A committee was constituted to customize the survey tools proposed in the SA Manual for program self-assessment. The proposed survey tools are thoroughly discussed, reviewed, customized and finalized by by all the members of the sub-committee. The templates are essential for carrying out the self-assessment exercise in all programs of the Bangladesh's universities. However, these are samples and very generalized. Program offering entities may customize these templates depending on their individual and specific requirements and context.

Program Self-Assessment
SURVEY QUESTIONNAIRE FOR EMPLOYER

The purpose of this survey is to obtain employers' input on the quality of education of _____ program of _____University. The survey is with regard to _____graduates _____University employed at your organization. Your sincere cooperation would enable us to improve the quality of our graduates as per your requirements.

Name of the Institute/Organization:_____

Corporate Office Address_____

Email:_____ **Web:**_____

Nature: Θ Academic   Θ Research   Θ Business Enterprise   Θ Others_____

Establishment Year:

1. Experience Requirement for Entry Level Employees:

    Θ Highly Experienced   Θ Experience for few years   Θ Fresh Θ Cannot be generalized

2. Please rate the following dimensions of quality of graduates according to importance in recruitment using the following rating scale:

    o   5 for extremely important
    o   4 for very important
    o   3 for important
    o   2 for less important
    o   1 for not important at all

No.	Dimensions of Quality	Rating
A. Knowledge		
3.1	Job knowledge (knowledge on subject matter)	
3.2	IT Knowledge	
3.3	Knowledge in designing a system component or process	
B. Communication Skills		
3.4	Oral communication	

3.5	Report writing	
3.6	Presentation skills	
C. Interpersonal Skills		
3.7	Ability to work in teams	
3.8	Leadership	
4.9	Independent thinking/ Self Confidence	
3.10	Self-Motivation/ Commitment to job	
3.11	Reliability	
3.12	Appreciation of ethical values	
3.13	Adaptability	
D. Work Skills		
3.14	Time management skills	
3.15	Judgment	
3.16	Problem formulation, solving and decision making skills	
3.17	Collecting and analyzing appropriate data	
3.18	Ability to link theory to Practice	
3.19	Discipline	
3.20	Sense of Responsibility	

3. Please evaluate the following dimensions of competence of graduates …… program, … University based on their performance at your organization using the following scale:

5 – Excellent   4 – Very Good   3 – Good   2 – Fair   1 – Poor

No.	Dimensions of Quality	
E. Knowledge		
4.1	Job knowledge (knowledge on subject matter)	
4.2	IT Knowledge	
4.3	Knowledge in designing a system component or process	
F. Communication Skills		
4.4	Oral communication	
4.5	Report writing	

4.6	Presentation skills	
G. Interpersonal Skills		
4.7	Ability to work in teams	
4.8	Leadership	
4.9	Independent thinking/ Self Confidence	
4.10	Self-Motivation/ Commitment to job	
4.11	Reliability	
4.12	Appreciation of ethical values	
4.13	Adaptability	
H. Work Skills		
4.14	Time management skills	
4.15	Judgment	
4.16	Problem formulation, solving and decision making skills	
4.17	Collecting and analyzing appropriate data	
4.18	Ability to link theory to Practice	
4.19	Discipline	
4.20	Sense of Responsibility	

4.   Major weaknesses you have observed in the Graduates of …. Program   ….. University working at your organization

5.   Do you provide any training right after recruitment before assigning any responsibility: Yes/No

   If Yes, Please specify

.

6.   General Comments (Please make additional comments or suggestions, which you think would help to strengthen our programs for the preparation of graduates).

_____
_____
_____
_____

Annex 2

Program Self-Assessment
SURVEY QUESTIONNAIRE FOR ALUMNI

(To be filled by the Graduates)

This form includes statements for self-assessment at program level. You as a graduate are requested to give your sincere comment against each of the statements by putting a tick (√) mark. Your sincere evaluation will be helpful for correct assessment of the program so that next improvement plan may be undertaken. **Be honest!!**

Name of the program: _____ **Department/Discipline:**_____

Faculty/School:_____ **University:** _____

Degree and service Information:

1.   Current status:

   a) Searching Jobb) Employed in an organization c) Engaged with own business

   If the answer is b or c

   Name of present organization   _____

   Designation: _____

   Address: _____

2.   Year of Passing/graduation:

3.   Date of your first employment:

4.   Time taken to get the first employment opportunity:

Year	Month

5.   Training or any other courses or program attended to get job after graduation from 'X' University Θ Yes Θ No   If yes, please specify_____

6.   Recruitment process you faced to get involved with your present organization

Direct Offer	
Direct Oral Interview	
Written & Oral Interview	
Other (Pls. Specify)	

7. Evaluate the following aspects of the program in terms capacity to provide quality education by marking "√" in the box of corresponding column according to the scale given:

5–Strongly agree; 4–Agree; 3–Neutral; 2–Disagree; 1–Strongly disagree;

A. Governance

Area of Evaluation	5	4	3	2	1
1. Department provides comprehensive guidelines to the students in advance by means of a brochure/handbook					
2. Department ensures a conducive learning environment					
3. Academic decisions are taken with fairness and transparency					
4. Academic calendar are maintained properly					
5. Results are published timely in compliance with the ordinance					
6. Students' opinion regarding academic and extra-academic matters are addressed properly					
7. 7' Student feedback process is in practice					
8. Website is informative and updated properly					

B. Curriculum: content, design and review

Area of Evaluation	5	4	3	2	1
1. Curriculum load is optimum and induces no pressure					
2. Courses in the curriculum from lower level to higher are properly arranged					
3. Teaching strategies are clearly stated in the curriculum					
4. Assessment strategies are clearly stated in the curriculum					
5. The curriculum is effective in achieving day-one skills					

C. Teaching-learning

Item	5	4	3	2	1
1. Teaching-learning is interactive and supportive					
2. Class size is optimum for interactive teaching learning					
3. Modern devices are used to improve teaching-learning process					
4. Diverse methods are used to achieve learning objectives					

Item	5	4	3	2	1
5. Lesson plans/course outlines are provided in advance to the students					
6. Students attained additional practical ideas from real life situation apart from classroom teaching.					

D. Learning Assessment

Item	5	4	3	2	1
1. All about assessment system are duly communicated to students on the commencement of the term/semester					
2. Assessment system meets the objectives of the course					
3. Diverse methods and tools are used for assessment.					
4. Assessment feedback is provided to the students immediately.					
5. The questions of examinations reflect the content of the course.					
6. Both formative (quizzes, assignments, term papers, continuous assessments, presentations etc.) and summative assessment (final examination) strategies are followed.					

E. Student Entry Qualifications, Admission procedure, Progress and Achievements

Item	5	4	3	2	1
1. Admission policy ensures entry of quality students.					
2. Admission procedure is quite fair					
3. Sincerity and commitment of the students exist to ensure desired progress and achievement.					

F. Structures and facilities

Item	5	4	3	2	1
1. Overall classroom facilities are suitable for ensuring effective learning.					
2. Laboratories facilities are suitable for practical teaching-learning and research					
3. The library has adequate up-to-date reading and reference materials to meet the academic & research needs					
4. Internet facilities with sufficient speed are available					

Item	5	4	3	2	1
5. Adequate indoor and outdoor medical facilities are available					
6. Adequate indoor and outdoor game facilities are available					
7. Existing gymnasium facilities are good enough					
8. Adequate safety measures are available					

G. Student Support Services

Item	5	4	3	2	1
1. There is an arrangement to provide guidance and counseling.					
2. Mentoring is done to take care of the students					
3. Scholarships/ grants available to students in case of hardship					
4. Students are encouraged to involve in co- curricular and extra-curricular activities					
5. Alumni are organized and supportive.					
6. Supporting staff are adequate and co-operative					
7. There are opportunities to get involve with community services					

H. Research and Extension Srvices

Item	5	4	3	2	1
1. The department has a research and development policy					
2. Mechanism exists for engaging the students in research and development					
3. Research findings in the form of theses, publications and monographs are properly used in current teaching-learning					
4. The department has a community service policy					

Open ended questions:

1. What are the best aspects of the program?

    _____
    _____

2. What aspects of the program could be improved?

    _____
    _____

Program Self-Assessment
SURVEY QUESTIONNAIRE FOR STUDENTS

(To be filled by the Existing Students)

This form includes statements for self-assessment at program level. You as a graduating student are requested to give your sincere comment against each of the statements by putting a tick (√) mark. Your sincere evaluation will be helpful for correct assessment of the program so that next improvement plan may be undertaken. **Be honest!!**

Name of the program:_____

Department/Discipline:_____

Faculty/School:_____

University: _____

1.   GPA/CGPA Earned

SSC	HSC	1st year		2nd year		3rd year		4th year		5th year		CGPA
		Lev I	**Lev II**	**Lev I**	**Lev II**	**Lev I**	**Lev II**	**Lev I**	**Lev II**	**Lev I**	**Lev II**	
	YGPA											

2.   Number of classes held to complete the course

Number of Courses Completed by the responding student	Number of Classes held to complete the course	Number of courses
	Less than 15	
	16 to 20 Classes	
	21 to 25 Classes	
	26 to 30 Classes	
	31 to 35 Classes	
	36 and above	

3.   Classes are mostly: ☐ Lecture based ☐ Interactive   ☐   Both

4. Evaluate the following aspects of the program in terms capacity to provide quality education by marking "√" in the box of corresponding column according to the scale given:

5–Strongly agree; 4–Agree; 3–Neutral; 2–Disagree; 1–Strongly disagree;

A. Governance

Area of Evaluation	5	4	3	2	1
1. Department provides comprehensive guidelines to the students in advance by means of a brochure/handbook					
2. Department ensures a conducive learning environment					
3. Academic decisions are taken with fairness and transparency					
4. Academic calendar are maintained properly					
5. Results are published timely in compliance with the ordinance					
6. Students' opinion regarding academic and extra-academic matters are addressed properly					
7. 7' Student feedback process is in practice					
8. Website is informative and updated properly					

B. Curriculum: content, design and review

Area of Evaluation	5	4	3	2	1
1. Curriculum load is optimum and induces no pressure					
2. Courses in the curriculum from lower level to higher are properly arranged					
3. Teaching strategies are clearly stated in the curriculum					
4. Assessment strategies are clearly stated in the curriculum					

C. Teaching-learning

Item	5	4	3	2	1
1. Teaching-learning is interactive and supportive					
2. Class size is optimum for interactive teaching learning					
3. Modern devices are used to improve teaching-learning process					
4. Diverse methods are used to achieve learning objectives					

	5	4	3	2	1
5. Lesson plans/course outlines are provided in advance to the students					

D.   Learning Assessment

Item	5	4	3	2	1
1. All about assessment system are duly communicated to students on the commencement of the term/semester					
2. Assessment system meets the objectives of the course					
3. Diverse methods and tools are used for assessment.					
4. Assessment feedback is provided to the students immediately.					
5. The questions of examinations reflect the content of the course.					
6. Both formative (quizzes, assignments, term papers, continuous assessments, presentations etc.) and summative assessment (final examination) strategies are followed.					

E.   Student Entry qualifications, Admission procedure, Progress and Achievements

Item	5	4	3	2	1
1. Admission policy ensures entry of quality students.					
2. Admission procedure is quite fair					
3. Sincerity and commitment of the students exist to ensure desired progress and achievement.					

F.   Structures and facilities

Item	5	4	3	2	1
1. Overall classroom facilities are suitable for ensuring effective learning.					
2. Laboratories facilities are suitable for practical teaching-learning and research					
3. The library has adequate up-to-date reading and reference materials to meet the academic & research needs					
4. Internet facilities with sufficient speed are available					

Item	5	4	3	2	1
5. Adequate indoor and outdoor medical facilities are available					
6. Adequate indoor and outdoor game facilities are available					
7. Existing gymnasium facilities are good enough					
8. Adequate safety measures are available					

G.   Student Support Services

Item	5	4	3	2	1
1. There is an arrangement to provide guidance and counseling.					
2. Mentoring is done to take care of the students					
3. Scholarships/ grants available to students in case of hardship					
4. Students are encouraged to involve in co- curricular and extra-curricular activities					
5. Alumni are organized and supportive.					
6. Supporting staff are adequate and co-operative					
7. There are opportunities to get involve with community services					

H.   Research and Extension Services

Item	5	4	3	2	1
1. The department has a research and development policy					
2. Mechanism exists for engaging the students in research and development					
3. Research findings in the form of theses, publications and monographs are properly used in current teaching-learning					
4. The department has a community service policy					

1. What are the best aspects of the program?

    _____
    _____

2. What aspects of the program could be improved?

    _____
    _____

Program Self-Assessment
SURVEY QUESTIONNAIRE FOR NON-ACADEMICS

(To be filled by the non-academic staffs)

This form includes statements for self-assessment at program level. You as a non-academic staff are requested to give your sincere comment against each of the statements by putting a tick (√) mark on appropriate grade-column. Your sincere evaluation will be helpful for correct assessment of the program so that next improvement plan may be undertaken. **Be honest!!**

Name: _____ **Years of experience**_____

Department:_____ **Faculty:** _____

University: _____

I.   Evaluate the following aspects of the program in terms capacity to provide quality education by marking "√" in the box of corresponding column according to the scale given:

5–Strongly agree;   4–Agree;   3–Neutral;   2–Disagree;   1–Strongly disagree;

A.   Governance:

Item	5	4	3	2	1
1. Department provides comprehensive guidelines to the students in advance by means of a brochure/handbook					
2. Department ensures a conducive learning environment					
3. Academic decisions are taken with fairness and transparency					
4. Academic calendar are maintained properly					
5. Results are published timely in compliance with the ordinance					

B. Staff and Facilities: Recruitment and staff development

Item	5	4	3	2	1
1. Recruitment policy and practices are good enough for recruitment of competent academic and non-academic staffs					
2. Competence, sincerity and experience are the only criteria for promotion/up-gradation					
3. Academics have enough opportunity to take part in different training program for skill development					
4. Non-academics have enough opportunity to take part in different training program for skill development					
5. The department has a policy to provide mentoring and continuous guidance for new academic staff					
6. The department have a performance award policy to inspire academic staffs					

C. What are the major weaknesses you have observed in the department

_____

_____

_____

_____

_____

D. Your suggestion to improve the teaching learning environment:

_____
_____
_____
_____
_____

Program Self-Assessment
SURVEY QUESTIONNAIRE FOR ACADEMICS

(To be filled by the faculty members)

This form includes statements for self-assessment at program level. You as a teacher are requested to give your sincere comment against each of the statements by putting a tick (√) mark on appropriate grade-column. Your sincere evaluation will be helpful for meaningful assessment of the program so that next improvement plan may be undertaken. **Be honest!!**

Name:_____ **Years of experience:** _____

Department/Discipline:_____**Faculty/School:**_____

University: _____

1. Evaluate the following aspects of the program in terms capacity to provide quality education by marking "√" in the box of corresponding column according to the scale given:

   5–Strongly agree;   4–Agree;   3–Neutral;   2–Disagree;   1–Strongly disagree;

A.   Governance

Areas of Evaluation	5	4	3	2	1
1. Department provides comprehensive guidelines to the students in advance by means of a brochure/handbook					
2. Department ensures a conducive learning environment					
3. Academic decisions are taken with fairness and transparency					
4. Academic calendar are maintained properly					
5. Results are published timely in compliance with the ordinance					
6. Students' opinion regarding academic and extra-academic matters are addressed properly					
7. Student feedback process is in practice					
8. Website is informative and updated properly					
9. Peer observation is in practice					
10. Decision making procedure in the department is participatory					
11. Documentations (decisions of committees, class attendance registers, questions, continuous assessment answer scripts, marks, examination results, students' progress etc) are maintained properly					

B. Curriculum Design and Review

Areas of Evaluation	5	4	3	2	1
1. Curriculum load is optimum and induces no pressure					
2. Courses in the curriculum from lower level to higher are properly arranged					
3. Teaching strategies are clearly stated in the curriculum					
4. Assessment strategies are clearly stated in the curriculum					
5. The curriculum is effective in achieving day-one skills					
6. Curriculum is reviewed and updated regularly in in compliance with the rules of the universities					
7. Opinions from the relevant stakeholders are taken and honored duly during review of the curriculum					
8. Curriculum addresses the program objectives and program learning outcomes					

C. Teaching Learning

Areas of Evaluation	5	4	3	2	1
1. Teaching-learning is interactive and supportive					
2. Class size is optimum for interactive teaching learning					
3. Modern devices are used to improve teaching-learning process					
4. Diverse methods are used to achieve learning objectives					
5. Lesson plans/course outlines are provided in advance to the students					
6. Teaching-learning process encompasses co-curricular activities to enrich students' personal development.					

D. Learning Assessment

Areas of Evaluation	5	4	3	2	1
7. All about assessment system are duly communicated to students on the commencement of the term/semester					
8. Assessment system meets the objectives of the course					
9. Diverse methods and tools are used for assessment.					
10. Assessment feedback is provided to the students immediately.					

Item	5	4	3	2	1
11. The questions of examinations reflect the content of the course.					
12. Both formative (quizzes, assignments, term papers, continuous assessments, presentations etc.) and summative assessment (final examination) strategies are followed.					
13. The assessment system is reviewed at regular intervals					
14. Fairness and transparency is maintained in assessment system.					

E. Student Entry qualifications, Admission procedure, Progress and Achievements

Item	5	4	3	2	1
1. Admission policy ensures entry of quality students.					
2. Admission procedure is quite fair					
3. Sincerity and commitment of the students exist to ensure desired progress and achievement.					

F. Structure and Facilities

Items	5	4	3	2	1
1. Overall classroom facilities are suitable for ensuring effective learning.					
2. Laboratories facilities are suitable for practical teaching-learning and research					
3. The library has adequate up-to-date reading and reference materials to meet the academic & research needs					
4. Internet facilities with sufficient speed are available					
5. Adequate indoor and outdoor medical facilities are available					
6. Adequate indoor and outdoor game facilities are available					
7. Existing gymnasium facilities are good enough					
8. Adequate safety measures are available					
9. Adequate office facilities with competent manpower and relevant office equipments are available to support the students' need					

G.   Students Support Services

Areas of Evaluation	5	4	3	2	1
1. There is an arrangement to provide guidance and counseling.					
2. Mentoring is done to take care of the students					
3. Scholarships/ grants available to students in case of hardship					
4. Students are encouraged to involve in co- curricular and extra-curricular activities					
5. Alumni are organized and supportive.					
6. Supporting staff are adequate and co-operative					
7. There are opportunities to get involve with community services					
8. The department maintains students' progress documents.					
9. The department has a policy for active student participation in areas like peer counseling, co-curricular activities..					

H.   Research & Extension Services

Areas of Evaluation	5	4	3	2	1
5. The department has a research and development policy					
6. Mechanism exists for engaging the students in research and development					
7. Research findings in the form of theses, publications and monographs are properly used in current teaching-learning					
8. The department has a community service policy					
9. Teachers always take initiative to hunt research fund for smooth running of the research					
10. Research outputs are regularly published in peer reviewed journal					

I.   Staff and Facilities: Recruitment and staff development

Areas of Evaluation	5	4	3	2	1
7. Recruitment policy and practices are good enough for recruitment of competent academic and non-academic staffs					
8. Competence, sincerity and experience are the only criteria for promotion/up-gradation					
9. Academics have enough opportunity to take part in different training program for skill development					
10. Non-academics have enough opportunity to take part in different training program for skill development					
11. The department has a policy to provide mentoring and continuous guidance for new academic staff					
12. The department have a performance award policy to inspire academic staffs					

J.   Process Control Internal (Quality Assurance and Continuous quality Improvement)

Areas of Evaluation	5	4	3	2	1
1. The department always acts in compliance with the decision of the university regarding continuous quality improvement					
2. The department develops a system to review its programs to enhance students learning.					
3. The department embraces the spirit of continual quality improvement based on past experiences, present conditions, and future possibilities.					
4. The department ensures a usual practice for students'/ Alumni's feedback as a culture					

K. Major weaknesses you have observed in the quality of your graduates

_____

_____

_____

_____

L. Your suggestion to improve the quality of graduates:

_____

_____

_____

_____