



Review Report Report
Program Reviews - 2018
Bachelor of Science Management (Public) Special Degree
Department of Public Administration
Faculty of Management Studies and Commerce
University of Sri Jayewardenepura
26th to 29th December 2018



Prof. P.M.A.S. Karunaratne (Chairperson)

Prof. V. Sivalogathan

Dr. (Mrs) R. Yogendrarajah

Quality Assurance Council

University Grants Commission

Program Review - 2018
conducted by the
Quality Assurance Council
University Grants Commission, Sri Lanka

University : University of Sri Jayewardenepura

Faculty : Faculty of Management Studies and Commerce

Program : Bachelor of Science Management (Public) Special Degree

Review Panel : Prof. P.M.A.S. Karunaratne (Chairperson)
Prof. V. Sivalogathan
Dr. (Mrs) R. Yogendrarajah

Site Visit Dates : 26 to 29 November 2018

Review Panel

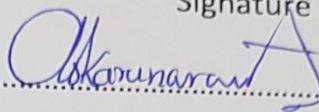
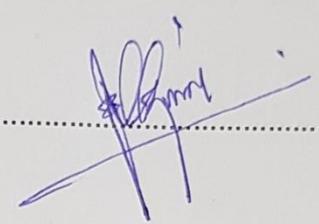
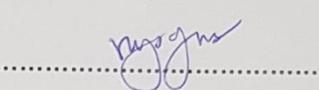
	Signature	Date
Prof. P.M. A. S. Karunaratne (Chairperson)		<u>29/4/2018</u>
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Section 1: Background to the Degree Programme

1.1 The University of Sri Jaywardenepura (USJP)

Faculty of Management Studies and Commerce (FMSC) of the University of Sri Jaywardenepura (USJP) is with a history of over 50 years of academic excellence. The faculty has a leading role in development of management education in Sri Lanka through its programmes that are designed to meet the needs of Sri Lanka's economy and of its business managers.

Being a pioneer HEI in management studies and commerce in Sri Lanka, FMSC started with two-degree programmes in 1959/60. Subsequently, said degree programmes were developed to a faculty with 12 academic departments offering 12-degree programmes in several disciplines in management. In addition, there are two academic units; (1) Business Communications Unit (BCU) and (2) Legal Studies Unit (LSU), and a well-equipped Information Technology Resource Centre (ITRC) in the faculty to enhance the students' soft skills.

The FMSC has offered the undergraduate degree in Public Administration since the academic year 1959/1960 (through first by then Department of Economics, later by the Department of Public and Business Administration and then by the Department of Management Studies). This has been evolved with the establishment of the Department of Public Administration (DPA) in 1980. The Department established with a B.Sc. Public Administration (Special) degree, which was later in 1993 renamed as the B.Sc. in Management (Public) (Special) degree and in 2001 as B.Sc. Public Management (Special) degree. Since the academic year 2015/2016, the B.Sc. Management (Public) Special degree is now offered by the DPA.

The mission of the DPA is to nurture public managers of higher calibre to enhance and enrich the productivity and attractiveness of the public-sector institutions while broadening out scope to serve the needs of non-public sector and the community as a whole through pursuing and disseminating knowledge via teaching, scholarships, researches and publications in the field of management. The curriculum has been designed to ensure the graduate profile with general knowledge in main functions of an organization, specific knowledge and skills to perform public management and policy-related activities, sound language and communication skills and required attitudes that are driven by professional values and ethics to be a socially responsible citizen (Figure 1.1).

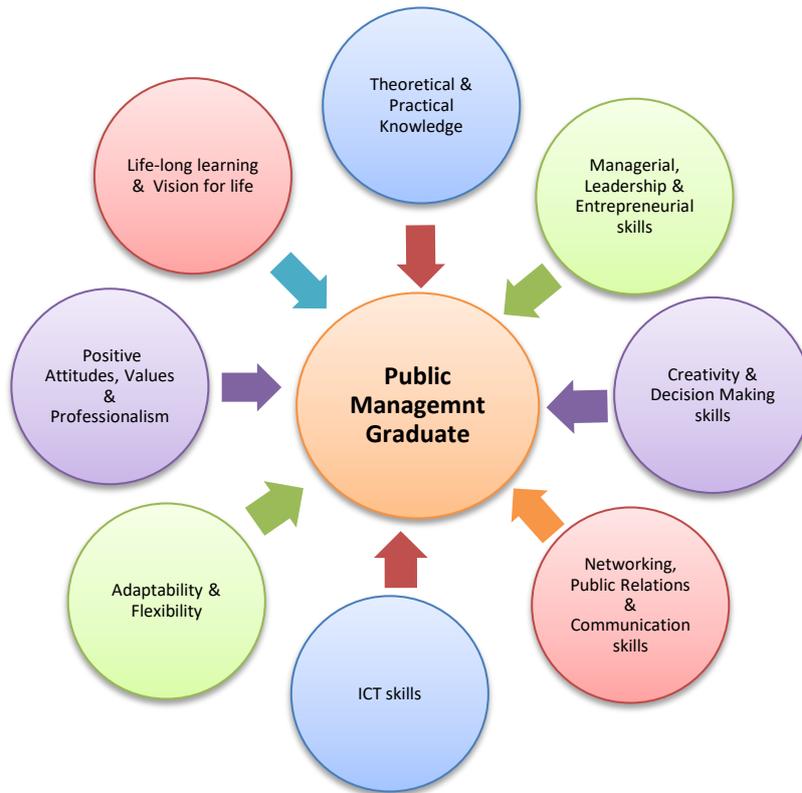


Figure 1.1: Graduate profile of B.Sc. Management (Public) (Special) Degree Programme

The B.Sc. Management (Public) Special degree is a four-year full time programme which consists of 120 credits. Year wise student number enrolled in B.Sc. Management (Public) (Special) degree programme is given in Table 1.1.

Table 1.1: Year wise student number enrolled in B.Sc. Management (Public) (Special) degree programme

Academic year	No of Students Admitted
2012/2013	93
2013/2014	83
2014/2015	72
2015/2016	74
2016/2017	74

First two years of the degree programme are compulsory for all students, and there are elective courses offered during the third and fourth years that allow the selection of a particular course depending on their preferences and interests (Tables 1.2 and 1.3). Political

Science, Public Management and Policy-related courses are conducted by the academics of DPA while the other courses are conducted by the academics of respective departments to ensure that all courses are conducted by experts.

Table 1.2: Structure of the Common Programme (Year 1)

Course Code	Course Title	Course Status	Contact Hours	Credit Hours
Year I –Semester I				
BUS 1340	Principles of Management	Core	45	03
DSC 1340	Business Mathematics	Core	45	03
ITC 1340	Introduction to Information Technology	Core	45	03
BCC 1340	Business Communication I	Core	45	03
PUB 1341	Political Science	Core	45	03
Total No of Credits –Semester I				15
Year I –Semester II				
HRM 1340	Human Resource Management	Core	45	03
DSC 1341	Business Statistics	Core	45	03
BEC 1340	Microeconomics	Core	45	03
ACC 1340	Financial Accounting	Core	45	03
COM 1341	Microeconomics	Core	45	03
BCC 1341	Business Communication II	Core	45	03
Total No of Credits –Semester II				15
TOTAL CREDITS FOR THE FIRST YEAR				30

Table 1.3: B.Sc. Management Public (Special) Degree Programme Structure for Years II, III and IV

Course Code	Course Title	Course Status	Contact Hours	Credit Hours
Year II –Semester I				
BEC 2340	Macroeconomics	Core	45	03
FIN 2340	Financial Management	Core	45	03
MAR 2340	Marketing Management	Core	45	03
DSC 2340	Operations Management	Core	45	03
ACC 2340	Management Accounting	Core	45	03
BCC C001	Certificate in Business Communication	Optional	45	-
Total No of Credits –Semester I				15
Year II-Semester II				
ITC 2340	Computer Applications for Managers	Core	45	03
PUB 2340	Sociology and Psychology	Core	45	03
BUS 2341	Organizational Behaviour	Core	45	03
PUB 2341	Theory and Practice of Public Administration	Core	45	03
PUB 2342	Public Finance	Core	45	03
Total No of Credits –Semester II				15
Total Credit Value for the Second Year				30
YEAR III -Semester I				
ITC 3340	Management Information Systems	Core	45	03
PUB 3340	Procurement Management	Core	45	03
PUB 3341	Public Management	Core	45	03
PUB 3342	Development Administration	Core	45	03
Only one subject from the following elective subjects				
DSC 3340	Operations Research	Elective	45	03
DSC 3341	Statistical Data Analysis for Managers	Elective	45	
ACC 3341	Taxation	Elective	45	
Total No of Credits –Semester I				15
YEAR III Semester II				

PUB	3343	Research Methodology	Core	45	03
PUB	3344	Policy Analysis and Decision Making	Core	45	03
PUB	3345	Public Sector Project Management	Core	45	03
PUB	3346	Constitutional and Administrative Law	Core	45	03
PUB	3347	Managing Rural Development	Core	45	03
Only one subject from the following elective subjects					
PUB	3348	Managerial Skills and Competencies	Elective	45	03
PUB	3349	Disaster Management	Elective	45	
ACC	3340	Auditing and Assurance Services	Elective	45	
Total No of Credits –Semester II					18
Total Credit Value for the Third Year					33
YEAR IV Semester I					
BUS	4340	Strategic Management	Core	45	03
PUB	4340	E-Governance	Core	45	03
PUB	4641	Independent Study (-Research)	Elective	90	06
PUB	4342	Independent Study- (Project)	Elective	45	
Select one from the following two subjects if one selects independent study project					
PUB	4343	Comparative Public Administration	Elective	45	
PUB	4344	Environmental Management	Elective	45	
Select one from the following electives					
PUB	4345	Empirical Policy Analysis	Elective	45	03
PUB	4346	Contemporary Issues in Development	Elective	45	
PUB	4347	Public Sector Accounting and Finance	Elective	45	
Total No of Credits –Semester I					15
YEAR IV Semester II					
PUB	4348	International Relations	Core	45	03
PUB	4349	Development Policy and Management	Core	45	03
PUB	4650	Internship	Elective	90	06
Select two of the following subjects, if one does not select internship					
PUB	4351	Conflict Resolution and Mediation	Elective	45	
PUB	4352	Public Relations	Elective	45	
PUB	4353	Managing Local Government	Elective	45	
Total No of Credits –Semester II					12
Total Credit Value for the Fourth Year					27
Total Credit Value for the programme					120

Section 2: Review Team's Observations on the Self Evaluation Report

(SER)

2.1 Process of SER Preparation

DPA had adopted a participatory and transparent process for writing the Self Evaluation Report relevant to the forthcoming undergraduate programme evaluation task. Upon the request by FMSC, DPA appointed a two-member writing team, including Dr. M H A Sisira Kumara (Senior Lecturer II) and Dr. L A Pavithra Madhuwanthi (Senior Lecturer II). These appointments were done at the departmental meeting with the agreement of all other members. It was decided that relatively lower workloads in terms of teaching and other administrative activities needed to be assigned to those two members so that they could continue with the activity smoothly.

The Internal Quality Assurance Cell (IQAC) of FMSC conducted progress meetings weekly on this exercise with the participation of Senior Professor Kalyani Perera, the Senior Consultant of QA to the University. Dr. Sisira Kumara and Dr. Pavithra Madhuwanthi along with the Head of Department (HOD) attended those meetings and got the relevant understanding of the assigned exercise. Accordingly, the criteria 2-4 were written by Dr. Madhuwanthi while the criteria 5-8 were written by Dr. Sisira Kumara. The IQAC decided that the Criterion 1 needed to be written by IQAC as it is more or less common to all the degree programmes of the faculty. Subsequently, Dr. Madhuwanthi included program-specific information in Criterion 1 written by the IQAC. After having completed writing of all Criteria, they were presented to DPA by the writers at a number of specially-arranged departmental meetings. At those meetings, HOD and other academic members suggested various modifications to be considered in the final version of the report. Accordingly, the writers incorporated all those comments and finalized the write-up. Thereafter, the report was handed over to HOD for final checking for relevance and accuracy. Finally, before the submission, the report was proof-read and language checked.

Section 3: A Brief Description of the Review Process

The review process encompasses of various stages such as workshops on programme review process, individual desk evaluation of SER, pre-site visit, site visit and compiling the review report. It could be illustrated by the help of the Figure 3.1.

Familiarization of the review process was conducted by UGC where procedures, possible issues, knowledge and terms of references relating to reviews were conferred and elucidated. The first Programme Reviewers' training was conducted by the Quality Assurance Council (QAC) of the UGC to provide the general introduction to the Programme Review process on 14th February 2018. Self-evaluation report (SER) prepared by Department of Public Administration, University of Sri Jayewardenepura was initially handed over to the Quality Assurance and Accreditation Council of the UGC adhering to the given deadline on 31st May 2018.

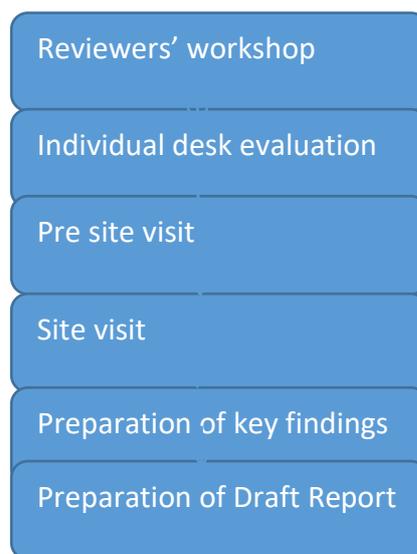


Figure 3.1: Overview of the Review Process

The review panel was appointed by the University Grant Commission, and consisted of three members: Prof. Asha Karunaratne (Chairperson, Sabragamuwa University of Sri Lanka), Prof. Sivalogathan (Open University of Sri Lanka), and Dr. Rathirane Yogendrarajah (University of Jaffna). Then, the pre review workshop was held on 21st June 2018 at UGC. At this workshop, a hard copy of the Self Evaluation Report (SER) was provided to the reviewers for the desk evaluation.

The individual desk evaluation was made by all reviewers and it was submitted to the QAC by 26th July 2018. After submitting the desk evaluation the Review Team was called for the pre-site visit. The entire team was given the opportunity to compare and discuss the individual evaluations at pre-site visit workshop which was held on 31st July 2018 at UGC. In this workshop all review panel members could discuss among themselves and be able to compare their individually assigned marks. Finally, the team was in a common agreement on the individual desk score for the SER after the discussion at the pre-site visit workshop. Further the clarifications that were needed as evidence were identified at the pre-site visit meeting for careful inspection at the site visit. A tentative schedule was prepared for a 4-day site visit in collaboration with the Dean of the Faculty and the UGC. The chairperson of the team was supposed to submit the key findings within 2 weeks and final review report within 6 weeks from the last date of site visit.

The findings of the desk evaluation were supplemented by the observations and judgments made through perusal of evidences presented during the site-visit, and information gathered at discussions held with key stakeholders. The site visit to the B.Sc. Management (Public) Special degree programme was scheduled from 25th to 29th November 2018. The review team arrived at Hotel Janaki on 25th November 2018 and the team members had a meeting at 7.00 pm at the hotel to organize the next day sessions of the programme schedule.

3.1 Stakeholders Meetings

On 26th November the meeting was inaugurated at 8.00 am with the introduction of the Review Team to the Dean of the Faculty of Management Studies and Commerce Dr. Aruna Kumara. The Dean/FMSC presented the key features of Study Stream and its journey up to date together with long-term mission and vision. The team was able to ask and verify many technical details of how SER report was prepared by them. At this meeting, Dean acknowledged that the SER writing team worked hard to finish SER, and under the guidance of the consultant, they were able to accomplish 12 SERs successfully for their 12 degree programmes. In addition to this, Dean pointed out that the human resources are satisfactory and the physical infrastructure facilities of the faculty are satisfactory except for the space problem.

Then the next meeting was started by a brief introduction of the review team to the Head of Department and staff of the Department of Public Administration. The Head/ Dept. of Public Administration (DPA) presented the overall process of the SER preparation and the contribution of the staff of DPA. Head of Department highlighted the DPA degree programme admits around 70 students annually through a separate entry window of the UGC where the enrolment is for those who have done G.C.E. (A/L) from Commerce stream. Students Handbook provides information to all incoming students about basic curriculum specifications, learning resources, support services, student support services, By-laws and TORs etc.

During the meeting with the academic staff members of the department, a discussion was made about the staff contribution to SER preparation. The academic staff explained the process of SER preparation and their different level of contributions, the strengths and weaknesses in the current education/student perceptions and shared their experiences giving more insights into the SS.

Next discussion was held at the VC office with the Acting Vice Chancellor. He explained the past and current situation of the University, and administrative support and assistance rendered by the administration to accommodate requests from the FMSC.

The review team met with Alumni members and had a fruitful discussion regarding the curriculum of the degree programme, facilities available to the degree programme and language skill proficiency and soft skill development etc.. In this meeting, the Alumni members suggested that research study and internship programme must be incorporated as core courses in the curriculum. Further, they expressed their views on technology developments; guest lectures and social harmony must be incorporated in the curriculum.

Then the review team met with Director/IQAU of the University. Director/IQAU described the internal quality enhancement programme and activities directed by the unit that are implemented in liaison with IQAC.

The next meeting was held with Coordinators of the IQAC of the FMSC, and they explained the activities tracked by the cell.

The review team met with the Administrative staff of FMSC where they discussed how they support the programme and the faculty as well. None expressed any negative issues that hinder the effective delivery of the degree programme.

The meeting with support staff (i.e. computer instructors, and technical officers, etc.) was held afterwards. Requirements and needs of the supporting staff were discussed; limited space, lack of relevant short-term training opportunities, etc. were cited as their main concerns.

Following that, the review team met with students at Old Board Room of the FMSC. The students unanimously provided their satisfaction about conducive learning and teaching environment along with the student support facilities.

3.2 Documentary Evidences

All the documentary evidences listed in the SER were examined in all three days afternoons. In order to verify certain processes and practices, additional information was requested by reviewers. All additional information requested was promptly provided. The reviewers were very impressed and happy with the hospitality extended, the way the review process was facilitated by the staff members. Therefore, the review team would like to commend the staff members of the department who supported the team to examine the documentary evidences.

3.3 Facilities Observation

The review team visited to ITRC to observe the facilities which were separately established in the FMSC that facilitated DPA degree programme. Its usage and functioning are satisfactory. Then the team visited the BCU which was set up separately for the FMSC that facilitated DPA degree programme. Review team thereafter, visited to physical education unit and was able to observe students' satisfactory participation in various sports activities. When the team visited the medical centre, the person in charge of the medical centre expressed that they had insufficient human resources to manage the large number of students.

Subsequently, the review team met the Director of the Career Guidance Unit. The unit appears to be providing training to students to improve 'soft skills'. The review team had an opportunity to observe an on-going training programme schedule. Review team also visited the Library and also had discussions with the Librarian. She presented the information on the facilities in the library, particularly regarding providing facilities on both online mode and physical mode. In addition to this, they provide laptop rental facilities to the students. Review team also visited the student canteen.

The review team visited to student centre and student support centre. The student centre facilitate this DPA degree programme by publication of a research journal, and organizing a student symposium and other students activities etc. Student support centre provides the mentoring and counselling facilities to the students who have been affected psychologically due to financial issues, family and personal problems etc.

The review team also observed the teaching sessions conducted by lecturers. They used the available teaching aids, such as multimedia, white boards, etc. Lecture discussions were supplemented with hand-outs which were uploaded in the LMS before the scheduled lecture.

Based on the evidences examined, facilities observed and observations of lecture and practical sessions, the assessments were made on the extent of achievement of prescribed standards listed under eight criteria. During these meetings, reviewers explained their observations and findings, and also had a very productive discussion about the ways and means of making further improvements of the quality of the academic programme and allied aspects.

On Day 4, review was concluded with a wrap-up meeting presenting the key findings. The team had an interrogation with the Dean, Head of Department and academic staff members. During this meeting reviewers highlighted their observations and key findings, and proposed suggestions for making further improvement to the quality and standards of the degree programme. The review team desires to articulate their appreciation to the Dean of FMSC and Head of Department, academic, non-academic and administrative staff of the faculty for all the arrangements made to complete all the activities of the site visit successfully within the scheduled time frame.

Section 4: Institution's Approach to Quality and Standards

The review team was satisfied with the approach to quality and standards adopted by the University of Sri Jayewardenepura (USJP) to assure the higher academic standards of their degree programs.

Internal Quality Assurance Unit (IQAU) of the University is responsible for carrying out the quality assurance activities and coordinating these activities in line with the National Quality Assurance Framework of Sri Lanka under the directions of Quality Assurance Council (QAC) of University Grants Commission (UGC).

IQAU of the University is headed by a Director, Senior Prof. Samanthi Senaratne, who is working on part time basis, to fulfil the academic and administrative tasks involved with the IQAU. Each faculty of study has established an Internal Quality Assurance Cell (IQAC) to guide and oversee the quality assurance activities relevant to their programmes of study. Prof. Janaki Edirisinghe, is the Coordinator/FQAC of the Faculty of Management Studies and Commerce (FMSC).

The Internal Quality Assurance Unit (IQAU) of the USJP has been established as a coordination body of the UGC's QAC. All faculties of the USJP also have established the Faculty Quality Assurance Cells (FQAC) to conduct and monitor the quality assurance activities in the respective faculties. IQAU has developed the TORs for the IQAU and FQAC to identify the standard operation guidelines of the IQAU and FQAC. TORs further state the responsibilities and duties of the Director and Coordinator of the IQAU and FQAC respectively in order for effective and efficient functioning of the quality assurance activities of the institution. The USJP has established By-Laws for governing the IQAU and the FQACs.

Review team is pleased to inform that the Vice Chancellor has provided his blessings and fullest support for QA activities in order to improve the quality culture within the institution. Moreover, academic staff and respective administrative staff are well aware of the quality assurance activities conducted by the IQAC and FAQCs and they provide their support to improve the quality culture.

The IQAU is the leading body of the quality assurance of the university. Thus they prepared an activity calendar and activity budget after consulting the FQACs to enhance the academic quality of the degree programs conducted by the USJP. Review team is highly appreciated

the mechanism and procedures established by the IQAU and the dedication of USJP in general for quality assurance.

The review team has very positive assessment of the overall approach of quality assurance of the academic programs of the Faculty of Management Studies and Commerce (FMSC) under the direct supervision of Dean of the faculty Dr. U. Anura Kumara, the Coordinator of the Faculty Quality Assurance Cell (FQAC) Prof. Janaki Edirisinghe and especially the Head of Department Dr.L.A.P.Madhuwanthi. The review team observed that FQAC has followed the guideline of the Internal Quality Assurance Unit (IQAU) and procedures of the QAC of the UGC for satisfactory functioning. The faculty has allocated an office space with one Assistant and adequate office equipment.

The review team is also pleased with the way the Faculty/Department staff members cooperate with the FQAC in producing documentary evidences and exhibited them in orderly manner to facilitate reviewers for the evaluation process. All academic staff members are well aware of the QA activities and the subject of the Quality Assurance is permanently included as an agenda item in the Faculty Board as well as in the Senate, which mark the commitment of the Faculty and University in persuading all the staff to engage in a discussion to assess and improve the quality of academic programmes. Department office has maintained good recording system of the documents but coordination and filing system are needed further improvements.

In order to inculcate a quality culture within the institution and to promote continuous quality improvement in degree programs, it is very necessary to educate the entire staff (academic staff/ administrative staff/ non-academic staff and students) of the institution by conducting awareness programs according to their levels at least once a six months. Similarly providing responsibilities to each and every individual of academic/administrative/non-academic staff also important to obtain good experiences and clear understanding of the QA process. Review team noticed that USJP is needed to provide much attention to this point and come out with sustainable mechanism to aware especially non-academic staff and students regarding the importance and outcome of the QA practices and the impact of QA activities to the students' progression.

Review team is very much concern about the facilities provided to the students and their satisfaction of available facilities within the institution. We would like to highlight that USJP is needed to give their attention to improve recreational, computer, sports, counselling and medical facilities to the university population as the available facilities are limited or not up to the standard. University may provide more relaxing environment to the students while producing responsible graduates with new experiences. Review team believes that FMSC has more opportunities and skilful staff/student populations to initiate and make it a reality.

Section 5: Judgment on the Eight Criteria of Programme Review

5.1 Criterion 1: Programme Management

Strengths:

- The faculty operates satisfactory approaches towards the effective delivery and management of the degree programme.
- Faculty has well established organizational structure adequate for effective management and execution of programme.
- Strategic plan of the FMSC is aligned with the University cooperate plan.
- Faculty adopts the participatory approach in governance and management accommodating relevant stakeholders.
- Adherence to the published academic calendar is considered as a best practice.
- Pre-orientation programme for weak students in English language through the BCU.
- All the information is communicated to the students through the hand book, prospectus, the website and LMS.
- Students are actively participating in cultural and aesthetic activities and recreational events.
- Revising curricula and assessment are based on the stakeholder feedback.
- Secure and reliable examination system is maintained by the FMSC.

Weaknesses:

- TOR's for Faculty ad-hoc/sub committees are not available.
- Standard Operation Procedures (SOPs) are not available.
- The Graduate profile and the ILO's not fully comply with SLQF.
- There is no formal mechanism for staff performance appraisals.
- Peer observation is not practised.

5.2 Criterion 2: Human and Physical Resources

Strengths:

- The Department of Public Administration has a satisfactory number of academic and non-academic staff and physical resources to ensure that the programmes is effectively delivered.
- There are well-equipped computer laboratories (ITRC), free Wi-Fi access, resource centres, library, BCU and CGU.
- There are adequate teaching and student welfare facilities.
- SDC is conducting CPDs and CPHE for academic staff.

Weaknesses:

- Academic profiles of the staff members need further improvements for postgraduate research.

5.3 Criterion 3: Programme Design and Development

Strengths:

- Established a curriculum development committee and have a policy of curriculum development.
- Faculty of Management Studies and Commerce designed and developed the curricula of BSc Management (Public) Special degree programmes of the Department of Public Administration in a collaborative and stepwise process with the consultation of respective stakeholders including, industry expertise and academics in other universities, etc..
- Degree programme consisted of 120 credits and compliance to the SLQF is 90%.
- The key stages of the curriculum development: programme planning, design and development and review have been conducted with the support of external and internal stakeholder's participation.
- The University and the Faculty of Management Studies and Commerce have established the IQAC and adopts internal monitoring system.
- Degree programme has obtained approval from Faculty Board, Senate, Council of the USJP and approval from the UGC.

- After gone through the four years cycle, Department is planning to revise the curriculum in order to improve the quality and relevance of the degree programme while improving the graduate skills and catering the needs of the industry.
- Course structure of the degree programme has been designed and the student handbook provides detailed structure of the degree programmes.
- Credit transfer system has been introduced to the degree programme.

Weaknesses:

- As mentioned repeatedly some issues are there in degree qualifier name, in credit load of levels 3 and 4 (ceiling 30 Credits) and in credit allocation for research projects.
- This programme is for students admitted through a special window for public administration but course profile and number of credits is more for general management than public administration; DPA offers 57 credits and all other ten department offer 63 credits.
- It is important to consider to facilitate differently abled students and allocate special quota for such students in the student intake after curriculum revision.
- Programme evaluation reports for the last three years are not available.
- Faculty and Senate approval are not available.
- No evidences of fall back option established to be applied when the need arises.
- Stakeholder feedback is not available, no need survey instruments, non-relevant documents.
- Course structure is not aligned with SLQF, SLQF workshop or documentation are not available.
- No evidence of regular training programme on OBE and SCL.
- No tracer studies, no survey reports, no internal/external review report.

5.4 Criterion 4: Course / Module Design and Development

Strengths:

- The programme has access to a large pool of external support and resource persons in developing the curricular.
- The ITRC unit in the faculty is actively contributing to the course design and development.

- The programme has revised its curriculum to ensure the degree programme offered is relevant to the national needs and reflect the global trends.
- Course design and development integrates appropriate learning strategies for the development of self-directed learning, collaborative learning, creative and critical thinking.
- Courses are scheduled and offered in a manner that allows students to complete them within the intended period of time.
- The learning and assessments of the courses are systematically aligned with the course learning outcomes.
- Course content has adequate breadth, depth, rigour and balance.

Weaknesses:

- Compliance with SLQF credit definition is not adequately demonstrated.
- No research project as per the SLQF in the final year.
- No well-designed university approved standard format/templates/guidelines for course design and development.
- Insufficient evidence for the use of feedback for improvement of course assessment/ evaluation.
- No evidence of regular course evaluation through internal monitoring by the IQAC.

5.5 Criterion 5: Teaching and Learning

Strengths:

- Teaching and learning are based on faculty's mission, goals and values, and curriculum requirements.
- Timely communication of the course specifications and timetables to the students.
- Programme encourages blended learning.
- Teaching and learning are accessible to differently abled students.
- Teachers encourage study groups, teacher centred, and student-centred teaching-learning methodologies.
- Teachers are engaged with students in research and support them to publish their research.

- Self-directed learning is encouraged through assignments which require students to refer books, journals, internet and other resources.

Weaknesses:

- No mechanism to identify and reward excellence in teaching and promotion in adoption of good practices.
- Evidence of work norms and accountability of the staff are not available.
- The medium of instruction in English is not fully followed by the programme although the degree is offered in English medium.
- There is no an established process for peer observation of teaching for improvement of teaching and learning.
- No fall-back option.

5.6 Criterion 6: Learning Environment, Student Support and Progression

Strengths:

- Close rapport with the students in a student friendly and caring teaching and learning environment.
- Guides the students to optimally use the available student support services.
- Usage of library by the students of the degree programme is significant.
- Co-curricular activities are supported by the evidence of CGU.
- It has adequate special support and assistance services for DASs.
- Programme ensures that student support opportunities are accessible and clearly communicated.
- Career education, networking with alumni, information and guidance, and the development of career management skills are available.

Weaknesses:

- Need to strengthen the monitoring process regarding students learning and related support services.
- Incorporation of student feedback and follow up on assessment results are to be strengthened.

5.7 Criterion 7: Student Assessment and Awards

Strengths:

- Policy for pre-determined mechanism for weightage relating to different components of assessment is available. Assessment methods adopted by the BSc Management (Public) Special degree program basically adopted two assessment methods i.e. continuous assessments and summative assessment contributing a 40:60 ratio.
- Appropriate facilities and arrangements are available to entertain the differently abled students in degree programs.
- Examination By-laws and UGC guidelines are communicated to the students via student handbook and prospectus.
- Detailed transcript of the courses followed by each student, grades obtained, the final GPA and Class awarded is given to students upon graduation.
- The Feedback on formative assessments were timely communicated to the students.
- Using LMS tools for teaching and evaluations.

Weaknesses:

- Though policy document of appointment of external and internal examiners is available, the implementation mechanism is not clear.
- No evidences were available for students regarding course specifications and assessment strategy at the beginning of the program; different courses use different templates.
- Other than model answers for the question papers, open and blind marking and the marking schemes were not evidenced.
- Research (6 credits) and Project (3 credits) are elective, but for a four years honours degree research with 6 credits is compulsory as per SLQF.

5.8 Criterion 8: Innovative and Healthy Practices

Strengths:

- DPA has strong links with national and international organizations.
- Programme encourages the students to publish research papers.

- Programme has established ICT based platform to facilitate multi-mode teaching and student centered learning.
- Credit transfer facility is available.

Weaknesses:

- No lateral entry or lateral exit points.
- Although DPA is offering diploma and certificate courses no proper fall back option.

Section 6: Grading of Overall Performance of the Programme

No	Criteria	Weighted minimum score	Actual criteria-wise score
1	Programme Management	75	139
2	Human and Physical Resources	50	92
3	Programme Design and Development	75	83
4	Course/ Module Design and Development	75	126
5	Teaching and Learning	75	126
6	Learning Environment, Student Support and Progression	50	78
7	Student Assessment and Awards	75	135
8	Innovative and Healthy Practices	25	40
	Total on a thousand scale		820
	%		82
	Grade	A-Very Good	

Section 7: Commendations and Recommendations

Review team herewith provides general commendation and recommendation according to their observation.

7.1 Commendations

1. The Department of Public Administration had prepared a comprehensive self-evaluation report.
2. The review panel observed a strong commitment from the Vice Chancellor, Dean, Heads of Departments and Internal Quality Assurance team of the faculty in maintaining quality of the Public Administration degree program.
3. Teaching and learning facilities are at satisfactory level and the members of the department have attempted to advance the existing facilities.
4. Members of the Department and Coordinator of the Faculty Quality Assurance Cell have taken considerable effort to prepare the well-organized documentary system.
5. Most of department members familiar with the documents and everybody have given assistance to conduct the review.
6. Faculty has established a curriculum development committee and programmes are developed collaboratively in a participatory manner.
7. Within the review process, panel members noticed that students are happy about their programmes and department.
8. Both degree programmes have developed comprehensive course descriptions and all information incorporated within the student handbook.
9. Students' handbook provides up to date information on the degree programme, code of conduct, examination By-laws etc.
10. Adequate ICT course units and English courses were incorporated within the degree programme.

7.2 Recommendations

1. Allocate minimum credit value for the research dissertation. According to the SLQF guidelines, increase the credit value of the students' project from three to six and adhere to the UGC norms in awarding classes in order to further enhance the quality of the degree programmes.

2. Prepare department human resource plan. This is helpful in future recruitments and granting leave for postgraduate studies of the academic staff.
3. Implement suitable performance appraisal system for the academic staff.
4. Ensure the new curriculum being developed is in compliance with SLQF guidelines.
5. Establish separate centre and effective counselling system. More student counsellors/mentors needed to be appointed.
6. Establish the mechanism for assisting the differently able students.
7. Implement complete students database for the department. This is very useful for department to enhance student staff link and alumni activities.
8. Practical training record book and research dissertation needs to be prepared in attractive manner as it is important to develop image of the department and university.
9. A system of comprehensive performance evaluation is required to use human resources efficiently and effectively.
10. Curriculum matrix has to be prepared to ensure that all the program learning outcomes are met by the teaching and assessment methods.
11. It is recommended to establish the fall-back option to operate when the need arises.
12. Obtains the service of second examiners from outside of the institution.

Section 8: Summary

The B.Sc. Management (Public) Special degree that is offered by the Faculty of Management Studies and Commerce (FMSC), University of Sri Jayewardenepura (SJP), was successfully reviewed during the period from 26 to 29 November 2018. The site visit schedule consisted of stakeholder meetings, observation of facilities, informal meetings with the departments and units, evaluation of documentary evidences, observations of classroom teaching and presentation of the key findings at the final wrap up meeting with the top-level management of the Faculty; Dean of the Faculty, Heads of Departments and the academic staff.

Review panel started its review process on 25 November evening at the hotel with a pre-review meeting. The meetings were conducted with the Vice Chancellor, Director/IQAU, Dean, Heads of Departments, Senior Academics, Probationary staff, Administrative staff, technical and academic supportive staff and students. The departmental resource centres, ICT laboratories, English Language Teaching Units and other student learning and support services were observed with interactions with key responsible persons. The documentary evidences were evaluated at programme level for eight criteria as prescribed in PR manual. The review team observed some teaching sessions of different levels of the degree programme. Following these, the review team further discussed the strengths and weaknesses of the degree programme for the overall agreements of quality standards. During the final day of the site visit, the review team presented the key findings to the top-level management and the academic staff of the faculty.

According to the overall evaluations, Faculty of Management Studies and Commerce, University of Sri Jayewardenepura, being a pioneer in the HEIs in Sri Lanka, has a high level of accomplishment of quality expected of the degree programme with more focused aims and objectives that are designed to meet the needs of Sri Lanka's economy and of its business managers. However, B.Sc. Management (Public) Special degree that is delivered through the Department of Public Administration needs to move forward to achieve academic excellence while developing it further by taking into account the comments of the current programme review 2018.

Appendix: Programme Review Schedule

Faculty: Faculty of Management Studies & Commerce

University: University of Sri Jayewardenepura

Degree Programme: B.Sc. Management Public (Special) degree

Site Visit Dates: 26th – 29th November 2018

25.11.2018 Arriving to Colombo and Residing in a Hotel		
Day 1: 26. 11. 2018		
Time	Schedule	Venue/ Facilitator
8.00-8.30 am	Meeting with the Vice Chancellor Snr.Prof. Sampath Amaratunge	VC Office
8.30-9.00 am	Meeting with the Dean of the Faculty Dr. U. Anura Kumara	Dean Office
9.00-09.30 am	Meeting with the Head of the Department Dr. L A Pavithra Madhuwanthi	Old Faculty Board Room
9.30-11.00 am	Meeting with Academic staff members of the Department and presentation of SER (Refreshment will be served)	Old Faculty Board Room
11.00-11.30 am	Meeting with non-academic staff	Old Faculty Board Room
11.30-12.00 noon	Reviewers' private meeting	Old Faculty Board Room
12.00-1.00 pm	Lunch	
1.00-4.30 pm	Observing documentation of evidence (Refreshment will be served)	Department Resource Centre
4. 30 pm	Returning to the Hotel	
Day 2: 27. 11. 2018		
8.00-8.30 am	Meeting with Alumni members	Department Resource Centre
8.30-9.00 am	Meeting with IQAU Director Prof. Samantha Senaratne	Department Resource Centre
9.00-9.30 am	Meeting with IQAC faculty coordinators Prof. Janakie Edirisinghe Prof. P.D. Nimal	Department Resource Centre
9.30-10.00 am	Meeting with administrative staff of the	Department Resource Centre

	Faculty (Refreshment will be served)	
10.00-10.30 am	Reviewers' private meeting	Private Room
10.30-12.00 noon	Observing documentation of evidence	Department Resource Centre
12.00-1.00 pm	Lunch	
1.00- 4.30 pm	Observing documentation of evidence (Refreshment will be served)	Department Resource Centre
4.30 pm	Returning to the Hotel	
Day 3: 28. 11. 2018		
8.00-8.30 am	Meeting with students	Department Resource Centre
8.30-9.00 am	Meeting with technical officers and support staff	Department Resource Centre
9.00-10.00 am	Reviewers' private meeting	Private Room
10.00-12.00 noon	Observing teaching/learning sessions relevant to the program	Lecture Hall
12.00-1.00 pm	Lunch	
1.00-4.30 pm	Facilities visit relevant to program (Library, ITRC, Business Communication Unit, Student Association room, Career Guidance Unit, Examination Unit of FMSC, Medical Centre)	Department Resource Centre
4.30 pm	Returning to the Hotel	
Day 4: 29.11.2018		
8.30- 11.00 am	Reviewers' private meeting	Private Room
11.00-12.00 noon	Wrap-up meeting with the Head and Academic members of the department	Old Faculty Board Room
12.00-1.00 pm	Lunch	
1.00 pm onwards	Returning to Hotel	