

Quality Assurance and Accreditation (QAA) Procedures and Efforts and Students' Impression in Urlabari Multiple Campus

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Abstract

This research paper entitled “Quality Assurance and Accreditation (QAA) Procedures and Efforts and Students’ Impression in Urlabari Multiple Campus” mainly concerns on the procedures and efforts of UMC after the PRT visit form the UGC in Magh, 2080 to get the campus QAA certified and also concerns on the role of the students of UMC to get the campus certified. It equally concerns about the role of students, their knowledge about QAA, functions of QAA, advantages and disadvantages of QAA and other aspects as students are also the part to get the campus certified. This research article is based on mixed method in its nature. The main problem of the study is to find out the procedures and efforts of UMC after the PRT visit and also to find out the students’ perception regarding QAA program. the main objective of the study is also to find out the answer of the problem. to give the paper a complete shape, both the primary and secondary sources of data were collected. 30 students both English and Nepali medium of BBS 1st year were randomly selected and they were provided questionnaire to get the primary sources of data regarding the perception of the students about the QAA program in UMC. Similarly, interview was used as another tool of data collection to find out the procedures and efforts of UMC regarding the achievement of QAA program. The interview was specially concerned with the SAT committee co-ordinator and its members to get the necessary data. The collected data were interpreted by using the tools and techniques of data analysis in mixed method like description, narration, comparison, tables, charts and so on. The research found that among the thirty students 60% were found familiar about the QAA program. 10% students had any idea about the program. 30% students had

simple knowledge about QAA program. 80% students were found familiar about the program for only a year and 10% were familiar for more than a year and 10% didn't have any idea about the program. In the same way, only 10% students were found to be familiar about the function of UGC and its program. 83% students agreed that QAA programs are quite beneficial for the campus and students.

Keywords: Procedures, Quality Assurance and Accreditation (QAA), Perception

Introduction

Education is a lifelong process. It goes on developing as well as changing. As Tribhuvan University (T.U.) decentralized its activities of providing education, many public as well private campuses were established far and wide of the country. While doing this, it was hoped that the people of all corners including remote areas may get the chances of qualitative higher education. So, Umlabari Multiple Campus (UMC) was established to obtain the same motto in 2043 B.S. At the beginning of UMC, it was not very easy for UMC. It didn't have its own building. It started its classes of Intermediate of Arts (I.A.) level at the building of Shree Radhika Secondary School sharing its resources. UMC, then was named as Panchayat Rajat Jayanti Campus with affiliation to T.U. the largest and oldest university in Nepal in terms of its establishment, students number and affiliated campus (Pandey, 2021). As it was established from the public initiation, it is a profitless public campus. It is a fully community-based campus. As Umlabari Multiple Campus is established for qualitative education, students from almost all eastern part of Nepal come to join it in different levels. UMC is now conducting its classes from Bachelor to Master Degree in Education, Management and Humanities and Social Sciences. Now UMC is stepping forward with its limited resources in short span of time in the process of providing qualitative higher education to the people of this area.

UMC started its expedition towards the QAA certification process since 2072 B.S. through submitting the LOI to the University Grants Commission. The LOI got accepted and approved by UGC and as per the recommendations by UGC, UMC prepared its SSR in the year 2073 B.S. for the first time. After the submission of the SSR, the PRT visited UMC in the month of Chaitra in 2073 B.S. and the team, after inspecting the factoids, forwarded their invaluable recommendations for improvement of the areas in UMC. Consequently, UMC took essential measures of reformatations and resubmitted its revised SSR to the QAA Secretariat of UGC. The response report was submitted to the UGC in the month of Falgun, 2079 B.S. Then, UGC provided invaluable suggestion to renew the LOI. As per the recommendations, UMC applied in UGC for the renewal of its LOI and UGC accepted the renewal of LOI. Similarly, UGS recommended to prepare SS Report. Therefore, UMC prepared this SSR and submitted it to the concerned department of UGC. After the renewal of the LOI by UGC, the campus prepared the Self Study Report (SSR).

Likewise, regular attendances of the students, substitution of teachers in case of their absence and the support of necessary technologies and instructional methodologies in the classroom have been the policies and procedures to enhance quality education of this institution.

Statement of the Problem

Urlabari Multiple Campus (UMC) has been a central educational hub in eastern Nepal. UMC is a community campus. Unlike the private colleges, UMC is not a profit-oriented campus. So, the students from lower- and middle-class families from the hilly areas also visit UMC for quality education. Its whole purpose is to provide quality education. As it is already mentioned that UMC started its expedition towards the QAA certification process since 2072 B.S. by submitting the LOI to the University Grants Commission. Still it is in the verge of being QAA certification..... The main problem of this research study is to find out the procedures and efforts implemented by UMC

to achieve QAA and also to find out how these procedures and efforts have affected and influenced the students and their study in UMC.

Methodology

This research study is based on the descriptive analysis (Pun, 2020) that helped exploring issues of QAA in the campus. Both the primary and the secondary resources were used to give the study a complete shape. The primary data were collected using questionnaire and interview as the basic tools for data collection. Similarly, the secondary data for the study were collected from the official pages of UMC, articles, books, and campus related documents were also used for collecting the secondary data.

Moreover, the researcher himself as a coordinator of IQAC program, he himself observed the events. So, observation and interview were used to get information about the procedures and efforts of the campus to get the campus QAA certified. Similarly, the samples were randomly selected from the students of BBS first year. Questionnaire was used to collect data from the samples. Through the questionnaire, students' perception about QAA in UMC was mainly focused. The collected data were analysed using the data analytical tools like description, narration and also with the help of using simple statistical tools.

Interpretation and Analysis

Urlabari Multiple Campus has been devoted for quality education. In the process of getting assistance from University Grant Commission (UGC) for the physical development, UMC started its process to have QAA certification. Accordingly, the campus prepared Self Study Report (SSR) and submitted to the UGC office in the month of Asar 2080. In response of the report, UGC made a PRT to visit in UMC from 24th to 26th Magh 2080. After the 3 days study of UMC, regarding its educational as well as physical aspects, the PRT visit recommended some improvements in UMC to get it QAA certified. On the basis of the recommendation, what procedures and efforts the campus has

made to get it QAA certified is the main aspect of this study. So, according to the sources got from the SAT co-ordinator and members, the procedure and efforts of UMC to get QAA certified are mentioned below.

- I) Students' satisfaction Survey Report was conducted by the campus among the students of Bachelor level. Altogether 100 students were randomly selected and their satisfaction level on different titles were surveyed with the help of Questionnaire. The report found that only 17% students were satisfied in terms of sanitation in UMC. Similarly, 26% students were satisfied with the library related facilities. 63% of students were satisfied in terms of Gardening in UMC. In terms of Academic calendar and its implementation, only 5% students were satisfied. 26% of the teaching faculties were reported to be excellent and 41% good.

In the same way, 24% students expressed their satisfaction in terms of first aid facility.

- II) Academic Audit: Academic Audit is another procedure of UMC to get QAA certified. In this audit, the educational activities for a year and their progress were analysed.
- III) Review of policy related documents like IQAC, SSR and other documents is the another procedure and effort adopted by UMC to get it QAA certified.

Students Quality Circle (SQC) formation is another procedure and effort of UMC to get QAA certified. SQC circle has been formally formed in the presence of the QUEST member,,,,,, for the purpose of self-analysing and improving the overall aspects of the students in terms of getting quality education.

- IV) Peer Appraisal is another procedure adopted by UMC for the evaluation of the faculties to bring positive changes in teaching learning aspects, UMC has conducted peer appraisal procedure.
- V) Comprehensive master plan is the another work of UMC conducted after the PRT visit. This plan concerns for budgeting for different

programs, timetable for their performance and also about qualified manpower and others.

- VI) Mid-term analysis of the strategic plan 2021- 2025 is another procedure of UMC.
- VII) Management of Non-Credit Course covering 100 Marks especially for the students of Management is another important task the campus the campus has gone through after the PRT visit from UGC. This course is managed by the campus to enhance practical skills for the students of Management Faculties.
- VIII) Feedback for the Curriculum of Rural Development in Master of Arts is another remarkable procedure of UMC to get the campus QAA certified. For the purpose of collecting feedback, A Day Workshop was managed in the presence of subject teachers from the campuses of Ilam, Dharan and Biratnagar also the students of the same level after informing them earlier about the subject matter. The suggestion and recommendations were made to handover to the respective authority.

Research related programs are also the important factors in UMC in the course of getting QAA certification. After the PRT visit in UMC, research was carried out to find out the socio-economic and cultural aspects of Dom community of Urlabari Municipality, Santhal Study on education and job opportunities and students' achievement and the teaching-learning environment of public campus in Koshi province are undergoing research projects which are expected to be accomplished within the stipulated time. In this process, UMC has published two volume of its research journal "The New Journey" the peer reviewed journal addressing multidisciplinary approach. Currently it is working on third volume of its publication rights on its venture. The involvement of faculty members of the UMC and other interested scholars have contributed in this academic task publishing eleven works in its first

Quality Assurance and Accreditation (QAA) Procedures and Efforts and Students' Impression in
Urlabari Multiple Campus
publication in 2023 and the same numbers of journal articles in 2024 volume
too.

Students' opinion about QAA in UMC

It has been realized that the role of students also plays a vital importance to get the campus QAA certified. Accordingly, to find out students' interest, knowledge and other aspects regarding QAA program, the researcher collected necessary data by using Questionnaire. The questionnaire attempted to get information about the role of students, function of QAA, advantages and disadvantages and so on. It helped in identifying the strengths of institutional processes in achieving QAA ensuring students to obtain an effective and appropriate education (Kayyali, 2023) with quality assurance.

. The students were well instructed before they answered the questions. The collected data is presented here.

In the course of students' familiarity of QAA, out of 30 students, 18 students were found that they were quite familiar program. 3 students didn't have any idea about the program whereas 9 had ticked on the option "Somehow". Out of 30 students, 24 students found to be familiar for a year and 3 students expressed that they had been familiar for more than 3 years and 3 students didn't have any idea about the program.

In the same way, regarding the function of QAA, only 3 students had the idea about its function. 2 students didn't have any idea about its function. 25 students ticked the option "Somehow".

Similarly, 25 students expressed their opinion that QAA is helpful for students. 2 students didn't have any idea about its helpfulness for students and 3 students the option "somehow".

The questionnaire also tried to get information about the ideas of the function of QAA. The major and common function as mentioned by the students are as follows.

- QAA helps to get quality education in UMC.
- It provides economic aid for the physical development of UMC.

- It also provides support for learning sources like library, internet, etc.

The listed answers of the students regarding the activities to be carried out by the students and campus are as follows.

- Regular attendance of the students
- Extra classes for difficult subjects.
- Management of proper classroom, drinking water, canteen, parking, etc.
- Use of technology in the classroom.
- Management of transportation
- Strict discipline, etc.

Conclusion and Findings

The research found that among the thirty students 60% were found familiar about the QAA program. 10% students had any idea about the program. 30% students had simple knowledge about QAA program. 80% students were found familiar about the program for only a year and 10% were familiar for more than a year and 10% didn't have any idea about the program. In the same way, only 10% students were found to be familiar about the function of UGC and its program. 83% students agreed that QAA programs are quite beneficial for the campus and students. It was also found that UMC had gone through a number of procedures and efforts of PRT visit. The campus conducted students' satisfaction survey program to find out the students' satisfaction regarding teaching learning and other all facilities of UMC. It was also found that the campus conducted academic audit and reviewed policy related documents. The formation of Students Quality Circle (SQC) was another procedure of UMC done for QAA certification. In the same way, peer appraisal, comprehensive master plan, midterm analysis of the strategic plan, 2021- 2025, etc were the major procedures and efforts of UMC for its QAA certification. In this context, Mishra and jha (2023) ensured that any

Quality Assurance and Accreditation (QAA) Procedures and Efforts and Students' Impression in
Urlabari Multiple Campus
institutions providing higher education in Nepal is assured under compliance
of standards along with assessing their performance and recommendations for
improvements in the quality production of human resources required for the
country.

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Appendix

A questionnaire prepared for the students of UMC

Researcher/ Instructor: Shreeprasad Neupane

Name:

Class/ Level:

Campus:

1. Are you familiar about Quality Assurance and Accreditation?
 - a. Yes
 - b. No
 - c. Somehow
2. If yes, how long have you known it?
 - a) For one Year
 - b. For two years
 - c. More than two years
3. Do you have any ideas about it's functions?
 - a) Yes
 - b. No
 - c. Somehow
4. If yes, can you tell/ name some of them?
→
5. Are QAA programs helpful for SS?
 - a) Yes
 - b. No
 - c. Somehow
6. If yes, can you tell some advantages of QAA for the SS?
→
7. Please think about the overall activities in UMC and list down the activities associated with QAA.
→
8. Do you think about the disadvantages of QAA? If Yes, Write some of them.
→
9. Present your opinion about the activities to be carried out by the SS to gain QAA in UMC.
→