Executive Summary
Self-Assessment Report of Master of Human Resource Management
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 Master of Human Resource Management.

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 Master of Human Resource Management

2. Conduct of critical review and submission of *Assessment Report (AR)* by Assessment Team for Master of Human Resource Management

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 PT member:

Table 1: Program Team

Sr.#	Name	Designation
2.	Mr. Awais Imam	Lecturer (Department of 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 the program and SAR. It was ensured that a Subject Specialist from some other institution was part of this team. The composition of AT is given below:

Table 2: Assessment Team

Sr.#	Name	Designation
1.	Dr. Sobia Khurram	Assistant Professor, Institute of Administrative Sciences, University of the Punjab, Lahore
2.	Ms. Aasia Rasheed	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 the 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 SAR findings:

1. The program mission statement is geared more towards producing business graduates only hence limiting the scope and not including all potential management graduates.

2. The employer's survey is not conducted to get proper feedback from the market.

3. The graduating survey results highlighted the need to adjust heavy workload of the degree program to reduce the pressure on students.

4. The curriculum design of this program does not include any courses relating to important HR function of '*Compensation, Performance and Reward Management'* and *'Human Resource Information Systems (HRIS)'*.

5. The video lectures need to be updated according to the current development in the field.

6. The Virtual University does not have a subscription of international journals to promote research culture.

7. There are not sufficient separate offices for faculty members at Virtual University. Most of the faculty members have to dispense their responsibilities in shared spaces similar to ICT computer labs which can be prone to distractions.

8. As per results of the faculty survey, motivation and satisfaction of the faculty is low due to non-provision of scholarships for higher studies and study leave with pay benefits.

9. Despite having a collection of 5500 books in hard copy at the faculty campus at Lawrence Road, Lahore, there is no formal library set up at this campus.

Conclusion and Recommendations:

Analysis of the Criteria Referenced Self-Assessment reveals that performance of the department is good in most of the areas, however, poor performance has been observed in only one of the areas i.e. Criterion 8 (institutional support). The program has secured overall good assessment score (76/100) reported by AT.

In accordance with AT report, it has been found that criterion 8 needs improvement which is about developing effective retention policy for quality faculty. The inconsistency of curriculum and low level of faculty motivation due to non-provision of scholarships for higher studies and study leave with pay benefits have been reported as the areas that need improvement.

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: _____