

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

The Virtual University of Pakistan established in 2002 with 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 Management Sciences is designated to initiate and implement Self-Assessment process designed by Quality Assurance Agency (QAA) of HEC. The department is committed to produce graduates who can lead organizations towards success and social environmental responsibilities in global market place. Department follows its vision in all of its courses and specializations that are being offered at both Masters' and Bachelors' levels. The department feels pleasure on the completion of following list of tasks.

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

The tasks were completed according to set methodology through Program Teams and Assessment Teams nominated by DQE.

### **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**

<b>Sr.#</b>	<b>Name</b>	<b>Designation</b>
1.	Ms Urooj Fatima (Coordinator)	Lecturer (Psychology)
2.	Ms Ayesha Perveen	Instructor (Psychology)
3.	Ms Sumbal	Instructor (English)

1. All the relevant material such as SAR manual, different Survey forms, etc. was provided to PT.
2. Continuous support, guidance and feedback were provided to PT members to prepare the SAR for said program.

3. After completion and submission of the final SAR from PT, an Assessment Team (AT) was formulated by Director DQE with the consent of worthy Rector and a Subject Specialist & Expert from outside was also included. The formation of PT is given in Table 2:

**Table 2: Assessment Team**

Sr.#	Name	Designation
1.	Dr Yasir Hashmi	Assistant Professor (LUMS, Lahore)
2.	Ms Ayesha Perveen	Assistant Professor (English)
3.	Ms Sadia Jabeen	Lecturer (Sociology)

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

#### **Parameters for the SAR:**

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

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

#### **Key Findings of the SAR:**

Following is the summary of the key SAR findings:

#### **Academic Observations:**

1. Department has energetic, innovative and self motivated young faculty but is lacking highly qualified senior subject specialist faculty and resultantly facing hurdle in the initiation of Master program with more specialization.
2. In order to attract senior faculty members and to retain current faculty members on permanent basis there should be an option of time flexibility.
3. It is necessary to establish Psychological Experimental Labs at different campuses and all labs should be equipped with the multimedia.

4. Department has no library so there is a need to establish a library with a large collection of books. In addition to this, there is need to demonstrate students about On-line library provision on LMS.
5. University Research funding should be circulated openly to faculty members for capacity building and to make faculty members internationally compatible.
6. There is need to implement a comprehensive plan for practical involvement of the students through projects and placement at different institutes
7. In order to get subject specific results it is recommended to revise the indicators of Alumni survey for BS Psychology program and conduct it again to get fruitful results.
8. There should be a proper way of interaction between students and teachers by arranging proper counseling and tutorial programmes.

#### **Administrative Observations:**

- A separate identity of Psychology department is missing. Currently it is working under the label of Management Sciences.
- There must be a periodic auditing for Labs / PVCs.
- There is intensive demand for semester break.
- Non-existence of proper faculty offices & poor office environment is hitting unfavorably and dropping the motivation level of faculty.
- Lack of Infrastructure which include limited space for faculty members.
- Shortage of faculty members which results in over burdening of existing faculty members.
- Demotivated and less satisfied faculty is an alarming situation for university.

#### **Conclusion and Recommendations:**

While analyzing Criteria Referenced Self Assessment, it has been observed that Department's performance is not satisfactory and there are many gray areas due to which the department's performance is very low. The low performance is reflected in terms of low overall assessment score (42/100) reported by AT. There are two main Criteria responsible for poor performance of the department; first is the psychology laboratory & computing facility for psychology graduates and second is faculty required to achieve program's objectives. Poor assessment scores in both Criteria are due to nonexistence of psychology labs and subject specialist senior faculty member. Another Criterion contributing most for the low score of the program is clarity in mission statement and non-measurable objectives/outcomes of the program. The other Criteria like Student support, process control, institutional facilities and institutional support have secured reasonably good scores but still very big margin of improvement is highlighted by AT. One most important aspect emphasized by AT is the fact that department should have separate identity and must be led by an individual as a department head who is a PhD or senior subject specialist faculty member. Lack of library, privacy, inappropriate office environment and nonexistence of faculty offices are other serious impediments that need to be rectified.

These deficient areas identified during SAR process have been reported to the HoD of respective department and rectification for each has also been suggested. DQE will follow up the implementation plan as per time frame given by DQE.

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Rizwan Saleem Sandhu  
Deputy Director, DQE

Director QEC: \_\_\_\_\_

Worthy Rector: \_\_\_\_\_