

Executive Summary
Self-Assessment Report (SAR) of Program BA (Psychology)
Directorate of Quality Enhancement (DQE)
Virtual University of Pakistan

Virtual University of Pakistan was established in 2002 with the aim to provide extremely affordable world class education to aspiring students all over the country regardless of their physical location by alleviating the lack of capacity in the existing universities while simultaneously tackling the acute shortage of qualified professors in the country using free-to-air satellite television broadcasts and the Internet. To pursue this aim the Department of Psychology is designated to initiate and implement Self-Assessment process designed by Quality Assurance Agency (QAA) of HEC. The current document summarizes the findings of self-assessment process of BA Psychology program.

The department of Psychology is committed to produce graduates who can lead and introduce positive change in the society by promoting ethical and systematic pattern of behavior. The department follows its vision in all of its courses and areas of specialization offered at both Masters and Bachelors levels. The department feels contentment on the completion of following list of tasks:

1. Development of **Self-Assessment Report (SAR)** by Program Team for BA (Psychology) program
2. Conduct of critical review and submission of **Assessment Report (AR)** by Assessment Team for BA (Psychology) program
3. Development of **Rectification Plan** by Head of Department

The tasks were completed according to the set methodology through Program and Assessment Teams nominated by the Rector on the recommendation of the Department.

Methodology:

The following methodology is adopted to complete the whole SAR cycle:

1. A Program Team (PT) was nominated for the program. Initial orientation and training sessions for all members were arranged by DQE. The formation of PT is given in Table 1:

Table 1: Program Team

Sr.#	Name	Designation
1.	Ms. Affaf Amjad	Instructor (Psychology)
2.	Ms. Amna Haider	Instructor (Psychology)
3.	Ms. Humaira Jamshed	Instructor (English)

2. All the relevant material such as self-assessment manual, survey forms, etc. was provided to PT.

3. Continuous support, guidance and feedback were provided to PT members for preparing the SAR for the said program.
4. After completion and submission of the final SAR by PT, Assessment Team (AT) was formed by the Rector on the recommendation of the Department. and a Subject Specialist from outside was also included. The formation of AT is given in Table 2:

Table 2: Assessment Team

Sr.#	Name	Designation
1.	Dr. Tazvin Ijaz (PhD)	Assistant Professor, Psychology Incharge Clinical Psychology Unit, GC University, Lahore.
2.	Ms. Urooj Fatima	Lecturer, Psychology Virtual University of Pakistan, Lahore
3.	Ms. Asma Zafar	Lecturer, Psychology Virtual University of Pakistan, Lahore

5. The SAR developed by PT was forwarded to AT for the purpose of critical review.
6. After completion of critical review and assessment of the SAR, AT members visited the department and had a meeting with PT.
7. After the visit, AT submitted a report and feedback form (Rubric Form) to DQE.
8. DQE forwarded the observations & findings of AT report to the Head of Department for developing a rectification plan.
9. DQE will now monitor implementation of Rectification Plan.

Parameters for SAR:

SAR is prepared on the following eight (8) criteria prescribed by the HEC:

- Criterion 1: Program Mission, Objectives and Outcomes
- Criterion 2: Curriculum Design and Organization
- Criterion 3: Laboratory and Computing Facility
- Criterion 4: Student Support and Advising
- Criterion 5: Process Control
- Criterion 6: Faculty
- Criterion 7: Institutional Facilities
- Criterion 8: Institutional Support

Key Findings of SAR:

A summary of the key findings from SAR is given below:

Academic Observations:

1. The documented evidence of program mission, Vision, objectives and outcomes are not available. In addition, these elements are not specific and well defined.

2. Multiple modes are available for student-teacher interaction but this interaction is limited to academics and there is no professional and/or career counselling available to students.
3. Lack of time for research and scholarly activities is reported in the SAR. Also, the faculty feels that work-family life balance is not as ideal as it should be like other educational institutions.
4. There is no research graduate because of non-availability of Ph.D. faculty.
5. The department has deficiency of books related to Psychology. The non-existence of physical library is also very critical. Being an online University, the provision of having access to e-books, e-journals should be arranged for faculty as well as for students. The current access is very limited.

Conclusion and Recommendations:

While analyzing Criteria Referenced Self-Assessment, it has been found that performance of the department is satisfactory. This perception is reflected in terms of moderate overall assessment score (69/100) reported by AT. Most of the criteria are rated as “good performance”; however, the areas for improvement are also identified by AT to lead this program and department from good to excellent. The areas rated very low are addressed in Criterion # 6 (faculty), and Criterion # 7 (Institutional Facilities). As far as faculty is concerned, lack of Ph.Ds. time for research activities and faculty development are the major concerns of AT. Similarly, AT also reported the lack of library and offices for faculty are the areas requiring attention.

The Need Improvement areas identified during self-assessment process have been reported to the Head of the respective Department and the specific rectifications have also been requested. DQE will follow up the implementation plan as per the specific time-frame.

Rizwan Saleem Sandhu
Deputy Director, DQE

Advisor DQE: _____

The Rector: _____