

**Executive Summary**  
**Self-Assessment Report (SAR) of Program M.A. in English Language Teaching (ELT)**  
**Directorate of Quality Enhancement (DQE)**  
**Virtual University of Pakistan**

The Virtual University of Pakistan is providing world-class ICT-based distance education to the aspiring students in Pakistan and abroad and addressing simultaneously the acute shortage of qualified professors in the country. To fulfill the needs of Quality Assurance Agency of HEC for ranking the program, Department of English initiated the Self-Assessment process for M.A. in English Language Teaching (ELT). The current document summarizes the findings of the self-assessment process of M.A. in English Language Teaching (ELT). The process includes:

1. **Self-Assessment Report (SAR)** development by Program Team (PT).
2. **Assessment Report (AR)** by Assessment Team (AT) after critical evaluation.
3. **Rectification Plan** administered by the Head of Department.

**Methodology:**

The Department adopted the identical methodology defined by the Quality Assurance Agency of HEC. The methodology includes the nomination and notification of PT and AT after the approval of the competent authority. PT developed the SAR in accordance with eight (8) criteria provided by QAA. Various recommended surveys were also conducted for collecting diverse feedback. A meeting was arranged for critical evaluation of the program by AT in which Head of English Department and staff of Directorate of Quality Enhancement were also present. After the visit, AT submitted a report and feedback form (Rubric Form) to DQE. Based on the findings of AT, the Head of the English Department was requested to develop a rectification plan

**Program Team and Assessment Team Formation**

Sr.#	Name	Status	Designation
1.	Ms. Mariya Javed	PT	Lecturer (Department of English)
2.	Dr. Sajjad Ali Khan	AT	Chairperson / Associate Professor GCU, Lahore

**Key Findings of the SAR:**

The AT appreciated the efforts of PT to develop such a comprehensive report of the 'M.A. in English Language Teaching (ELT)' program. The external expert endorsed the program structure and study scheme designed by the department. The infrastructure and support provided by the university to execute the program were also reviewed and considered compatible with smoothing execution of the program. However, the following few observations were reported by AT in its report:

1. 2-years programs will phase-out in 2020, so VU must upgrade such program.
1. Degree title of MA English Language Teaching (ELT) should be changed.
2. The career counseling for students is missing.
3. The faculty is moderately satisfied. The major concerns are they are overburdened.
4. Currently, there is no physical library available to students at private as well as VU owned campuses.
5. There is a need for Ph.D. faculty members in the department.

### **Conclusion and Recommendations:**

Analysis of the Criteria Referenced Self-Assessment reveals that the performance of the department is satisfactory in most of the areas, however, poor performance has not been observed in any of the areas. It is reflected by a moderate overall assessment score (75.95/100) reported by AT. Based on this average score, the rectification plan needs to be implemented for further improvement.

In accordance with AT report, the fair performance of the department has been observed in some of the areas which, if improved, may lead to excellence in terms of performance. The aforementioned areas have been depicted in Criterion # 6 (Faculty) and Criterion # 8 (Institutional Support). The absence of career counseling facilities, inadequate number of Ph.D. faculty members, limited time available for research, limited access to digital resources and physical library have been reported as the areas that need improvement.

The areas that need corrective actions identified during the self-assessment process have been reported to the Head of the English Department for rectification. DQE will follow up on the implementation plan as per the specific time-frame to track continuous improvement.



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QA Officer