

QAA FOLLOW UP RESPONSE REPORT



SUBMITTED BY

MID-WEST UNIVERSITY SCHOOL OF MANAGEMENT (MUOSM)

BIRENDRANAGAR, SURKHET

DECEMBER 2023

SUBMITTED TO

UNIVERSITY GRANTS COMMISSION

HIGHER EDUCATION QAA COUNCIL

QAA DIVISION, SANOTHIMI, BHAKTAPUR

1. Background

Mid-West University School of Management (MUSOM), an autonomous institution of Mid-West University, Surkhet, strives to become the world class higher education center for providing research and skills-based management education. Currently, MUSOM offers 2-year MBA, four-year BBA, and BHM programs along with focus on an Entrepreneurship Development Program with the support from University Grants Commission Nepal. MUSOM has four functional departments; Department of Graduate Studies, the Department of Undergraduate Studies, Department of Research, Innovation & Entrepreneurship, and the Exam Cell which are responsible to ensure quality education service. About five years ago MUSOM participated in UGC QAA process with the purpose of developing MUSOM into the world-class business school in Nepal. UGC QAA Follow Up Visit team members; Prof. Dr. Kesar J. Baral, PRT Coordinator and Bhagawati Paudel, staff member, visited the School and completed assessment of MUSOM in October 2023. Follow Up team clearly mentioned impression and observation in the report provided to MUSOM and made recommendations for further improvement. As per Follow Up team's recommendations, MUSOM SAT made an honest attempt to address the issues raised by Follow Up team in the section c "recommendations".

2. Purpose of the Report

To make sure that MUSOM has addressed issues of recommendations made by the Follow Up team for accreditation.

3. Process of Report Preparation

MUSOM IQAC and SAT adopted the following process during the course of preparing this report:

- MUSOM IQAC held its meeting on Oct. 11, 2023 (Ashoj 24, 2080) and made the decision on the work division of making progress. Meeting clearly instructed SAT to work on the progress as per IQAC decision.
- SAT Team held its meeting on Oct. 12, 2023 (Ashoj 25, 2080) and prepared work plan as instructed by IQAC to address issues and recommendations by follow up team as soon as possible.
- After completion of all activities in response to recommendations, SAT prepared this report.

- IQAC also went through this report and suggested for necessary revision of the report.
- With thorough review of the work and report, MUSOM IQAC held meeting on Paush 3, 2080 and decided to submit the report to UGC.

4. Responses/Action Taken

S N	Criteria	Recommendations	Actions Taken/ Activities Done	Documents in the Annex	Annex No.	Page No.
1	Policy and Procedure	<ul style="list-style-type: none"> • Developing the policy for periodical review of policy and plan, and revisit the organogram of the school to show the linkage of different departments and cells. 	<ul style="list-style-type: none"> • Policy for periodical review of policy and plan is prepared and approved by Management Council MUSOM • Organogram is revised to show linkage of different departments and cells. 	<ul style="list-style-type: none"> • Policy for Review of Plan, Policy, & Periodic Achievements 2023 • MUSOM Organogram 	1 -1	1-12
		<ul style="list-style-type: none"> • Prepare the action plan for human resource development as per the policy. 	<ul style="list-style-type: none"> • Human Resource Development Action Plan 2023-2027 is prepared and approved by Management Council 	<ul style="list-style-type: none"> • Human Resource Development Action Plan 2023-2027 	1-3	1-17
		<ul style="list-style-type: none"> • Develop the strategy to increase the student enrollment in 	<ul style="list-style-type: none"> • Strategies for increasing student enrollment in BHM and 	<ul style="list-style-type: none"> • Strategies for Increasing Student Enrollment in BHM and 	1-4	1-5

		BHM and reduce the dropout	reducing dropout are developed and approved by Management Council	Reducing Dropout 2023		
2	Curricular Aspects	<ul style="list-style-type: none"> Continue the non-credit courses by incorporating them in Academic Calenderer 	Non-credit courses and routine for classes are prepared and are taken into action	Communication and IT Skill Development and class routine	2-1	1-4
3	Teaching, Learning and Evaluation System	<ul style="list-style-type: none"> Recruit the full time faculty to meet the requirement for full time faculty (50% of total faculty). 	<ul style="list-style-type: none"> MUSOM has 50% full time faculty of the total faculty 	<ul style="list-style-type: none"> List of full time and part time faculty and existing class routine 	3-1	1-8
4	Research, Consultancy, and Extension	<ul style="list-style-type: none"> Allocate 5% of the total annual operating costs to research to meet the requirement set by the EQAAC and prepare the annual action plan of research activities along with budget for each activity. 	<ul style="list-style-type: none"> 5% of the total annual operating costs to research is allocated and Annual Action Plan for Department of Research, Innovation, and Entrepreneurs hip-2023/2024 is prepared 	<ul style="list-style-type: none"> Annual Budget 2080 Annual Action Plan for Department of Research, Innovation, and Entrepreneurs hip-2023/2024 	4-1 4-2	1-3 1-4

		<ul style="list-style-type: none"> • Publish the journal on NepJOL. 	<ul style="list-style-type: none"> • Online journal publication process is under way. 	<ul style="list-style-type: none"> • NepJOL form filled up and articles sent to NepJOL for the publication. 	4-3	1-4
5	Infrastructures and Learning Resources	<ul style="list-style-type: none"> • Provide the furniture and fixture for the display of student products in incubation center. 	<ul style="list-style-type: none"> • Wall Showcase is made available for display of student products. 	<ul style="list-style-type: none"> • A photo of the showcase 	5-1	1
		<ul style="list-style-type: none"> • Establish formal relation with the library of other universities and academic institutions for e-resources. 	<ul style="list-style-type: none"> • An access to TU Central Library is being initiated for e-resources. 	<ul style="list-style-type: none"> • Letter for e-resources and screenshot 	5-2	1-2
		<ul style="list-style-type: none"> • As per the discussion with university authority (Acting Vice-Chancellor, Registrar, Dean of Management and Humanities) university shall hand over the building that houses lab for 	<ul style="list-style-type: none"> • Building is already handed over to MUSOM for BHM program. 	<ul style="list-style-type: none"> • A letter from university 	5-3	1 -2

		BHM to MUSOM.				
6	Student Support and Guidance	Formulate the policy to institutionalize the student counseling and guiding services and schedule the time slot for each subject for student guiding and counseling services.	Policy to institutionalize the student counseling and guiding is prepared	Policy	6-1	1-8
			The schedule with the time slot for student guiding and counseling is under implementation	Schedule	6-2	1-2
		Complete the tracer study report and student satisfaction survey.	The tracers Trudy is carried out	Tracer study report	6-3	1-28
			Student satisfaction survey is under way.	Student satisfaction survey form	6.4	1-9
		Make annual plan and program for extra/co-curricular activities, and implement them accordingly.	Annual plan is prepared and extra/curricular activities are in action.	Annual plan for ECA	6-5	1-2
7	Information System	Conduct impact analysis of EMIS and publish its result on regular basis for wider dissemination.	Google form is uploaded for survey.	Screenshot of Google form and link	7-1	1-8
8	Public Information	Conduct survey on the impact of public information on	Google form is created, uploaded for survey	Screenshot of google form	8-1	1-12

		school image, quality enhancement, and enrollment				

5. Conclusion

MUSOM IQAC actively participated in preparing this report. IQAC made decisions and instructed SAT for constructive works. SAT worked hard during preparation of the response report to address the recommendations made by UGC PRT Follow up visit team. SAT followed official process to complete the report. MUSOM Management Council and Governing Council also provided support in course of preparing and approving policies and guidelines included in this report. Recommendations given became instrumental tools to improve our knowledge and skills in terms of transforming MUSOM into the center of excellence. Overall, UGC QAA process really made us aware of improving holistic teaching-learning environment.



Assi. Prof. Chhetramani Timmilsena



Dr. Sushil Kumar Shahi

Dr. Sushil Kumar Shahi

Prepared by
SAT Coordinator

Forwarded by
IQAC Coordinator

Approved by
Executive Director

Date: Dec 20, 2023

6. Annex

[Annex 1.1: Policy for Review of Plan, Policy, & Periodic Achievements 2023](#)

[Annex 1.2: MUSOM Organogram](#)

[Annex 1.3: Human Resource Development Action Plan 2023-2027](#)

[Annex 1.4: Strategies for Increasing Student Enrollment in BHM and Reducing Dropout 2023](#)

[Annex 2.1: Communication and IT Skill Development and class routine](#)

[Annex 3.1: List of full time and part time faculty and existing class routine](#)

[Annex 4.1: Annual Budget 2080](#)

[Annex 4.2: Annual Action Plan for Department of Research, Innovation, and Entrepreneurship-2023/2024](#)

[Annex 4.3: NepJOL form filled up and articles sent to NepJOL for the publication.](#)

[Annex 5.1: A photo of the showcase](#)

[Annex 5.2: Letter for e-resources and screenshot](#)

[Annex 5.3: A letter from university](#)

[Annex 6.1: Policy](#)

[Annex 6.2: Schedule](#)

[Annex 6.3: Tracer Study Report](#)

[Annex 6.4: Student Satisfaction Survey form](#)

[Annex 6.5: Annual Action Plan for ECA](#)

[Annex 7.1: Screenshot of Google form and link](#)

[Annex 8.1: Screenshot of google form](#)