

PRE-VISIT RESPONSE REPORT

Prepared/Submitted By

School of Health and Allied Sciences

Faculty of Health Sciences, Pokhara University

Pokhara Metropolitan-30, Pokhara, Nepal

Submitted to

Quality Assurance and Accreditation Division

University Grants Commission

Sanothimi, Bhaktapur

2019, December

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1. Background

The School of Health and Allied Sciences under the Faculty of Health Sciences of Pokhara University has submitted a Letter of Intent (LOI) to University Grants Commission 12 June 2016 with an aim to have QAA certification. After initial assessment by UGC team, LOI approved on 22 July 2016 SHAS moved for the second step of preparation of Self Study Report (SSR). Then the school has developed the SSR and submitted it to QAA division of UGC on 24/12/2017. After the study of these SSR documents, PRT's Preparatory Visit for QAA Assessment was organized by the team led by Prof. Dr. Shiva Kumar Rai in the third week of August (19 to 21 August) 2018. After having comprehensive consultation with the stakeholders of the university, the team has made some of the recommendations for the improvement in the overall quality of the school. The school affirmatively accepted these recommendations, acted accordingly to improve and manage the academic services. At present, the school has implemented the decisions of its jurisdictions and those entities for which higher level decisions are required; these are communicated to the higher body of the University for Appropriate Action.

2. Purpose of the Report

This draft has been prepared to report the progress made by the school after PRT's Preparatory Visit at this school to achieve QAA. The main aim of the report is to communicate our progress in different dimensions of QAA to the UGC to meet the standard of QAA certification.

3. Process of Report Preparation

This report has been prepared by incorporating school's achievements made during the last year. All the necessary documents are collected from Central Office of the Pokhara University, Office of the Examination, Pokhara University Service Commission, Office of the Dean, Faculty of Health Sciences. Self-Assessment Team (SAT) has revised SSR in consultation School Director, Coordinators, Officials of the University, faculty members, language editor and the staff of the School.

4. Responses/Action Taken

Internal Quality Assurance Committee (IQAC) has made several decisions regarding the functioning of all the cells of the school effectively. The committee has performed different tasks. It developed IQAC guideline, Job description of the different cells/positions formulated and approved, stakeholder's satisfaction carried out, out tracer study completed for the graduates of 2018, academic and financial audit carried out, developed and implemented performance appraisal systems; renovation of the infrastructure done. Cleanliness of the environment and vehicle parking managed. Procured required supplies, health centre made functional, faculty and the staff recruited, play ground managed, Safe drinking water system strengthened (placement of RO system), a new bus for the students purchased, school website developed and updated EMIS established, School's journal publication regularized and indexed. Annual report of the school and SHAS bulletin published, Semester end report developed and record keeping system strengthened. Prospectus of the school published, different service units defined and made operational. Suggestion box placed, made approval/re-approval of the programs from respective council (some are still in process due to changes in academic policies e.g. formation of medical education commission, vacant positions in different councils), research management cell activated (call of research proposal, independent evaluation of proposals/research reports, organizing dissemination seminars etc) and vending machine for sanitary pads installed in an academic building. The recommendation specific activities/interventions for each of the criteria are as follows:

Criteria – 1: Policy and Procedures

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
1	Strengthen and activate the IQAC of the school.	IQAC of the school has been made functional and it is now fully operational.	Minute of the IQAC	Annex 2
2	Implement the strategic development plan of the school with specification.	School has been adopting the strategic plan of the University and action plan of the Faculty of Health Sciences along with School's detail annual action plan. Schools strategic plan is scheduled to be developed within February 2020.	Strategic plan of Pokhara University, Action plan of Faculty of Health Sciences, School's annual plan.	Annex 1
3	Standard Operating Procedure (SOP) should be in place in every laboratory.	SOPs are developed and placed in each of the laboratories.	SOPs are attached.	Annex 6
4	Policy and regulation with regard to operation and development of the school should effectively be implemented.	School is following the policy, Rules and regulations Pokhara university to operate and development of School. The team performs the activities of the school as per the decision of executive council and their higher authorities of the Pokhara university. School development activities are in place as per the university regulation	Executive council decisions are attached for illustration, semester end report	Annex 5
5	Appoint senior Faculty and/or school level authorities/officials must be appointed from among the senior faculties willing to take the responsibility.	Appointments are made by university executive council as per the university rule at higher level. We practice the appointment of coordinators on the basis of seniority (Program coordinators are appointed by the faculty dean on the recommendation of School Director).	University rule and regulation, Executive council's decision, Letter of recommendation for appointment of coordinator	Annex 5
6	Team building among all level of available human resources	The institution works with the team spirit. Faculty members and the staff of the school have been contributing for the school by holding the positions	Issued committee letters justifying the involvement of faculty and staff.	Annex 3

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
	should be enhanced.	in different committees like research management committee, journal publication committee and inspection committee including other short term committees.		

Criteria – 2: Curricular Aspects

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
1	Plan for upgrading of the curriculum at regular interval.	Pokhara university has been updating curriculum regularly. Curriculum of B.Pharm, BSC MLT, BPH and BSC Nursing has been revised.	Letter of CDC, revised curriculum structure, Academic council decision	Annex 6
2	Advice to develop the skill based professional non-credit module courses to enhance the quality education.	The school organizes short term non-credit based training and workshops to enhance the capacity of students, faculty and the staff of school of health and allied sciences in different topics. The institution regularly conducts non-credit courses on Good Clinical Laboratory Practices (GCLP), Good Manufacturing Practices (WHO-cGMP), and Research Protocol development workshop/training. Moreover, non credit courses on interdisciplinary areas are planned to be developed and approved in this year/next two years.	Report of programs, GCLP, WHO-cGMP report, Research protocol development workshop report, non credit courses draft developed.	Annex 2
3	Establish effective mechanism to	The school has been disseminating the information to general	Screenshot of school	Annex 4

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
	<p>communicate the vision, mission and objectives of the school reflecting the curricular aspects to the stakeholders.</p>	<p>public through website, prospectus, bulletin reports and display of service charter of the school.</p> <p>Reception section is the first contact point for the information at our school. Then she/he links to information officer Mr. Baburam Aryal for further detail (if required) and then he takes care of the stakeholders concerns. After dealing with the customers, he makes the linkage with respective sections/focal person for the key concerns. Students concerns are addressed by the faculty members, program coordinators and then school director in respective order. With the specific terms of references, task specific committee like entrance examination committee provides the information related to new intake, procurement unit provides information related to procurement, account section provides information related to financial status academic services are available from each of the program coordinators/directors.</p>	<p>website, piece of prospectus, piece of SHAS bulletin, copy of service charter of school, letter issued for information officer, letter issued to academic and public Information management committee</p>	
4	<p>Ensure the receiving of feedback from the employers and other stakeholders, and consider those feedbacks while reviewing the</p>	<p>The school organizes different formal and informal program with different stakeholders. This institution invites guest faculty, experts and industry/hospital authorities for their opinions/feedbacks, feedbacks form relevant council</p>	<p>Industry/ GMP experts feedback, visitors register, guest faculty appointment letter , expert letter,</p>	<p>Annex 3 Annex 6</p>

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
	curriculum.	authorities after their inspection at SHAS. Their feedbacks are incorporated to improve school academics.	Council inspection letter	

Criteria – 3: Teaching Learning and Evaluation System

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
1	Timely career development of the faculties should be in action.	Faculties and staff appointed at Pokhara university are promoted on the basis of Pokhara university service commission rule. Some of the lecturers appointed at the Pokhara University are now associate professor and professor.	Pokhara University Service commission rule, latest advertisement for promotion	Annex 1
2	Transparent and fair plan of Opportunities for continuous professional development (CPD) (such as qualification upgrading, refresher courses, and other national and international exposure) should be exercised.	School is very much transparent in provision professional development opportunities for the faculty and staff. Many faculty members of the school have studied PhD on study leave from the university. Executive Council of the University has made provision for higher education (10% of the faculty members of the school and 20% of the faculty members of the respective program are encouraged to apply for M.Phil/PhD in a year). Some of	Approval letter for participation in international conference, Study Leave approval letter Training Letter for	Annex 6

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
		the faculties have contributes as visiting professor at different institutions, served as resource person at Health system workshops. Human resource development activities are reflected in annual budget of the respective year	participation Annual budget (Plan Vs Approved)	
3	Need based training for CPD should be provided to non-teaching staff on regular basis	We provide the opportunity to our staff to take part in different professional trainings. All the staff gets opportunity for exposure visit for their capacity development in every year; and they are entitled to get minimum of NRs 8000 with paid leave. In addition, relevant trainings are provided to the staff (self initiation and official need) and their expenditure is covered.	Letter for participation in different trainings	Annex 6
4	System of regular faculty and staff performance appraisal, reward and punishment based on the appraisal should be in place.	Staff appraisals are done annually. The school has developed and implemented appraisal system for faculties and staff. In addition, there is a feedback system form student's perspective.	Appraisal form as PU rule, faculty appraisal/ faculty assessment form/ student feedback form, reward and punishment letter, summary report on student feedback.	Annex 6

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
5	Human relationship among the teaching staffs, non-teaching staffs, and teaching and non-teaching staffs should be harmonized.	All the faculty members and the staff are working together to achieve the goal of the SHAS.	Working committee letter, subject committee	Annex 2

Criteria – 4: Research, Consultancy and Extension

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
1	Research budget (of the school) need to be increased and be used by making a guidelines that also includes the paying the page charges of the research papers published in the indexed professional journals.	Research budget for faculty research grant is in increasing trend. In 2072/73, research budget was 300000 and this has been increased to 1000000 for the fiscal years 2073/74 to 2075/76. It is increased to 15, 00,000 (1.01%) for fiscal year 2076/77. The institution has made provisions to motivate the faculty members to publish the research papers. For the same, the school provides the leave for field/laboratory work for research, promote presentation at conferences. In addition, the school has its own indexed journal: Journal of Health and Allied Sciences. It is mandatory for those faculty members to publish at least one research article in our journal from the guarantee of the School to be eligible for next grants.	Approved budget different years, copy of journals, grant release letter, research report letter issued regarding the publication charge management, RMC guideline	Annex 6 Annex 4 Annex 1

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
		To promote the external publication in high quality indexed journal, the school has issued a request letter to the higher authority regarding the provision of publication charges/reward in case of any publication made by the faculty members of the school.		
2	Encourage the faculties/students to conduct the research activities ethically (both research and publication ethics).	There is an Institutional Review committee at Pokhara University. The committee strictly follows the NHRC guideline for the same. All the proposals of undergraduate, postgraduate students and faculty research grants in health sciences must be allowed to conduct research after ethical approval by IRC/NHRC. Publication ethics are maintained as per the journal guideline.	PURC/IRC guideline, Research management guideline of school	Annex 1
3	Open the scope for national and international consultancy work, if any.	Faculty members of the Pokhara University, School of Health and Allied Sciences have opportunity to engage in consultancy as per the PU rule. Our faculty members are also in the expert list of Public Service Commission On behalf of school the International network building is in progress: Proposal submission phase in collaboration with University of OSLO, Norway.	PU rule, Public service commission expert list Email Communication and the request letter by Professor of Oslo	Annex 1 Annex 5
4	Plan for execution of regular	School family regularly (or even in emergency) engages in	Health camp reports,	Annex 2 Annex 6

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
	extension activities as institutional social responsibility.	the social activities. We conduct health camps, awareness camps and provide the extension service through the participation in community activities as a part of academic or social activities. Students professional societies functional at SHAS (PUSPA, PUBMAS, APPS) social activities like awareness camps, awareness rally and charity show to raise fund for elderly people in different occasions. The school has inclusive scholarship scheme (20% quota) and merit scholarship (semester topper),	dengue awareness report, CHD report photographs or reports, blood donation program organized (www.pu.edu.np) Scholarship distribution list, Annual action plan	

Criteria – 5: Infrastructure and Learning Resources

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
1	The plan of establishment of own hospital (150 beds) must be implemented with immediate effect with specific time frame.	The Vice-chancellor of Pokhara University Chiranjibi Prasad Sharma laid the foundation stone of a hospital. Hospital sketch has been drawn and a bid document has been prepared for the hire of engineering consultant to look after the construction plan.	Photograph, media news paper, official decisions, bid document for hospital construction	Annex 6 Annex 2
2	Teaching laboratories should be strengthened to the extent that can	The school is equipped with the laboratories with necessary chemicals and equipments. The institute has planned to	List of equipments and chemicals procured,	Annex 6

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
	also provide the clinical diagnostic laboratory services.	develop clinical diagnostic laboratory. For the same, a team is formed by the director has submitted the feasibility report. Now, it is under the decision making process. SOPs are placed in each of the laboratories. All laboratories are made functional as we have selected two laboratory assistants and some assistant level staffs.	maintenance done, appointment of lab. Assistants, sample SOP,	
3	Establish a library at school level with the facility of online access to the professional international journals.	We have established a school library. Online resources at central library of the Pokhara university are also available at school.	List of book purchased/ agreement made, payment of book purchased. library (for detail: https://pu.edu.np/library/)	
4	Establish a clean and hygienic canteen in the university premise.	Infrastructure development and construction activities are done from office of the Registrar. In order to establish canteen as per the initiation of Professor Dr. Indra Prasad Tiwari, Dean, Faculty of Humanities and Social Sciences is in process of construction under the guidance of university IQAC. The university executive council has made the sketch of the canteen for DPR. Hopefully, The school will have some results after appointment of university officials. Besides these, there is a small Pantry at the school for the	Submitted letter, executive council decision for the construction of canteen, sketch of the proposed canteen	Annex 6

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
		hospitality, faculty and the staff; in addition, there will be a provision of hot drinking water for the students from the same school canteen.		
5	The surrounding environment and the gardens need to be maintained clean and green.	School premises sanitation is well maintained. There is slab concreted tarred road inside the academic complex. Vehicle parking is well managed. Gardens are well maintained with Cynodon dactylon and small trees.	Photograph of the garden/field observation	Annex 6
6	Cleanliness and regular maintenance of available physical infrastructure should be in place.	Painting of academic building is finished and the physical assets are now well managed and stored.	Photograph of the academic building /classroom	Annex 6
7	The existing central library must be upgraded/strengthen with the addition of latest books (textbooks, reference books, and periodicals) and should be made accessible to all the concerns. Encourage the students to use e-library.	Central library upgraded with the addition of books and journals. To promote the use of e-library, we have made the provisions for ICT equipped library at the central library.	List of books procured and e- resources added	Annex 6
8	The existing science labs and computer lab need further improvements.	Laboratories are improved. The computer laboratory has now been expanded with more facilities available (second floor the library building) and it is in use.	Observation can be made.	

Criteria – 6: Student Support and Guidance

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
1	A formal and effective mechanism for student information, guidance, and counseling should be in place.	Counseling and career counseling cells are developed and made operational.	Photo of counseling cells, appointment letter of the graduates, counseling sessions conducted	Annex 6
2	Formal mechanism for taking feedback from students should be formed and may be considered in decision-making.	Feedback mechanism developed and implemented. At the school level, the school Director's office has formed a committee entitled "students counseling, feedback and placement committee" to take care of students performances and student side feedbacks regarding the teaching learning activities. Before the end of each semester, we provide the evaluation form for each of the faculty members and genuine feedbacks of the students are considered in the decision making. Similarly, the school has placed the suggestion box at school to collect complaints, suggestions and feedbacks form different stakeholders.	Suggestion box at school, feedbacks form, summary report on student feedback and counseling , log book	Annex 2
3	Linkage with Health Service Provider Institutions should be	Student's health care is supported by school in severe cases. In general, the school has developed the relationship with	Support for student during illness, List of	Annex 6

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
	enhanced.	MOU established hospitals to take care of the students. This institution facilitates the transportation and emergency care, first aid. Health centre made functional at school level.	the medicine / equipments ordered/available.	
4	Mechanism for effective monitoring of students' progression should be established.	Students counseling, feedback and placement committee maintains the progress record of the students. In addition, evaluation feedbacks are given to all. Before submission of international assessment marks, the school returns the assessment answer sheets to them with feedbacks or and shares feedbacks in the class room.	Committee letter Summary report of the student counseling, feedback and placement committee Examined copies with feedbacks	Annex 6

Criteria – 7: Information System

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
1	Course wise performance of the students should be evaluated on regular basis employing an effective mechanism and measurable	The school has continuous student evaluation systems. We organize class assessment, internal assessments and final semester end/annual examinations as per the curriculum. Every teacher evaluates the performance of students for the	Evaluation format Sample evaluations	Annex 6

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
	standards.	designated/assigned courses. The institution has developed the EMIS to suits with the evaluation systems of each of the courses. The school provides the username and password to each of the student/faculty to observe his/her performance on respective subjects. Furthermore,		
2	The EMIS system needs further strengthening with the use of appropriate software.	The school procured and developed the EMIS system. Most of the information is recorded /available in this system. Gradually, the school will have all the documents in this system and it will be modified according to the need of education system.	http://shas.emis.com.np/Login.asp x	
3	Make a separate website of the school and update with relevant information.	Official Website of SHAS is developed. Information are regularly updated and disseminated through this site.	We have developed separate website of school s per the UGC guideline.	www.pushas.org.np

Criteria – 8: Public Information

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
1	Establish an effective public information cell that disseminates	The school has established our public information cell. It provides the information related to school and its activities.	Photo of Public Information cell with all	Annex 6

SN	Recommendations	Actions/Activities Done	Documents	Annexed in
	information (related to the degrees to be awarded by the school along with the profile of students with details of alumni) to all concerned stakeholders in order to enhance public information.	School bulletin, prospectus, disseminates and annual reports are available in this cell. All the notices are publicized through the school website or newspaper or notices are placed in notice board or both. In addition, we have placed the servicer charter of the school in the wall of school.	essential documents placed in this cell.	
2	Form alumni association and involve the alumni in the overall activities/development of the school.	Alumni committee is formed and Alumni guideline is developed. The school is developing the network gradually through this committee. Some of the alumni are serving as guest faculties of this school.	Alumni committee Alumni guideline Sample letters for guest faculties	Annex 2

5. Conclusion

Now the School family is moving towards the QAA certification from UGC. All criteria specific recommendations are duly addressed through the effective team of SHAS. Now, the students, staff, faculty members and the officials of the school and higher levels at Pokhara University are sensitized with quality concepts and all affirm respond that QAA certification is for all stakeholders and it is the responsibility of all the members of SHAS.

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Date: 2076/09/16