Academic & Quality Audit Report

National College of Computer Studies

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September 04, 2024

Internal Auditor

Pradeep Jha (Business Consultant-QMS & HR)

September 05, 2024

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

Re: Submission of Academic & Quality Audit report.

Dear Sir,

I'm pleased to let you know that, the "Internal Academic and Quality Audit" was successfully completed on Sep 03, 2024. The complete audit report, with conclusions is included with this letter.

We find that the Internal Quality Assurance Committee of NCCS's is functioning very well. . It is commendable that the Institution is making efforts to enhance each student's academic capability and overall personality development. The results are summarize and grouped into conformities, opportunities for improvement (OFIs) and non-conformities (NCs). OFIs are addressed to help improve the QMS, while NCs are deviation or non-fulfilment of an intended requirement.

During the audit except some minor OFIs no major flaws were found. In the audit report, recommendations are made in line with what needs to be done to address these issues. However some previous recommendations are still need to be implement.

Finally, I would like to extend my sincere thanks to Sundar Raj Bhandari Chairman IQAC, Principle Ganesh Man Singh Basnyat, Vice-Principal Santosh Raj Maskey, Director Sampurn Basnyat and all co-ordinator and staffs of NCCS for their support for successful accomplishments of academic and quality audit.

Regards

Prdeep Jha (Business Consultant- QMS & HR)

Academic & Quality Audit Report

Preface:

The IQAC has decided to conduct detailed academic and quality aspects from an expert outside the institution to maintain the quality of education and strengthen the quality management system. In this regard, a detailed schedule has been prepared and submitted to IQAC. The audit was conducted as per schedule. Some opportunity for improvement (OFI) was found during the audit. To address the issues found during the audit, the following recommendations are made:

Recommendation:

- The student feedback survey and parent feedback are conducted but need to be presented in the IQAC meeting to take further corrective action.
- The performance appraisal of employees has been done but needs to be done in a professional way so that management decisions benefit employees and increase satisfaction levels among all employees.
- Beside the faculty members, the "HRM" and "Public Information & Student Support" departments have a vital role in improving the institution's efficiency and performance. Therefore, management should appoint at least two full-time competent personnel who can lead and carry out the department's activities in an effective way.
- The document and record-keeping system is improved, but still not up to the mark. Document number and date should be mentioned.
- The institute should form a separate committee that looks at matters like admission, scholarship, internship, placement, event management, fee structure, etc.
- The HR policy and job description need to revive.

Summary & Conclusion:

During the audit, we found NCCS is a well-reputed college with 21 years of experience in the education field. The college has well-defined policy and procedure, very good infrastructure, qualified faculty members, dedicated coordinators and staff, experienced CMCs, and visionary directors.

The quality management policy of the institute is well defined. Similarly, the objectives, roles, and responsibilities of the department and employee are also clear and well defined. The planning and strategy of the institute to achieve the goal is very good and clear; however, the timeline of task completion date in the strategic and action plan needs to be revived, and the performance of the RMC committee needs to improve. The college provides very good library, sports, sanitary, and canteen facilities to all students. Appointment of an ECA coordinator shows that the institute also encourages extracurricular activities. The housekeeping and cleanliness of the institute are excellent. At the end, the excellent result of the student itself says the storehouse of journey, effort, sincerity, and commitment of the management.

Findings & Remarks

Audit Date: Aug 29-Sep 03, 2024.
Audit coverage: All Department, Unit & Committee of NCCS
Representative from Institute (NCCS): Phool Maya Gurung (Admin Officer)

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
3	Credit Hour:	BIM-126; BHM- 126;B.Sc. CSIT-126; BBM -126; BCA-126.	All programs' credit hours are maintained as per the TU syllabus. However, the institute provides 35 hours extra for important subjects.
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:	2080/2081.	The audit mainly focuses on academic session 2080/81 intake.
6	T. Enrollment in 2080/81	Male: 118; Female: 85; T=203	
7	Total pass out in 2080/81	BIM- 60 (100%); BHM-52 (98%); B.Sc. CSIT- 46 (97.87), BCM 13 (100%) BBM 16 (100%)	The performance of student is excellent.
8	Teaching Staff	Male 46; Female 12.	
	Achievements		

SN.	**Area of Audit:** Part-I Document & Record Keeping system	**Findings**	**Remarks**
1	Records of individual employee	Mostly Maintained	Some employee's details are not maintained. Need to complete properly.
2	Annual/Monthly progress report of the institution	Annual report available 2079.	The institute prepares and publishes annual progress report every year.
3	Meeting minutes of institute	Available	Minutes are available but not kept at one place.
4	Strategic plan	Available	Well-defined goals and targets are available.
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 students 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 prepared and implemented from 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 HR policy covers most of the HR issues like salary, bonus, promotion criteria, attendance, leave, provident fund, SSF, etc., but it needs to be updated as per the new government labor policy.
7	Code of conduct	Available	The institute has a well-defined code of conduct for employees as well as students. It defined the general behavior of staff and students. It also addressed morale and ethics, dress code, and use of facilities provided by the institute.
8	Job Description	Available	The institute had issued a well-defined JD to all senior and mid-level employees. The JD described role and responsibility, objectives and target, reporting frequency, etc.
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.
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 Resarch work assigned	Yes, available	The project and research works have implemented to all (BIM, CSIT, BHM, BCA, BBM) students.
5	Seminar & guest lecture	14+1	The institute has been organized 14 seminar for student and 1 for faculty imember in this academic session 2080/81.

6	Field visit	6+1	The institute conducted 6 field visit for student and 1 for faculty in this academic session.
7	Extra effort taken by institute for better teaching & learning	Yes,	As per TU guide line, minimum 45 hr class required for each subject, while the institute conduct 80 hr class 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	Educational trip	The institution has conducted two educational tours.
10	Laboratory facilities	Yes	The institute has well maintained laboratory for physics, computer, electronics, communication and BHM.
11	Library Facility	Yes, seating capacity=50	The library is well furnished for 50 student and also provided e-library facilities
12	Guidelines for library operation	Yes, available	There are three member committee under leadership of program director is in function.
13	No of books available and issued to the student	Available books = 15,500	The library maintained sufficient text book and reference book. News paper
14	Computer and internet facilities in library	5 computer with internet	Dedicated 35 mbps internet connection. of via net. With backup Classic Tech 25 mbps.
15	e library facility	yes	Free access of TU e-library; a rich resource for book, journals.
16	Research committee & Budget	Rs 1,3746,660 i.e. 20% of total budget.	The institute has 6 member research management committee with defined guidelines. However the institute has allocated budget Rs 13,746,660 in 2080/81 economic year, which is 20% of total budget.
17	Research Journal	Not published yet	In process
18	ECA	One coordinator appointed for ECA	The ECA coordinator has well define JD and had conducted. Photo of ECA are available.
19	Placement services	The institute has been established placement cell under Public Information & Student Support dept.	Placement for BHM student is very good but need to improve for other program as well.

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 -38 & laboratory-5	All class room are neat & clean, having good ventilation and sufficient for seating of 40 student.
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 need to be maintained.
5	Sports facility	Badminton – 1; Basket ball-1; Pool-3; Table tennis-4, Carom board -3.	The college has good facilities for sports.
6	Canteen facility	One canteen and one mess.	The college provides canteen facility for student and staff mess for all staffs.
7	Parking facility	Yes two separate area: 12 ft x 80 & 14 ft x 40 ft.	The college has adequate parking area.
8	Total No. of toilets	Toilets -20. Urinals-18	All toilets are clean and sufficient for exiting students and staff.
9	Drinking Water	Two set, 100 lit/hr capacity purifier with ten water station.	Sufficient facility of drinking water for student and staff.
10	Power back facilities:	3 generator having capacity of 5 KVA, 25 KVA & 35 KVA	Power back facility is sufficient for the institute.
11	Internet and Computer Facilities	Yes	Total 5 computer in library with two set of printer.
12	Seek room	Yes	The institution has two-bed capacity seek room with first-aid.
13	Repair & maintenance	In place	The college has good system for repair & maintenance. Logbook for repair & maintenance are well maintained.
14	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 public Information Dept has the primary responsibility to conduct survey and take necessary actions in consultation with IQAC.
2	Student feedback survey conducted	Two survey conducted.	The PI&SA dept conducted two surveys but did not present the findings in IQAC meeting.
3	Student support		
4	Student evaluation & Academic record	Student personal information and academic record are available in EMIS	The student record includes personal information, class test and exam results, attendance, area of improvement, however updating the records are in progress.
5	EMIS	Yes, the system is functioning very well.	The institute has well established EMIS and its link is connected to College web site. Stakeholder and individual students will be able to view all details entering user name and password.
6	Information communication	Through phone, website and notice board	The information communication system is good. Program coordinators personally communicate required information to students, parents, faculty members through phone and email.
7	Placement services	Available	College has limited network with business organizations for placement services and this needs to be improved.
8	Internship support	Available	College has develop network with business organization for internship but need more work.
9	Alumni & Policy	Policy is available	The alumni is formed.
10	Tracer report	Available.	The tracer report is prepared.

Academic & Quality Audit Schedule

Aug 21, 2024

To
The Chairman
IQAC , NCCS
Paknajol, Kathmandu

Re: Academic & Quality Audit Schedule

Dear Sir

As per your telephonic conversation 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	Aug 29, 2024 Thursday	11:00 AM	Introduction meeting with Management Personal & Management Representative.	All department head & IQAC member
		11:30 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	Aug 30, 2024 Friday	11: 00 AM	Audit of Teaching & Learning System, RMC, Students performance and their records	Management Representative RMC chair,
		01:00 PM	Audit of college EMIS & Admission process	
		01:30 PM	Audit of college EMIS & Admission process	Management Representative
Day 03	Sep 03 Tuesday	11:00 PM	Public Information & Student Support	Management Representative & HoD of the department.
		12: 30 PM	ECA, HRM system, Faculty member records	HR Personal,
		01: 30 PM	General Information	Management Representative MD and Principle
		02:00	Closing Meeting with management	MD, Principal, Sr. coordinator, HOD.

Note: Apart from the areas mentioned above, the auditor can inspect other Quality & Academic related matters as needed.