Executive Summary
Self-Assessment Report of Bachelors of Commerce (B.Com.) Program
Self-Assessment Cycle 1 (2017-18)
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 Management Science is designated to initiate and implement Self-Assessment process defined by Quality Assurance Agency (QAA) of HEC. The current document summarizes the findings of self-assessment process of the program Bachelors of Commerce (B.Com.).

The department is committed to produce graduates who can lead organizations towards success and prosperity in the global marketplace. The department offers rigorous programs in different areas of specialization at both Masters and Bachelors levels. The department feels satisfied upon completion of the following list of tasks:

1. Development of *Self-Assessment Report (SAR)* by Program Team for B.Com.

2. Conduct of critical review and submission of *Assessment Report (AR)* by Assessment Team for B.Com.

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. HOD of the concerned department nominated a program team (PT) for the current program. The composition of PT is given below. DQE also arranged initial orientation and training sessions for all PT members:

Table 1: Program Team

Sr.#	Name	Designation
1.	Ms. Tooba Javed	Tutor/Instructor, Management Science
2.	Ms. Hifsa Farooq (Team Lead)	Lecturer, Management Science

2. All the relevant material such as SAR manual, survey forms, etc. were provided to PT.

3. Continuous support, guidance, and feedback were provided to PT members to prepare SAR for the said program.

4. After completion and submission of the final SAR by PT, the Rector on the recommendation of the HOD approved the formation of an Assessment Team (AT) for critical appraisal of program and SAR. It was ensured that a Subject Specialist from other institution was also part of this team. The composition of AT is given below:

Table 2: Assessment Team

Sr.#	Name	Designation
1.	Dr. Hassan Shakeel	Assistant Prof. Institute of Islamic Banking, UMT Lahore
2.	Syed Muhammad Hassan Bukhari	Lecturer, Department of Management Science, VU

5. The SAR developed by PT was forwarded to AT for 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 of SAR:

Following eight (8) criteria prescribed by the HEC are used to develop SAR:

- 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
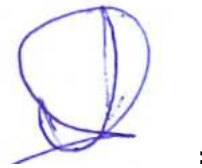- Criterion 8: Institutional Support

Key Findings of the SAR:

Following is a summary of the key findings from SAR:

1. Department and Program mission statement are not available at University website.
2. The subject material is very outdated, it should be revised. Likewise, the video lectures should also be updated for the courses which require updated knowledge.
3. It is recommended that in order to promote a quality research culture, current policies need to be reviewed critically to developed effective policies.
4. Retention policy needs to revisit to retain high-quality faculty.
5. Computer labs/documentation/instructions etc. are available and readily accessible to faculty and students though access to more journals should be acquired.

Conclusion and Recommendations:

Analysis of the Criteria Referenced Self-Assessment reveals that performance of the department is good to excellent in most of the areas. The program has achieved an overall very good assessment score (84/100) reported by AT. In accordance with AT report, the department exhibits good to excellent performance in all of the areas except criterion 8 (Institutional Support). The University needs to provide sufficient support to retain high-quality faculty. In addition, the quality of graduates needs to be improved by focusing on teaching-learning processes.

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

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Irfana Aslam Ghouri

Manager QA

Director Quality Enhancement: _____