Academic & Quality Audit Report

2079 / 80

National College of Computer Studies

Paknajol, Kathmandu

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Internal Auditor
Pradeep Jha (Business Consultant-QMS & HR)

January 31, 2024

To
The Chairman,
IQAC, National College of Computer Studies
Paknajol, Kathmandu.

Re: Submission of Academic & Quality Audit report.

Dear Sir,

We are delighted to announce the successful completion of the Internal Academic and Quality Audit. Enclosed with this letter, please find the comprehensive audit report detailing our findings, conclusions, and recommendations.

We extend our commendation to the management team for their dedication to maintaining a robust quality management system and their ongoing efforts to enhance service quality. The institution's overall performance has been exemplary. It is noteworthy that the audit did not uncover any significant concerns related to academic and quality standards. A few minor issues were identified, which have been thoroughly addressed in the report, accompanied by appropriate recommendations.

At this juncture, we wish to express our profound gratitude to ED Sundar Raj Pandey, MD Santosh Raj Maskey, Director Sampurna Basnyat, all members of the CMC, coordinators, and the staff of NCCS for their exceptional cooperation and steadfast support throughout the audit process.

Should you have any inquiries or require additional information, please feel free to contact us. Our team is ready to offer any necessary support.

We thank you again for your cooperation and eagerly anticipate the implementation of the recommendations. We are confident that these will contribute significantly to the further enhancement of the academic and quality standards of your institution.

Warm regards,

Prdeep Jha (Business Consultant- QMS & HR)

Academic & Quality Audit Report

Preface:

The Internal Quality Assurance Cell (IQAC) has resolved to undertake a thorough audit covering both academic and quality dimensions. To guarantee an impartial assessment, an external expert was enlisted to conduct the audit. A detailed audit schedule was devised and submitted to the IQAC, and adherence to this schedule was meticulously maintained throughout the audit process. The audit aimed primarily at fulfilling the prerequisites for QAAD certification and at bolstering the institution's overall management system.

To address the issues found during the audit following recommendation are made:

Recommendation:

To date, the institution has conducted student feedback surveys. To gain a more comprehensive understanding of the organization's performance and identify areas for improvement, it is advisable to conduct additional surveys.

- While employee performance appraisals have been completed, adopting a more structured and professional approach is necessary to ensure that management decisions contribute positively to employee welfare and enhance overall staff satisfaction.
- Beyond the contributions of faculty members, the Human Resources Management (HRM) and Public Information & Student Support departments are pivotal in enhancing the institution's efficiency and performance. It is recommended that management appoint two qualified individuals to these departments on a full-time basis to lead and effectively manage their activities.
- Regular monthly meetings of the Internal Quality Assurance Cell (IQAC) are recommended to ensure continuous and timely progress towards the achievement of organizational objectives.
- The institution's document and record-keeping system requires improvement. Implementing a system that includes document numbers and dates is advised for better organization and easier retrieval of information.
- Establishing a dedicated committee to oversee admissions, scholarships, internships, placements, event management, and fee structures is recommended to streamline these critical areas.

- The formation of an alumni association and the preparation of a tracer report to monitor the progress and accomplishments of alumni are also recommended.

These recommendations are designed to bolster the academic and quality standards of the institution, thereby contributing to its overall growth and development.

Summary & Conclusion:

During the audit, it was evident that NCCS is a highly reputed college with a rich experience of 22 years in the field of education. The college has a well-defined policy and procedure framework in place, and it is actively working towards developing its infrastructure to meet the evolving needs of the institution. The faculty members are highly qualified, and the coordinators and staff members demonstrate dedication and experience. The College Management Committee (CMC) comprises individuals with extensive experience and a visionary outlook, contributing to the institution's success.

The institute has a well-defined quality management policy, which sets clear objectives and delineates roles and responsibilities for departments and employees. The planning and strategy employed by the institute to achieve its goals are commendable. However, there is a need to review the completion dates of tasks outlined in the strategic and action plans, and efforts should be made to enhance the performance of the RMC committee for effective implementation.

The college provides students with excellent facilities, including a well-equipped library, sports facilities, sanitary amenities, and a canteen. The appointment of an ECA (Extra-Curricular Activities) coordinator showcases the institute's commitment to promoting holistic development among students. The housekeeping and cleanliness of the institute are of exceptional quality, creating a conducive learning environment.

Lastly, the remarkable results achieved by the students themselves speak volumes about the journey, effort, sincerity, and commitment of the management. These accomplishments reflect the institution's focus on nurturing academic excellence.

Overall, the audit highlighted the positive aspects and strengths of NCCS, while also providing valuable insights for further improvement and growth. The recommendations from the audit will assist in enhancing the institution's overall performance and meeting its objectives effectively

Findings & Remarks

Audit Date: January 16-17, 2024.
Audit coverage: All Department, Unit & Committee of NCCS
Representative from Institute (NCCS): Rajan Poudel (Sr. Coordinator)

SN.	**Area of Audit:** General Information	**Findings**	**Remarks**
1	Name of Institution:	NCCS, Pakanajol	Established in 1999.
2	Program/Subject:	1. BIM, 2. BHM, 3. B.Sc. CSIT, 4. BBM, 5. BCA.	The institute running all five program.
2	Affiliated By:	Tribhuwan University.	All programs are affiliated by TU. Affiliation letter are available.
3	Credit Hour:	BIM-126; BHM- 126;B.Sc. CSIT-126; BBM -126; BCA-126.	All programs' credit hour maintained as per TU syllabus.
4	Program coordinators	College has four program coordinator .	BIM & BCA-Rajan Poudel; BHM- Ganesh Mainali; B.Sc. CSIT- Bineeta Pandey; BBM- Manish Karmacharya.
5	Academic year:	2079 & 2080	The audit mainly focuses two academic sessions 2079 and 2080 intake.
6	T. Enrollment in 2080	Male: 101; Female: 102; T=203	
7	Total pass out in 2080	BIM- 60 (100%); BHM-52 (98.07%); B.Sc. CSIT- 47(97.87%) BBM -16(100%) BCA -13(100%)	The performance of student is excellent.
8	Achievements		

SN.	**Area of Audit:** Part-I Document & Record Keeping system	**Findings**	**Remarks**
1	Records of individual employee	Mostly Maintained	Need to update properly.

2	Annual/Monthly progress report of the institution	Annual report available 2079/80	The institute prepares and publishes annual progress report every year.
3	Meeting minutes of institute	Available	Minutes are available but need to manage accordingly
4	Strategic plan	Available	Well defined Goal and targets and how to achieve also mentioned timeline need to revive.
5	Action plan	Available	Two action plans were prepared covered short term and long term action.
6	Students' profile/record	Mostly Available in EMIS	Most of student's profile are available in EMIS, however EMIS updating work is in progress.
7	Affiliation certificates	Available	All five programs' affiliation certificates from TU are maintained.
8	Tax clearance certificate	Available	Ok
9	Annual budget	Available	Ok
10	Audit report	Available	Ok
11	Registration certificate	Available	Ok
12	TU syllabus	Available	Ok
13	Performance Appraisal Policy	Available	Policy & Appraisal format is excellent.
SN.	**Area of Audit: Part-II** Policies & Guidelines	**Findings**	**Remarks**
1	Vision Mission, Goal, Objectives	Available	The institute has well defined VMGO.
2	Quality policy	Available	The quality policy was prepared and has been implemented since April 15, 2019.
3	Quality mechanism	Available	The institute has 8 members team in IQAC who monitor the education quality.
4	Audit provision	Available	Once in a year mentioned in document ''Quality Audit Provision".

5	Objectives, Role & Responsibility of each program	Available	The institute has well defined objectives, role & responsibility of all five programs with target.
6	HR Policy	Available	The institute has a robust HR policy in place, which effectively addresses various HR issues such as salary, bonus, promotion criteria, attendance, leave, provident fund, SSF (Social Security Fund), and more.
7	Code of conduct	Available	The institute has a well-defined code of conduct for both employees and students, which outlines the expected general behavior and conduct. The code of conduct covers various aspects, including morale and ethics, dress code, and the appropriate use of facilities provided by the institute.
8	Job Description	Available	The institute has issued well-defined job descriptions (JDs) to all senior and mid-level employees. These JDs clearly outline the roles and responsibilities of each position, along with their objectives, targets, and reporting frequency.
9	Appointment letter /Contract	Available	39 employee's records are checked & all has updated contract letter.
10	Performance appraisal (PA)	Available	No. of employees 39 and date of PA conduct 2076.12.26.
11	Admission Policy	SOP available	The institute follow guide line provided by TU. However, the institute has well defined SOP for admission and it is well implemented.
11	Research policy and budget	Available	The institute has 6 members research management committee with defined guidelines. Performance of RMC is not satisfactory however the institute has developed annual plan and allocated budget Rs 1,00,00,000 in 2079/80 economic year.
12	Others		

SN.	**Area of Audit:** Teaching & Learning	**Findings**	**Remarks**
1	Is teaching material provided by Institution met the syllabus provided by TU?	Yes	The teaching material (micro syllabus) of all five programs is well updated and matching with TU syllabus.
2	Academic Calendar & Class Routine	Yes, available	The institution has well prepared academic calendar for all program and semester. The academic calendar and class routine is clear and well implemented.
3	Total class hour conducted in an academic session (STD Vs Actual)	In average 80 hr classes for each subject.	
4	Project and Search work assigned	Yes, available	The project and research works have implemented to all (BIM, CSIT, BHM, BCA, BBM) students.
5	Seminar & guest lecture	No in this session due to COVID	The institute has been organized seminar in past academic session
6	Field visit	No in this session due to COVID	The institute conducted field visit in all past academic session.
7	Extra effort taken by institute for better teaching & learning	Yes,	Based on the attendance records from the past session of 2079, it has been verified that an average of 80 hours of class was conducted for each subject across all programs. However, according to the guidelines set by Tribhuvan University (TU), a minimum of 45 hours of class is required for each subject.
8	Teaching methodology	Implemented as teaching pedagogy mentioned	The faculty member follow the guideline as described in NCCS.
9	Other activity for teaching & learning	-	-
10	Laboratory facilities	Yes	The institute boasts well-maintained laboratories for various disciplines, including physics, computer science, electronics, communication, and BHM (Bachelor of Hotel Management). These laboratories are equipped with state-of-the-art facilities and equipment to facilitate practical learning and experimentation in their respective fields.

11	Library Facility	Yes, seating capacity=50	The institute provides a well-furnished library that can accommodate up to 50 students. It is designed to create a conducive environment for studying and research. In addition to the physical resources, the library also offers e-library facilities, allowing students to access digital resources, online databases, and electronic books, further enhancing their learning and research capabilities.
12	Guidelines for library operation	Yes, available	A three-member committee, under the leadership of the program director, is currently in function within the institute. This committee plays a crucial role in decision-making, policy formulation, and program management. With the program director at the helm, the committee works together to address various aspects related to the program, ensuring its smooth operation and effective administration.
13	No of books available and issued to the student	Available books = 15,000 Issued = 5000 book	The library is well-stocked with an ample collection of both textbooks and reference books, catering to the academic needs of the students. It ensures that students have access to the necessary resources to support their learning and research endeavors. In addition to books, the library also provides access to newspapers, keeping students updated with current affairs and providing them with valuable information beyond their academic curriculum
14	Computer and internet facilities in library	7 computer with internet	The institute provides a dedicated 30 Mbps internet connection through Via Net for the overall internet usage. This reliable and high-speed connection ensures that students and faculty have access to the internet for various academic and research purposes. Additionally, a separate dedicated 10 Mbps connection is allocated specifically for Wi-Fi use within the campus, ensuring smooth and uninterrupted connectivity for students and staff accessing the internet wirelessly.
15	e library facility	yes	The institute offers free access to the TU e-library, which serves as a rich and valuable resource for books, journals, and other academic materials. This e-library provides a wide range of digital resources, including e-books, research papers, scholarly articles, and other

			educational content. Students and faculty can conveniently access these resources online, enabling them to conduct in-depth research, stay updated with the latest academic publications, and enhance their knowledge across various disciplines.
16	Research committee & Budget	yes	The institute has developed an annual plan for the 2079/80 economic year, with a specific focus on research initiatives. To support these efforts, a budget of Rs 1,00,00,000 has been allocated. This financial allocation demonstrates the institute's commitment to fostering a vibrant research environment and providing necessary resources for faculty and students to engage in meaningful research endeavors.
17	Research Journal	Yes	The institution has successfully published a journal with the valuable support and contribution of college faculties. This journal serves as a platform for disseminating research findings, scholarly articles, and academic contributions from both the faculty members. It provides an avenue for showcasing the research excellence within the institution and encourages the scholarly endeavors of the faculty. The publication of the journal reflects the commitment of the institution to promote research and knowledge sharing among its academic community.
18	ECA	yes	The institution conducts ECA (Extra-Curricular Activities), CCA (Co-Curricular Activities), and outreach programs regularly each year, actively involving both students and faculty members. These programs aim to provide a well-rounded education by promoting the holistic development of students beyond their academic curriculum.
19	Placement services	In place	The placement opportunities for BHM, BIM, and CSIT students at the institution are generally good; however, there is room for improvement. While the current placement record is commendable, the institution acknowledges the need to enhance and strengthen its efforts in this area.

SN.	Area of Audit: Infrastructure & Facilities	Findings	Remarks
1	Total land area	5.2 Ropani (28475 sq ft)	Sufficient area for college operation
2	Total No. of Class Room for learning & laboratory	Class room -29; & laboratory-5	All class room are neat & clean, having good ventilation and sufficient for seating of 40 students.
3	Classroom Status: Dimension, Ventilation (Window and door) condition accessories in Classroom etc.	Average class room size 14 ft x 22 ft, with portable multimedia.	
4	Common room for staff	One (Size: 14 ft x 24 ft).	Staff common room is well maintained.
5	Common room for student	Not available.	
6	Sports facility	Basket court- 1; Pool-3; Table tennis-4, Carom board -3.	The college has good facilities for sports.
7	Canteen facility	One canteen and one mess.	The college provides canteen facility for student and staff mess for all staffs.
8	Parking facility	Yes two separate area: 12 ft x 80 & 14 ft x 40 ft.	The college has adequate parking area.
9	Total No. of toilets	Toilets -20. Urinals-18	All toilets are clean and sufficient for exiting students and staff.
10	Drinking Water	Two set, 100 lit/hr capacity purifier with ten water station.	Sufficient facility of drinking water for student and staff.
13	Power back facilities:	3 generator having capacity of 5 KVA, 25 KVA & 35 KVA	Power back facility is sufficient for the institute.
14	Internet and Computer Facilities	Yes	Total 7 computer in library with two set of printer.
15	First Aid room	Yes; two-bed capacity	The institution has two-bed capacity seek room with first-aid.

16	Repair & maintenance	In place	The college has good system for repair & maintenance. Logbook for repair & maintenance are well maintained.
17	Cleanness & house keeping	Very good	5 full time staff supervised by security guard. Log book are maintained properly.

SN.	**Area of Audit:** Public Information & Student Support	**Findings**	**Remarks**
1	Information published by Institute	PALAA	The institute publish annual magazine PALAA every year.
	Mechanism for feedback	Available	The institution has developed a detailed mechanism and set of guidelines for conducting different types of surveys. These guidelines provide a structured approach to collecting and analyzing data through surveys, ensuring reliability and accuracy in the information gathered.
2	Student feedback survey conducted	Available	he management has initiated the practice of conducting student feedback surveys to gain a comprehensive understanding of the organization's dynamics.
3	Student support		
4	Student evaluation & Academic record	Student personal information and academic record are available in EMIS	The student records encompass personal information, class test and exam results, attendance, and areas for improvement. However, the process of updating these records is currently underway.
5	EMIS	Yes and functioning well	The institute has a well-established Educational Management Information System (EMIS), and its link is seamlessly connected to the college website. Stakeholders and individual students can access and view all relevant details by logging in with their respective username and password.

6	Information communication	Through phone, website and notice board	The information communication system is highly effective. Program coordinators personally communicate all necessary information to students, parents, and faculty members through phone calls and emails, ensuring efficient and timely dissemination of information.
7	Placement services	Available but not sufficient.	The college has successfully established a robust network with business organizations to facilitate placement services for its graduates. However, there is still potential for improvement in expanding and strengthening these connections to benefit graduates from other programs as well.
8	Internship support	Available	The college has made efforts to develop a network with business organizations for internships, but there is still a need for further improvement in this area.
9	Alumni & Policy	Policy is available	Formation of Alumni is in progress.
10	Tracer report	On progress	While the college maintains some alumni records, there is a need to upgrade and enhance the alumni database.

Academic & Quality Audit Schedule

31 January, 2024

To
The Chairman
IQAC , NCCS
Paknajol, Kathmandu

Re: Academic & Quality Audit Schedule

Dear Sir

Please find the detail Q&A audit Schedule is attached with this letter.

Hope this schedule is suitable for your college.

Regards

Pradeep Jha
Business Consultant- QMS & HR.

Day	Date	Time	Audit Area	Required Personal
Day 01	January 16, 2024 Tuesday	09:30 AM	Introduction meeting with Management Personal & Management Representative.	All department head & IQAC member
		10:00 AM	Visual Inspection of whole College area. Buildings, laboratory, Library, Class rooms, Equipment, canteen, sanitary, cleanness, housekeeping etc.	Management Representative & Respective In-Charge of unit.
		12:00	Meeting of student and faculty member for collecting information and feedback	Management Representative any faculty member & student representatives
		01:00 PM	Break	
		01: 30 PM	Audit of Documents & Records keeping system Policy & Procedure and SOP of different department	Management Representative and administrative officer.
		05: 00 PM	Closing the audit for the day	Management Representative
Day 02	January 17, 2024 Wednesday	10: 00 AM	Audit of Teaching & Learning System, RMC, Students performance and their records	Management Representative RMC chair,
		01:00 PM	Break	
		01:30 PM	Audit of college EMIS & Admission process	Management Representative
		02:30 PM	Public Information & Student Support	Management Representative & HoD of the department.
		03: 30 PM	ECA, HRM system, Faculty member records	HR Personal,
		04: 30 PM	General Information	Management Representative MD and Principle
		05:00	Closing Meeting with management	MD, Principal, Sr. coordinator, HOD.

Note: Apart from above mentioned areas the auditor can inspect other Quality & Academic related matter as and when required.