

Virtual University of Pakistan

Assessment Team Report

Department: Management Science
Program Title: Associate Degree in Operations
Management
Assessment Cycle: Cycle-III
Assessment Year: 2023-24

Criteria Referenced Evaluation

	Excellent Performance in all areas.	Good to Excellent Performance in all areas.	Good Performance for most areas*	Fair Performance in most of the areas.	Poor Performance in most of the areas.	Score
Criterion 1 - Program Mission, Objectives and Outcomes				✓		2.67
Criterion 2 - Curriculum Design and Organization		✓				14.00
Criterion 3 - Laboratories and Computing Facilities	✓					8.67
Criterion 4 - Student Support and Advising		✓				7.33
Criterion 5 - Process Control				✓		8.18
Criterion 6 - Faculty			✓			12.57
Criterion 7 - Institutional Facilities		✓				8.00
Criterion 8 - Institutional Support				✓		5.00

* No poor performance in any areas.

Signature of AT: <i>Ambreen Sarwar</i>
Name & Designation:
DR. AMBREEN SARWAR Assistant Professor.

Signature of DQE Coordinator:
Name & Designation:
<i>Jehana Aslam Ghouri</i> Manager QA

Criterion 1 – Program Mission, Objectives and Outcomes

Weight = 0.05

Factors Score		5	4	3	2	1
1	Does the Program have documented measurable objectives that support faculty / college and institution mission statements?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Does the Program have documented outcomes for graduating students?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Do these outcomes support the Program objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Are the graduating students capable of performing these outcomes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	Does the department assess its overall performance periodically using quantifiable measures?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Is the result of the Program Assessment documented?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Encircled Value (TV)		0	12	0	2	2
Score 1 (S1) = [TV/(No. of Questions *5)] *100 *Weight =		2.67				

Comments/Observations/Key Findings:

1	PLO 01 is ambiguous as there are several skills and challenges present in organizations for example financial, marketing, research, HR etc. Which skills are the focus of this PLO?	1	PLO 01 may be made clearer by somehow linking it to student's 'Production/Operations' related skills and market challenges.
2	Program outcomes are not available and have not been mentioned in the report.	2	As per the SAR, the department has initiated the process to develop the program outcomes and their alignment with the program objectives
3	No details about Employers' Survey are provided in SAR except that they are conducted.	3	Details about Employers' Survey may be provided in SAR.
4	Alumni did not respond to the survey, therefore, response rate is zero.	4	More efforts may be made to keep in touch with alumni.
5	The table containing percentage values showing Graduating Survey's Results for student's skills, abilities and performance are missing.	5	The table containing percentage values showing Graduating Survey's Results may be added in SAR.
6	The department and Program mission statement are not available on the University website.	6	Mission statements of the Department and the Program should be approved by competent authority and may be made available on the website.
7	The students enrollment figures and retention percentages show encouraging results for the last 3 years. Especially retention rates for the last 4 semesters are more then 95% mostly which shows the steady success of the program.	7	The enrollment and retention figures are satisfactory overall in recent years.
8	Proper SWOT analysis is missing. Only program Strengths and Weaknesses are highlighted.	8	Proper SWOT analysis may be incorporated in the report so that we can grab the available opportunities present in the market and prevent the threats while using our strengths and minimizing our weaknesses.
9		9	

Criterion 2 – Curriculum Design and Organization					Weight = 0.20	
Factors Score		5	4	3	2	1
1	Is the curriculum consistent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	Does the curriculum support the program's documented objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Are theoretical background, problem analysis and solution design stressed within the program's core material?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Does the curriculum satisfy the core requirements laid down by respective accreditation bodies?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Does the curriculum satisfy the major requirements laid down by HEC and the respective councils / accreditation bodies?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Does the curriculum satisfy the general education, arts and professional and other discipline requirements as laid down by the respective / accreditation bodies / councils?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Is the information technology component integrated throughout the program?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Are oral and written skills of the students developed and applied in the program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Encircled Value (TV)		5	12	9	2	0
Score 2 (S2) = [TV/(No. of Questions *5)] *100 *Weight =		14.00				

Comments/Observations/Key Findings:		
1	More information is required regarding 2.1 (c,d,e); 2.4 (d,e), & 2.5 (d,e)	1 This information may be added in SAR.
2	As per the new HEC undergraduate policy 2023, the courses are categorized as general education, disciplinary courses, and Project/Internship courses. These categorizations have not been found in the study scheme available at the main website of VU.	2 There should be alignment between the categorizations.
3	As per the new HEC undergraduate policy 2023, the study scheme for the Operation Management lacks the following courses in the general education category. 1.Natural Science Course (1 course of 3 credit hours); 2. Quantitative Reasoning (1 course of 3 credit hours); 3. Course related to	3 These courses may be added in study scheme.
4	As per the new HEC undergraduate policy 2023, the study scheme for the Operation Management lack ICT 3 CH(2+1) course.	4 A course of ICT may be added that may help the students in becoming proficient in IT and communication skills. The course must cover such areas of knowledge within the application of ICT tools, email writing, typing, software, and systems as to enhance productivity, communication,
5	As per the new HEC undergraduate policy 2023, Internships are not mandatory in ADPs.	5 Internships may be omitted from ADPs.
6	Several general course's CLOs are not aligned with any PLO.	6 A general PLO may be approved and added, for example "To enable the students to effectively communicate in global business environments and understand diverse cultural, religious, ethical, legal, and societal contexts in which businesses operate, and evaluate how these factors influence
7	There are several courses that are outdated like Introduction to Business etc	7 Such outdated courses should be renewed/ re-recorded.
8	The number of operations management specific courses are limited as mentioned in program weaknesses.	8 Some more courses related to Operations management may be recorded and added in the program for example production management.
9		9

Criterion 3 – Laboratories and Computing Facilities

Weight = 0.10

Factors Score		5	4	3	2	1
1	Are laboratory manuals / documentation / instructions etc. for experiments available and readily accessible to faculty and students?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Are there adequate number of support personnel for instruction and maintaining the laboratories?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Are the university's infrastructure and facilities adequate to support the program objectives?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Encircled Value (TV)		5	8	0	0	0
Score 3 (S3) = [TV/(No. of Questions *5)] *100 *Weight =		8.67				

Comments/Observations/Key Findings:		
1	More information is required about the availability of lab manuals in physical formats and their revision and updates.	1 This information may be added in SAR.
2	More information is required from which it may be deduced that study centers can become a substitute for good campus life.	2 This information may be added in SAR.
3	Mostly Adequate	3
4		4
5		5
6		6
7		7
8		8
9		9

Criterion 4 – Student Support and Advising

Weight = 0.10

Factors Score		5	4	3	2	1
1	Are the courses being offered in sufficient frequency and number for the students to complete the program in a timely manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Are the courses in the major area structured to optimize interaction between the students, faculty and teaching assistants?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Does the university provide academic advising on course decisions and career choices to all students?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Encircled Value (TV)		5	0	6	0	0
Score 4 (S4) = [TV/(No. of Questions *5)] *100 *Weight =		7.33				

Comments/Observations/Key Findings:		
1	More information is required regarding student teacher interaction in lab/project/thesis courses as compared to regular courses.	1 This information may be added in SAR.
2	More information is required regarding industry and professional experts invitations.	2 This information may be added in SAR. Some industrial trips may be added.
3	Student counselling is available as far as studies is concerned, but professional counselling is missing.	3 Students may be offered professional counselling.
4	Mostly Adequate	4
5		5
6		6
7		7
8		8
9		9

Criterion 5 – Process Control

Weight = 0.15

Factors Score		5	4	3	2	1
1	Is the process to enroll students to a program based on quantitative and qualitative criteria?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Is the process above clearly documented and periodically evaluated to ensure that it is meeting its objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Is the process to register students in the program and monitoring their progress documented?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Is the process above periodically evaluated to ensure that it is meeting its objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	Is the process to recruit and retain faculty in place and documented?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Are the processes for faculty evaluation & promotion consistent with the institution mission?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Are the processes in 5 and 6 above periodically evaluated to ensure that they are meeting their objectives?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Do the processes and procedures ensure that teaching and delivery of course material emphasize active learning and that course learning outcomes are met?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Is the process in 8 above periodically evaluated to ensure that it is meeting its objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10	Is the process to ensure that graduates have completed the requirements of the program base on standards and documented procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Is the process in 10 above periodically evaluated to ensure that it is meeting its objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Total Encircled Value (TV)		0	8	12	10	0
Score 5 (S5) = [TV/(No. of Questions *5)] *100 *Weight =		8.18				

Comments/Observations/Key Findings:			
1	More information is required regarding the qualitative criteria for student enrollment process.	1	This information may be added in SAR.
2	More information is required regarding the student's admission test and interviews.	2	This information may be added in SAR.
3	More information is required regarding 5.2 (d,e); 5.3 (d,e); 5.4 (c,d,e); 5.5 (e), 5.6 (b,c,d); 5.7 (a), 5.8 (c,d,e), 5.9(c,d,e), 5.10 (a,d), 5.11 (c,d,e)	3	This information may be added in SAR.
4		4	
5		5	
6		6	
7		7	
8		8	
9		9	
10		10	
11		11	
12		12	

Criterion 6 – Faculty

Weight = 0.20

Factors Score		5	4	3	2	1
1	Are there enough full-time faculty members to provide adequate coverage of the program areas / courses with continuity and stability?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Are the qualifications and interests of faculty members sufficient to teach all courses, plan, modify and update courses and curricula?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Do the faculty members posses a level of competence that would be obtained through graduate work in the discipline?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do the majority of faculty members hold a Phd degree in their discipline?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Do faculty members dedicate sufficient time to research to remain current in their disciplines?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Are there mechanisms in place for faculty development?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Are faculty members motivated and satisfied so as to excel in their profession?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Encircled Value (TV)		5	0	15	2	0
Score 6 (S6) = [TV/(No. of Questions *5)] *100 *Weight =		12.57				

Comments/Observations/Key Findings:			
1	As per the survey results, faculty is not satisfied with Course allocation. They suggest that allocation of courses should be according to the qualification of faculty members.	1	A proper course allocation policy may be devised
2	More information is required regarding 6.1 (d,e) 6.2 (c,d,e), 6.5 (b), 6.7 (b,e)	2	This information may be added in SAR.
3	More information is required regarding the country of education of faculty members, job description of senior faculty members, availability /absence of central respository for faculty's scholarly contribution, relaxation of workload for improving faculty qualifications, availability of	3	This information may be added in SAR.
4	Faculty with SCM specialization is limited.	4	More SCM faculty may be recruited.
5	As per the survey results, faculty is not satisfied with Benefits offered other then pay, working hours, trtansparency of procedures, and incentives provided for scholarly work.	5	These benefits may be upgraded. Regular semester breaks may be added to enhance work life balance.
6		6	
7		7	
8		8	
9		9	

Criterion 7 – Institutional Facilities

Weight = 0.10

Factors Score		5	4	3	2	1
1	Does the institution have the infrastructure to support new trends such as e-learning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Does the library contain technical collection relevant to the program and is it adequately staffed?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Are the class rooms and offices adequately equipped and capable of helping faculty carry out their responsibilities?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Encircled Value (TV)		5	4	3	0	0
Score 7 (S7) = [TV/(No. of Questions *5)] *100 *Weight =		8.00				

Comments/Observations/Key Findings:		
1	More information is required regarding 7.2 (b,d,e)	1 This information may be added in SAR.
2	Libraries are limited and even access to digital content is limited.	2 More libraries may be made in atleast faculty campuses and digital access may be improved especially to scholarly papers.
3		3
4		4
5		5
6		6
7		7
8		8
9		9

Criterion 8 – Institutional Support

Weight = 0.10

Factors Score		5	4	3	2	1
1	Is there sufficient support and finances to attract and retain high quality faculty?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Are there an adequate number of high quality graduate students, teaching assistants and Ph.D. students?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Encircled Value (TV)		5	0	0	0	0
Score 8 (S8) = [TV/(No. of Questions *5)] *100 *Weight =		5.00				

Comments/Observations/Key Findings:		
1	More information is required regarding research assistants, career development initiatives and Work life balance initiatives.	1 This information may be added in SAR.
2	8.2 is NA to this program	2 NA
3		3
4		4
5		5
6		6
7		7
8		8
9		9

$$\begin{aligned}\text{OVERALL ASSESSMENT SCORE} &= S1 + S2 + S3 + S4 + S5 + S6 + S7 + S8 \\ &= 2.67 + 14.0 + 8.67 + 7.33 + 8.18 + 12.5 + 8.00 + 5.00 \\ &= 66.42 / 100\end{aligned}$$

Overall Comments by Assessment Team:

Several deficiencies are identified in the report with respect to ADP Operations Management program. Suggestions are also provided for the overall improvement of the program. It has been noted that some information is not available in the SAR report which is required for the completion of AT report. Such questions are left blank due to unavailability of information.

Comments by DQE Coordinator: