching Day	BHMCT & BSc HS	28th October 2016	28th October 2016				
Guidelines for Students Project Work	Final Year BHMCT / SY BSc HS	November 2016- 2nd Week	21st Oct 2016				Mr. Milind / Mrs. Karmarkar
Course work MHMCT	MHMCT	14th November to 18th November 2016	14th November to 18th November 2016				Academics
Unit Test	MHMCT	19th Nov & 20th Nov 2016	19th & 20th Nov 2016				Ms. Meyola / Ms. Prachi
SPPU Practical Examinations	MHMCT	Nov 2016 - 2nd week	16th Nov 2016				Ms Prachi
Retest	BHMCT & BSc HS	11th Nov 2016	11th Nov 2016				Ms. Ranika J
Final SPPU Practical	BHMCT & BSc HS	7th Nov to 24th Nov 2016	7th Nov to 24th Nov 2016				Ms. Meyola
Retest and ATKT	MHMCT	28th Nov and 29th Nov 2016	NA				
SPPU Theory Examinations	MHMCT	As per University Schedule	29th Nov to 5th Dec 2016				
Feedback							
Students Feedback	BHMCT & BSc HS	September 2016- 2nd week	September 2016- 2nd week				Academics
Peer Evaluation		September 2016- 2nd week	September 2016- 2nd week				

	Planned	Conducted
Guest Lectures	6	5
Demonstrations	3	3
Industrial Visits	3	3
Exams	14	14
Feedback	2	2
other	5	5
Total	33	32
Academic Compliance %	97	

PRINCIPAL
AISSMS' COLLEGE OF HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, PUNE-5.

Academic Calendar 2016 – 2017 Even Semester

ALL INDIA SHRI SHIVAJI MEMORIAL SOCIETY'S
COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
(Approved by AICTE, New Delhi, Recognized by the Government of Maharashtra and Affiliated to University of Pune)
ACADEMIC CALENDAR 2016-17

		EVEN SEMESTER			
ACTIVITY	COURSE / YEAR	PROPOSED DATE / WEEK	DATE CONDUCTED	INCHARGE	REMARKS
Course Monitoring Meeting		Every Month - 4th week	Every month	Academic Department	
HOD meeting with Principal		3rd Friday of every month		Mrs. Karmarkar	
Principal's meeting with faculty & Class coordinators		2nd Friday of every month		Mrs. Karmarkar	
Meeting with Disciplinary Committee		Last week of every month		Ms. Rajeshree	
Commencement of college	BHMCT , BSC HS & MHMCT	26th Dec 2016	26th Dec 2016		
Guest Lectures					
Essentials of Continental cuisine	First Year (BHMCT & BSc. HS)	Feb 2017 -3 rd Week	Not conducted	Mr Kiran/Mr. Sunder	
Guest Lecture on Revenue Mgmt./Yield Mgmt. practices in Hotel/ Budgeting	Final Yr. CT and TY BSc Hs	March 2017 - 1st week	17-Mar-17	Ms. Rasika G	
Guest Lecture on Night Audit Process	SYCT	March 2017-1st Week	Not conducted	Ms. Pooja /Ms. Honey	
Demonstarations/Workshops					
Bar Tending Workshop	Faculty and Students	Feb 2017 - 3rd Week	Not conducted	Ms Rajeshree/ Mr Suraj	
Demonstration on Working with Chocolate	Third Year (BSc HS), Final Year (BHMCT)	March 2017 - 2nd week	Not conducted	Mr. Milind/ Ms. Gauri / Mr. Shailendra	
Indistrial Visits					
Hotel Orientation	First Year (BHMCT & BSc. HS)	February 2017 - 2nd week	3rd March17	Ms. Rasika J/ Ms.Honey	
Coffee Bar Visit	FYCT , FY BScHS	January 2017 - 4th week	22nd & 31st March,2017	Ms. Prachi / Ms. Shweta	
Winery Visit	SYCT , FYBScHS	February - April (As per winery confirmation)	10th April 2017	Ms. Shweta & Mr. Suraj	
Visit to Industrial Catering	Second Year (BHMCT)	March 2017 - 1st week	30th March 2017	Ms. Rina	
Exams					
Unit Test	BHMCT & BSc HS	7th March to 10 th March 2017	7th March to 10 th March 2017	Ms. Meyola / Ms. Rasika J	
Online exam	BHMCT & BSc HS	13th March to 17th March 2017	13th March to 17th March 2017	Ms. Shweta / Ms. Meyola	
Internal Practical	BHMCT & BSc HS	Before 28th March 2017	Before 28th March 2017	Ms. Meyola / Respective faculty	

Contd…

Internal ATKT	BHMCT & BSc HS	4th -6th April 2017	29-31st March 201	Ms. Rasika J	
Course work	MHMCT	9th to14th April 2017		Ms. Prachi	
Unit Test	MHMCT	15th to 16th April 2017	6th March -15th M	Ms. Prachi	
Retest	BHMCT & BSc HS	10th April &11th April 2017	11th March -13th	Ms. Rasika J	
Last Teaching Day	BHMCT & BSC HS	18th April 2017	7th April 2017		
Final SPPU Practical	BHMCT & BSc HS	11th April to 25th April 2017	11th April ti 21st A		
Retest and ATKT	MHMCT	24th and 25th April 2017	NA	Ms. Meyola	
SPPU Theory Examinations	BHMCT, BSc HS , MHMCT	As per University Schedule	25th April - 15th M		
Last Teaching Day	MHMCT	15th April 2017	7th April 2017		
Feedback					
Students Feedback	MHMCT, BHMCT & BSc HS	February 2017- 2nd Week		Academics	
Students Feedback- Infrastructure	MHMCT, BHMCT & BSc HS	February 2017- 2nd Week			
Peer evaluation	MHMCT, BHMCT & BSc HS	February 2017- 2nd Week			

	Planned	Conducted
Guest Lectures	3	1
Demonstrations/ Workshops	2	0
Industrial Visits	4	4
Exams	10	10
Feedback	3	3
Total	22	18
Percentage		81.82%

PRINCIPAL
AISSMS' COLLEGE OF HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, PUNE-5.

Analysis of feedback from stakeholders: Student

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR , PUNE		STUDENTS DISSATISFACTION ACTION PLAN ODD- 2016-17			CONTROLLED COPY NO.
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN	TARGET DATES	ACTION TAKEN	EFFECTIVNESS OF ACTION PLAN
Mr. Omkar 50.73% score in SY BscHS -I 38% score in SYBsc HS- II	As per the rating given by the students Mr. Omkar scored low on almost all the parameters: ‣ Effective Teaching ‣ Should be well organized for classes. ‣ Solves doubts. ‣ Assessment is fair. ‣ Makes us understand the importance of subject. ‣ Instructor not fair in decision. ‣ Instructor encourages class participation.	Mr. Omkar was advised by academic department • To make the sessions more interesting for students. • To have better class control. • Have more student's interaction during teaching. • And support the content with more examples.	By October 2016	Re - do session where peer evaluation was done by Ms. Rasika Gumaste on 5.10.16 in SyBsc HS classroom.	Score 66% which is still below satisfaction level. Recommendations for him – 1.To have better class control. 2. Not to allow late comers as it disturbs the class. 3. Audible pitch to be maintained.
Ms. Rashmi Mararthe 72.78% score in TYBscHS –I 73.67%Score in SYCT	As per the rating given by the students Ms. Rashmi Mararthe scored low on: ‣ Effective Teaching, effective explanation of topics. ‣ Proper assignments to be given. Proper course material to be given ‣ Should be well organized for classes. ‣ Teacher encourages class participation.	Ms. Rashmi Mararthe was counselled by Dr Sonali Jadhav. • Ms. Mararthe was counselled to inculcate practice of student's participation during her theory classes, this will reduce the gap between faculty and students. • She was also briefed to increase her technical knowledge by reading books. • It was observed that the faculty score in peer evaluation was above satisfactory level but the student feedback was found to be at dissatisfaction level.	By October 2016	Re - do session in process.	NA

					Score 73%. This is below satisfactory level. Recommendations –
Mr. Mandar Sonawane 67.60% score in SYCT	As per the rating given by the students Mr. Mandar Sonawane scored low on: ➢ Effective Teaching ➢ Giving Clear Directions and Instructions ➢ Not Firm with the class ➢ Instructor not sensitive to student's needs.	Mr. Mandar Sonawane was counselled by Dr Sonali Jadhav. • Faculty score in other classes were above dissatisfaction level. • He was advised to take more efforts for his lectures.		Re - do session where peer evaluation was done by Ms. Rajeshree Pol .	1. Ppt. should be improved. 2. Class discipline should be improved. Mr Mandar Sonawane has failed to get satisfaction evaluations repeatedly. Hence he was asked to improve his method of teaching by attending more lectures of senior faculty members till he gets satisfactory report. His case is taken forward to the quality improvement in charge Mr. Arun Sherkar.
Ms.Renuka Shinde	Peer evaluation score below 75%.	Ms. Renuka shinde left the organization in odd semester 2016. Hence no action plan was made.	NA	NA	NA

NOTE: Action plan made after considering students feedback and peer evaluation.

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR , PUNE		STUDENTS DISSATISFACTION ACTION PLAN EVEN 2016-17		CONTROLLED COPY NO.
INPUT	**DISSATISFACTION/ EXPECTATIONS**	**ACTION PLAN TAKEN**	**TARGET DATES/ RESPONSIBILITY**	**EFFECTIVNESS OF ACTION PLAN**
Ms. Rashmi Mararthe (TY BSc I - 70%) (TY BSc II – 55%)	As per the rating given by the students Ms. Rashmi Marathe scored low on: ➢ Class participation ➢ Effective Teaching ➢ Should be well organized for classes. ➢ Sensitive towards student's needs. ➢ Makes us understand the importance of subject.	• Ms. Rashmi Marathe left the organization on 25th February 2017.	• NA	NA
Ms. Pooja Bhonsle (YBSc I - 45%)	As per the rating given by the students Ms. Pooja Bhonsle scored low on: ➢ Effective Teaching, effective explanation of topics ➢ Clear doubts. ➢ Faculty fair and firm in discipline ➢ Proper assignments to be given. Proper course material to be given ➢ Should be well organized for classes. ➢ Teacher encourages class participation.	After evaluation analysis of feedbacks and course monitoring meeting Ms.Pooja was counselled by her mentor Dr. Peshave on the following issues: • To develop good rapport with students. • To ensure that the time table is adhered too. • Punctuality. • To have formal behavior in the classroom and with students.	• Odd Semester 2017	
Ms. Preeti Singhal (TYCT 63.6%)	As per the rating given by the students Ms. Preeti Singhal scored low on: ➢ Class participation ➢ Clear doubts. ➢ Instructor well organized. ➢ Effective teacher	After evaluation analysis of feedback and course monitoring meeting Ms. Preeti Counselled by her mentor Ms. Rajeshree Pol • Faculty advised to prepare for her class in advance. • To interact with students and have active participation. • Faculty is good in her core subject (Bakery) but lacks knowledge of new subjects. Hence advised to meet senior faculty for doubts.	• Odd Semester 2017	
Mr. Mandar Sonawane FYCT 62%	As per the rating given by the students Mr. Mandar scored low on: ➢ Effective Teaching ➢ Fair assessment. ➢ Proper notes for the subjects. ➢ Should be well organized for classes. ➢ Fair and firm in discipline. ➢ Clears student's doubts.	After evaluation analysis Mr.Mandar is informed about his performance. • He is been regularly advised and counselled about his classroom sessions. • His scores are continuously below 75%. • Many efforts are been taken to counsel him but he lacks in taking initiative. • Mr. Mandar is also on Notice period.	• NA	NA
		Principal		

Rajeshu Pl!

Sonali!