Programme Review Report

Programme Reviews -2018

Bachelor of Management Studies Program

Faculty of Humanities and Social Sciences

Open University of Sri Lanka

13th to 16th August 2018

Prof. Ruwan D Jayasinghe

Prof. Athula Gnanapala

Dr. ODAN Perera

Quality Assurance Council

University Grants Commission

Signature Page:

University: Open University of Sri Lanka

Faculty: Faculty of Humanities and Social Sciences

Program: Bachelor of Management Studies

Review Panel:

Name	Signature
Prof. Ruwan D Jayasinghe	
Prof. Athula Gnanapala	
Dr. ODAN Perera	

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Section 1 –Brief introduction to the programme

The Open University of Sri Lanka (OUSL), the premier Open and Distance Learning (ODL) institution in Sri Lanka was established in 1980, under the University Act No.16 of 1978 and OUSL Ordinance No. 1 of 1990, as amended. Today, the University offers over 100 programmes of study for a wide variety of learners through five Faculties namely, Humanities and Social Sciences, Natural Sciences, Engineering and Technology, Education and Health Sciences. Currently the University has a student population of nearly 40,000. OUSL has a network of nine Regional Centers (RCs) and several study centers spread throughout the island. The Faculty of Humanities and Social Sciences was established with the inception of the University in 1980 with the mission "the faculty is dedicated to employing the Open Distance Learning mode to provide quality educational opportunities for adult learners for professional and personal advancement and excellence in scholarship and researching in contemporary disciplines in Humanities and Social Sciences". At present the Faculty has a student population of around 15445.

The Department of Management Studies (DMS) was established in 1980s with the aim of imparting and developing management knowledge, skills and appropriate managerial attitude. Initially commenced with offering a diploma, it and has expanded to offer a wide array of programmes including Certificate on Entrepreneurship and Small Business Management, Diploma/Bachelor of Management Studies, Commonwealth Executive Master of Business/ Public Administration, Master of Business Administration in Human Resource Management and PhDs. In addition, DMS offers 05 short courses in Management to meet the industry demand. The current student population of DMS is 5779.

According to the presentation made by the Dean of the Faculty, at present the total number of academic staff in the Department of Management is 16 (05 academic staff with PhDs, 08 with Masters and 03 with the basic degree) (Table 1 – Academic staff of FHSS). The number of support staff is 06. Number of visiting academics linked with regional and study centers are more than 100 (Table 2 – At a Glance DMS). The visiting academics are mainly from other universities and institutes and the physical infrastructure of DMS is supported by partnerships and collaborations with national and international organizations.

Up to date, nearly 3500 management professionals have graduated and almost all the graduates of Management studies are employed in higher managerial positions in both private and public sector.

The University is endowed with a fully-fledged library with internet access and state-of -the-art-center for Educational Technology and Media. The Library has a total book collection of 140,000 among which 5000 books are on subjects related to Management. The student support

services comprise Regional Educational Services, Student Affairs, Examinations, Administration and Finance Divisions. The OUSL learners can access the National Online Distance Education (NODE), across centers located in the regions.

Considering the growing national need for enhancement of professional managerial knowledge and capacity building in the private and public sector, and with a view of better catering to the expanding requirements of the country, DMS pursues to establish a Faculty of Management Studies.

Table 1: Number of Students in Faculty at present- breakdown in years

Year	**No. Applied**	**No. of New enrolments**	**No. Re-registered**	**Total No. of Students**
2013	3101	880	1382	2262
2014	1845	1038	1569	2607
2015	2638	979	1871	2850
2016	3160	702	2105	2807
2017	3450	1520	2200	3720

Source: Presentation on 13.08.2018 by Dean Humanities and Social Sciences

Table 2: Number of batches graduated through the program from its inception

Year	Output
2002	17
2003	16
2004	39
2005	00
2006	36
2007	30
2008	40
2009	36
2010	53
2011	58
2012	00
2013	71
2014	89
2015	91
2016	88
2017	112
2018	151

Section 2 - Review team's observations on the Self-Evaluation Report (SER)

The Review Team is of the opinion that the SER was properly written. Most important points were highlighted and strong points were presented appropriately. However, we observed that Standard 4.17 was not stated in SER. Appropriate evidence documents were stated in the SER and the numbering system which was used in the document has followed the guidelines given and was easy to follow. Even though appropriate documents were stated as the evidence in the SER, the team noted that only few documents were provided as evidence in some instances. Some of them were incomplete, irrelevant and unauthorized. Even though they had many evidences within the faculty, they were not provided as evidences. This observation by the team was considered in allocating marks.

Section 3 – A brief description of the Review Process

Review Panel

Review panel appointed by the university Grant Commission (UGC) consisted of Prof. Ruwan Jayasinghe (Chairman) (University of Peradeniya), Prof. Athula Gnanapala (Sabaragamuwa University of Sri Lanka) and Dr. ODAN Perera (Wayamba University of Sri Lanka).

Pre site visit evaluation

Self-evaluation report (SER) prepared by the Dept. of Management Studies, FSSH, Open University of Sri Lanka was handed over by the Quality Assurance Council (QAC) of the UGC to the individual members of the team well before the site visit. Members of the panel went through and marked it independently and sent them to the QAC. Team made common scores for the SER after the discussion among the three reviewers at pre visit workshop held on 31st July, 2018 at UGC.

Site Visit

The Team visited the Dept. of Management Studies, Faculty of Social Sciences and Humanities (FSSH), Open University of Sri Lanka (OUSL) on Monday the 13thAugust at 8.00am. Team had its first meeting with the Director, Internal Quality Assurance Unit (IQAU) of the OUSL at her office and discussed the quality assurance mechanisms placed in the university and guidance and support given to the BMS program/faculty. IQAU has been officially formed in 2015 but it has been functioning from 2004. IQAU by-laws have been approved by the university and in place. They have prepared an action plan but the success was around 30%. Even though many staff members are helpful in its activities, some are not towards maintaining a quality culture. Director IQAU is of the view that more awareness programs have to be organized for the academics and more importantly for the administrative staff.

The team met the Vice Chancellor and the Deputy Vice-chancellor at the Vice chancellor's office located at the main administrative building. The purpose of the visit was explained to them and their views on the process which appeared to be very positive was taken by the team. This meeting was followed by a meeting with the Dean of the FSSH at his office and the purpose of the visit and schedule of the visit was explained to him.

The Team met all academic staff members of the BMS program. Dean and the Head of the Department made presentations to the team. Team discussed the issues faced by the academic staff without the presence of the Dean. Key points raised and discussed at this meeting is as follows.

1. Inadequate staff especially for regional centres
2. Promotions/ career pathway is similar to other universities but system in OUSL is different

3. As BMS program is currently functioning under FSSH, it is difficult to attract best quality staff. Administration is also difficult. Department has initiated the process for a separate management faculty which is progressing well
4. Red tape in conducting research. Administrative structure has to be simplified and it should be user friendly
5. There is a long delay in processing of promotions applications
6. Even though the duration of the CTHE course is confined to 8 months, it is taking a longer period to complete it. Therefore, it will negatively affect the career progression of the lecturers (probationary).

Discussions were held with the administrative staff (AR) of the faculty, non-academic staff members of the faculty and department separately and key points obtained from these meeting are presented here.

1. They feel happy in the department and faculty. Working environment is good and they achieve good support from the Dean, Head and the academic staff.
2. Job descriptions are provided. They are well aware about the tasks that they have to perform
3. There are no delays in achieving their due promotions
4. There are no issues with the students and students are understanding and supportive.
5. Administration and academic staff motivate the non-academic staff to do further studies. The relevant course fees will be paid by the university
6. There is no proper rewarding system, it will happen in an ad hoc manner
7. Numbers are inadequate. Some positions are vacant at the moment.
8. Some members are not willing to change/resistance to change
9. There is no separate telephone system to address student issues related to the BMS program. Either they come through main line or go to PRO office.
10. It will take a long period to obtain a loan from the university.

Assistant Registrar (AR) of the faculty pointed out that:

1. The staff work load is very high, since, there are many vacant carders. However, the university cannot fill them in their own way, and need to wait until the list is sent by the ministry.
2. Face difficulties to find places to conduct the examinations especially at the regional centres

Team had a meeting with the Director of the Staff Development Centre and observed the facilities at the SDC. They are conducting multiple training programs for academic, administrative and non-academic staff. SDC needs to conduct a survey to identify the training needs of the staff. There is sufficient money allocation and there is an annual calendar of events conducted by the SDC.

The Team went around the faculty and visited the students' hostels to observe the facilities available. As the time was not adequate, team did not have a time to visit the entire site of the university. Team observed the relatively large land area but the outer appearance was not pleasing to the eye. Most of the building appears to be old and need urgent face lift. Team is of the opinion that the appearance of the university and faculty can be improved to create a good learning environment. Health centre is open only on weekdays from 9am to 1pm. The doctor attached to it is working on part time basis. OUSL is having a very good printing press but the staff numbers are inadequate to carry out the work very effectively. There is no graphic designer. Security system and fire fighting system appears to be grossly inadequate. Most of the printing machines are very old and frequent complains of breakdowns. Team went to the Colombo Regional Centre and observed its facilities as well. Facilities of it appear to be adequate. Team obversed the facilities at the data centre and was impressed by it. Team had a live demonstration on contact with the regional centre via net.

Even though there was a larger computer lab with many computers, staff to handle it was not adequate(only two temporary instructors have been allocated to the entire student population).

Team had a discussion with the Senior Assistant Director and Assistant Directors. It was noted that there is a province bias in distribution and allocation of funds among regional centres. Some centres are do not have even the minimal facilities. Most of the centres are not located in lands owned by them. Student dropout rate is very high at the regional centres. A tutor training has to be arranged especially for the visiting lectures involved in the teaching at these centres. They are of the view that BMS program has to be more expanded as it is highly demanded among students. There is a need to have a permanent coordinator for the Regional Centres. There is also a need to train the visiting staff to suit the unique teaching and learning process of OUSL. Most of the course materials are not user friendly and Team suggested to have more e learning materials. Relationships with the department appear to be very good. They were not rewarded properly. A proper need analysis has to be carried out to identify the necessary facilities at these centres.

Library is different from a conventional type university and is working with more e-resources and networking systems. Facilities are very good. They offer an orientation program for every new student and the use of library by students and staff appears to be good. Library collects feedback and suggestions through online and suggestion box. OUSL library generates funds through consultations and other services and has conducted many activities though those generated funds.

The Team had a discussion with the students who follow the BMS degree. Most of them are employed and carry out their studies while engaged in employment. They are happy with the lecturers and the way the department is handling the program and the support given to them.

They were given clear instructions at the beginning and curriculum including ILOs was given to them. Communication between the department and the students appear to be cordial and effective. Students were not very happy with the study materials and according to them most have not been updated in the recent past. They expect more areas for specialization and of the opinion that a separate faculty is necessary for the improvement of the program. Presentation skills of the students have to be improved.

Participation of the senior staff in the BMS degree programme in this QA process was excellent and really commendable. They were leading from the beginning and supported us to their maximum. Administration of the faculty and the department, the Dean and the Head were very positive and supportive to the team as well as to the process.

The Team had the opportunity to participate at a meeting with the university administration including Deputy Vice chancellor and Registrar and the members of the operational team which show the enthusiasm of the university QA process.

The team also visited the Psychological Counselling Unit (PCU) of the OUSL. The unit is located next to the health centre in the same building and therefore it is more confidential, and the students also can access easily. The PCU unit obtain the service of two psychological counsellors between 8.00 – 4.00 p.m. However, the counsellors were not available in the unit when we visited the unit and we met only a temporary demonstrator. The clients need to make an appointment by walking in or through hotline.

Final meeting of the team was with the Acting Head of the Department of Language Studies. As there is no separate English Language Teaching Department or unit, general English for all students are handled by this department. Until last year (2017) they have offered a separate English program for BMS program but from last year BMS students also must follow the general English program. English program is compulsory and credited. There is no mechanism to provide for continuous support for the students. They do not have adequate physical and human resources to provide better service.

We also visited the Examination Unit. There appears to be high security for the documents. One room is full of past papers. They were keeping hard copies in addition to the use of computer programs in issuing results and maintain of records.

Logistic support given to the team by the department and FHSS was excellent. We were provided with internal transport and the vehicle was available for us during the entire visit. Refreshments and lunch were properly provided. Staff members of the faculty both academic and non-academic were friendly and helping us throughout the program evaluation process.

Section 4 - Overview of the Faculty's/Institute's approach to Quality and Standards

The Team observed that the overall approach of the program, faculty and the Open University on quality assurance and management is positive and encouraging. Academic, administrative and non-academic staff has a positive attitude towards QA process. Open University of Sri Lanka (OUSL) has established an Internal Quality Assurance Unit (IQAU) as the university apex body of its quality management and has been in operation for quite a long time. There is an approved by-law in to this effect. First IQAC of the university has been established in the FHSS about 6 months back. Chairperson of the IQAC appears to be knowledgeable of the process and is trying to develop it with the fullest support and cooperation from the administration and rest of the faculty staff members. A place had been allocated for the IQAC only a week back. There are no TORs, policies and protocols in relation to quality assurance. Student participation in the IQAC related activities as an important stakeholder is not present. Even though there is evidence of few need analysis surveys, final reports are not clear and informative and the team did not observe any evidence of use of this valuable information. Faculty/ Program is trying to enhance the quality of education, but it appears to be satisfactory. Team observed that there are no clearly laid down policies on teaching/learning, examination, research and development. Work norms are clearly laid down. Job descriptions have been given to the non-academic staff of the Dean's office but not to the department staff. Involvement of the senior staff members in the process appear to be high and encouraging. Program is very strong in course design and development whereas it is relatively weak in programme design and development.

It appeared to the team that the faculty has taken the review process seriously. SER was well written but compilation of documents as evidence was not very good. Even though many good practices were present, documents that were produced to the team were not in proper order. Team had to take extra effort to find the necessary documents and evidence. Most of the evidence were not complete and some of them were under the wrong criterion. Team observed some draft documents and some documents were presented without any authorization. Most of the documents and evidence which were available in the faculty was not provided as evidence.

Section 5 - Judgment on the six criteria of Programme Review

Criteria 1: Programme Management

Several faculty subcommittees, and ad-hoc committees for co-ordination of programme management are in operation and their TORs are clearly laid down. Program handbook and prospectuses were very informative and attractive. Faculty and department web site provide adequate and clear information about the BMS program. Faculty maintains a well-equipped state of the art data centre. Faculty and department operate a very good ICT platform for the program. Norms for academic and non- academic staff have been provided and they are clearly defined. Faculty and department have signed many MOUs with National/International organizations for the proper management of BMS program. Clear by-laws have been prepared and in operation. There is a gender equity council and faculty has made compulsory to have 25% female representation in student union. Even though there is a University action plan, such strategic management plan/action plan is not available for the faculty and department and there is no monitoring mechanism. No evidence was provided to show student, external academics/professionals' participation in different program management committees. There is no clearly designed annual activity plan/academic calendar or implementation plan. Only very few schedules and time tables were provided to the team. There is no clear mechanism to ensure effective communication between different entities in the program. There is no Faculty mechanism for performance appraisal of the staff. While appreciating the establishment of first IQAC of the University in the Faculty, it was started only in February 2018 and space for it was given only a week back. There was no proper TOR for the IQAC. Structure of IQAC is not fully organized and there is no well-defined functions and operational procedures. Students are not represented in the IQAC. There is no proper system to collect feedback from the stakeholders including employers, industry experts, alumni, student etc. There is no evidence of student grievance committee, collection of complains and actions taken on them.

Criteria 2: Program design and development

There are multiple entry and exit criteria in the BMS program. Students were allowed to opt out with a diploma after completing up to level 5. Program has followed the SLQF guidelines and the program design and development is in par with the SLQF guidelines. Handbook and prospectus of the program is attractive, good in quality and very informative. Website of the faculty as well of the department is very informative, well maintained and user friendly. Team observed that there are no elective courses in the program. At the level 6, program has divided in to specialization areas but each and every course is compulsory. Team did not observe any programme development plan or management plan. There is no proper plan, policy or other studies to show programme design has incorporated gender equity, multiculturalism and social justice in to it. There is no stakeholder / expert participation in programme planning, design development and review. One of the main deficiencies in the BMS program is the lack of

industrial training/internship. As most of the students are currently employed, the team is of the view that this could have been introduced to the program and conducted easily. Even though the course materials are revised periodically, there is no evidence of reviewing academic programme periodically.

Criteria 3: Course Design and Development

Program is very strong in this area. There are some good organizational arrangements for the course design and development. TOR of the course development team is very clear. Course details are given clearly and there are many MOUs with other institutions/ organizations for the course design and development. A team has involved in course development; however, their qualifications and affiliations were not clear. Credit values, notional hours, ILOS of different courses were provided. Appropriate templates have been used for course material development. Adequate resources are available for proper course design. Team observed that the copyrights of the course materials were taken. There is no evidence for interaction with students, staff, professionals and accreditation bodies in course design and development. Team did not see any evidence to show that the needs of differently able students were considered in course design and development. Staff has received only CTHE training and there is no evidence on other training opportunities and continuous training in this regard. List of names of team members in course development committee were given but whether they are internal or external and their qualifications and affiliations are not clear. Appointing mechanism for the committee was not clear and there was no evidence to show a proper approval by the Faculty Board/ Senate.

Criteria 4: Learning infrastructure, resource and learner support

There is adequate infrastructure, resources and appropriate services for learner support. Academic staff of the department is accessible to the learners via many modes including emails and telephone. There is a hot line as well. Adequate and appropriate technology systems and infrastructure is in place for learner support. BMS program uses only day schools, print and online modes but this can be improved further by introducing videos, audio and video programmes, digital stories, multimedia, and interactive programmes. There is no evidence for identification of requirements (both physical and human) and requesting new resources/cadres were not given. Satisfaction surveys (from teachers or learners) have not been carried out. Item 4.17 was not mentioned in SER. Number of registration and graduation statistics were given but dropouts, reasons for dropouts and remedial measures implemented were not given.

Criteria 5: Lerner assessment and evaluation

BMS programme follows a very good learner assessment and evaluation process. Examination by-laws and regulations are clear and appropriate and code of conduct for examination is available. BMS program adheres to approved policies and for designing, approving and

monitoring assessment strategies. Security/ confidentiality and integrity of conducting the assessments are appropriate and taken care of adequately. Assessment strategy is aligned to the relevant level descriptors of the SLQF. Progression within and between courses is clearly explained and available. BMS programme has included both formative and summative assessments. Students have been informed about the different types of assessment and assessment techniques. Department ensured that assessment decisions are documented confidentially, accurately and systematically. There is no evidence of examination declaration form and there is no evidence to show that staff is knowledgeable/ aware on procedural manuals. Double marking was done only at the final examination and it is better to introduce this good practice to the other years as well. There is no evidence to show that faculty reviews and amends assessment regulations periodically as appropriate. Graduation, course completion and retention rates have been mentioned but evidence to show that any action been taken on these findings was not provided. There is no evidence to show the staff awareness and use of SLQF guidelines during course development.

Criteria 6: Innovative and good practices

Department/ BMS program has established and operates an ICT based platform which is very good in quality. Department and Faculty encourage staff and students to use OER to supplement teaching/learning process. Faculty/department conducts a student research symposium. Department as well as faculty has diversified income generating avenues by means of certificate, diploma and post graduate programs. Faculty/department has a R&D committee but Faculty/department policy on R&D was not given. Records on international and national recognitions received by the academics were not given. There is no evidence of staff rewarding scheme from the department or faculty but there is such mechanism organized by the University. There is no evidence of institutional mechanism to promote students and staff to engage in a wide variety of co-curricular activities and such activities is well supported by the institution. Team did not come across a Faculty Board approved policy and guidelines on reward mechanisms.

Section 6 - Grading of Overall Performance of the programme

No	Criteria	Weighted minimum	Weight on 1000 scale			Actual criteria-score
				Total	Achieved	
1	Programme Management	75	150	117	86	110.3
2	Program design and development	75	150	72	45	93.8
3	Course Design and Development	100	200	72	60	166.7
4	Learning infrastructure, resource and learner support	150	300	60	41	205
5	Lerner assessment and evaluation	75	150	63	58	138.1
6	Innovative and good practices	25	50	42	32	38.1
	Total on a thousand scale					752
	%					75.2

Overall performance of the program was good (**B**).

Program has achieved more than 50% score in all criteria.

Section 7 - Commendations and Recommendations

FHSS/DMS of the Open University of Sri Lanka is conducting the BMS degree program to a satisfactory level. Team observed the following strengths of the faculty.

1. Academic, administrative and non-academic staff is very friendly, motivated, enthusiastic and importantly have a positive attitude towards QA process.
2. University, faculty and department administration is very supportive towards the QA process.
3. Administration staff and students appear to be united and working as a single team.
4. We noticed that the faculty building is under construction. Staff has to work under a difficult environment with lot of disturbance. Still they have done a remarkable job.
5. Department is in the process of acquiring faculty status which we noticed was a very positive development.
6. Team observed a well-equipped library, media centre for the development of course materials, press and data centre with skilful and knowledgeable staff.
7. Examination manual, examination and university by-laws, prospectus, and handbook are well prepared informative and commendable.
8. Very informative, user friendly and updated website is in use.
9. Course materials appear to be student friendly, attractive and informative.
10. Confidentiality of examination process and issuing results is well maintained.
11. Good open and distance learning methods with adequate facilities and functions.

Team observed the following areas to be improved in the program.

1. Even though many good practices were present, documents that were produced to the team were not in proper order. Most of them were not complete and some of them were under the wrong criteria. Some draft documents were included and some documents were presented without any authorization.
2. Team did not see any Senate/Faculty board approved policy documents for many areas.
3. Even though there was a University Strategic Plan /Action plan, team did not see any such for the Faculty/department. It is important to have a proper plan.
4. No need analysis surveys or satisfaction surveys among staff, students and the industry have been conducted except in very few occasions.
5. Minimal stakeholder participation in programme/course development/implementation.
6. Details about facilities or practices to regional centres/study centres were not given. Facilities provided for the regional centres are not equally distributed and some centres appear to be under equipped than others.
7. No evidence provided on the regulations/procedures and actions on financial matters including allocations and their utilizations.
8. No reward system for staff/students. It is really important to recognize the hard working individuals.
9. No associations/peer groups within student community.

10. English language teaching is conducted only as a non GPA course. First two years are allowed to be studied in Sinhala/ Tamil and from third year onwards, the medium of instruction is English. There is no method of continuous support for the English improvement of the students. There is no mechanism for continuous monitoring and support.

Recommendations

1. While appreciating the establishment of the first IQAC of the University in the Faculty we recommend streamlining its activities further. IQAC has to take the leading role in the QA process throughout. Coordinator of the IQAC appeared to be knowledgeable and enthusiastic but she needs more support. Preparation of TOR, bylaws and policy has to be done.
2. We did not see clear and properly approved policies on many aspects. As there is a possibility of individual variation, influences and bias, it is very important to have transparent set policies on every aspect of management of programme.
3. We strongly recommend having proper strategic/action plan for the department and faculty. This will help in planning the activities properly.
4. We recommend paying further emphasis on regional and study centres. We observed area biases where some centres are with adequate facilities where as some are not. We encourage conducting need analysis and satisfaction to develop an action plan for the development of centres. This will reduce the burden on Colombo main campus.
5. Appreciating hard working people is very important for the sustainability and improvement of a program. That will motivate them to do more and it motivates others to work more. Therefore we strongly recommend establishing appraisal based reward system for all categories of staff and students in all aspects including teaching, research and outreach activities.
6. One of the deficiencies we noticed in the BMS programme was the absence of elective courses and industrial training. It is a good idea to introduce them so it gives a value and flexibility to the programme.
7. As the systems have to run and changed with evidence, we encourage the department and faculty to conduct more need analysis, performance and satisfaction surveys and to use that information in planning and implementation.
8. BMS programme is mostly depending on day schools, course materials and few online courses. It may be a good idea to introduce other learning modalities like videos, and interactive programmes.
9. Student participation in the department/faculty activities is very minimal. We recommend including them in all processes. It is a good idea to formulate some students' societies/associations to improve their interactions.

10. It has been reported to us that many red tapes and administrative issues hinder the faculty research activities. While appreciating the need for the proper financial control, research grant process has to be simple and user friendly to encourage more recipients.
11. Team is of the view that the English language teaching for the students' needs further improvement. Students need continuous help. We recommend establishing a separate English Language Teaching Department to plan and implement a better programme.

Section 8 – Summary

Overall performance of the BMS program of the Faculty of Social Sciences and Humanities of the Open University of Sri Lanka is satisfactory and is strong in almost all aspects of an acceptable programme. Program is very strong in course design and development whereas it is relatively weak in programme design and development. Academic, administrative and non-academic staff has a positive attitude towards QA process. University, Faculty and Department administration is very supportive towards the QA process. There is a good student staff interaction and a rewarding scheme for student with high performance and a mentor scheme to guide the students academically will help them better. Student involvement in the development process of program and faculty appear to be very minimal. We observed that the infrastructure facilities available to be adequate in the department, faculty and Colombo regional centre but the facilities in some regional centers appear to be inadequate.

Finally, the team would like to appreciate the support given by the UGC, QAC, Open University of Sri Lanka, FHSS and especially the Department of Business Management in this important process of programme evaluation. We sincerely hope that our comments will help in improving the quality of the BMS degree programme of the FHSS.

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- With Director CETMe

Date- 15-08-2018

Time- 9:30 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N Perera
Dr. Jayantha Wattaridny	Director / CETMe	

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- with SD/ADs of Regional Centers
Date- 14-08-2018
Time- 17:00 noon

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
Dr Kithsiri Jayawardan	Director /RES	
Anushka Bandara	Assistant Director/RES	
M B. Sakalasooriya	Assistant Director	
H.N.K. Galahitiyawa	Assistant Director	
K. KANTHAVEL	Asst-Director	
N. Camilus	Asst Director /Kili SC	N.C
A.D. Kamalanathan	Senior Asst Director/Batticaloa	
O. ARDOS	Assistant Director	
A.G.A. Sampath	Assistant Director - Ambalantota	
A.M.S.D. Adikari	Assistant Director/Bhuela	
W.M. Senevirathne	Asst. Director /Puttalam SC	
U.H.B.Y.P Angammana	Asst. Director / Colombo R.C	
W.K.R. Sadeesha	Asst-Director / Colombo R.C.	
R.T.S. Fernando	Asst. Director / Kegalle SC	
Y.M.C. NISANSALA	Asst. Director / Kalutara	
H.A.K.J.M Hettiarachchi	Asst. Director /Kuliyapitiya S.C	
H.M.C.R.K. Herath	Assit. Director / Gampaha S.C.	
K. Saranyah	Assist. Director/Amparasc	

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- with Dean, Head & Academic Staff.

Date- 13-08-2018

Time- 10:00 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
Dr N. S. Abeysinge	Dean HSS	
Ms. P.L.S. Rajapakse	Senior Lect. MSD	
Nalini Abeysekera	Senior Lec MSD	
L.P. Weerasekara	Lec. MSD	
A.R. SENEVIRATHNE	LECTURER MSD	
Janaka Heerakadda	Lecturer MSD	
Dr L.P.S Gamini	Senior Lecturer MSD	
A Haini Udan Perera	lecturer (Probationary)	
A A I Lakmali	Lecturer (Probationary)	Ishara
JC Hapugoda	MSD Lecturer (Prob) - MSD	
S.J.M.P.U. Senevirathne	Senior lecturer MSD	P. Senevirathne
SAD Senanayake	Sen. Lect	
K.P. Nishanthan	Senior Lecturer	
V. Sivalogathasan	Head / mgt	
S. Wehkala	Chair / Faculty QA	S Wehkala
S Manoshika	Lecturer (Probationary)	
D.K. Sewwandi	Lecturer (Temporary)	
W.A.B.P. Dabarera	Senior Educational Assistant	
K.P.J.M. Pathiran	Senior Lecture	

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- IQAU

Date- 13-08-2018

Time- 8.00 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
Prof. H.T.R. Jayasooriya	Director / IQAU, OUSL	H.T.R.J

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- with Students
Date- 15-08-2018
Time- 10.30 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
A.M. Chanamka Sudath Jayasinghe	level 5	Chanaka
U.G.N Saman Kumara	level-06	
T.S.S. Kumara	level-06	Thilina
K.K.C.K Lankananda	level-06	
A.M. Gothami Kumari	Level-03	
K A D Sulakshanie Isuru Kumari	level-03	
Rafaideen Rispika	Level-03	Rispika
K. Dinushi Dilshika	Level-03	Dinushi
B.H. Gilan Charith	level-03	
M.D. Asanka Sanje Amaravardhana	Level-03	
A.D Waruna Madhusanka	Level-03	
S.H. Isura Madhushan	Level-03	
H.M.C.S. Kumarasiri	Level-06	Kumarasiri
H.P. Madara Sewwandi	Level-06	Sewwandi
R.M.I.D. Rathnayake	Level-06	Rathnayake
D.M. Sumedha Nissanka Kapila Bandara	Level-06	
Nirmal Periyapperuma	Level-06	Nirmal
Vihanga Athony	Level-03	Athony
Maheshi Karunarathna	Level-05	Karunarathna
Shalini Jayathilaka	Level-05	
A.K.G A.I. Hewapathirana	Level-04	
Jeromeena Francis	Level-04	Ayeshi
K.P.M. Shanika Chandrarathna	Level-04	
H.A.D. Senika N. Jayasinghe	Level-05	Jayasinghe

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- with non academic staff
Date- 14-08-2015
Time- 8.00 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
T. Dilupa Dharmasiri	Data Entry Operator	
W.K.S. Mangalika	Typist Gr. I	
T.S. Rathnasinghe	DEO grade I	
D.G.L.A. Jayarathna	Management Assistant	
Priyank LAKSMAN	LAbour	
A.M.G.A.M. Sisirasena	Labour	
K.C.L. Anuradha	Project Assistant	
V.S.A. Weerakkody	Project Assistant	
H.K.M.G. Marcus	Project Assistant	
W.D. Chamodi Prabodani De Silva	Project Assistant	
N.P Nickramasuriya	Project Assistant	
Ageela Siraj	Administrative coordinator	

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- With AR/FAHSS
Date- 14-05-2018
Time- 9.15 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
K. SivaShankary	Assistant Registrar/HSS	K Sivashankary

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- with Dean's office staff

Date- 14-08-2018

Time- 8.45 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	[signature]
Prof. W.K. Athula C. Gnanapala	Member/Review Team	[signature]
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
R. B. S. Hansani Wijerathna	Data Entry Operator	[signature]
H. M. Sriyani	C. A. A (SSA)	[signature]
R. M. W. Dissanayake	Clerk Grade I	[signature]
R. A. A. Deepthi	SSA Stenography	[signature]
F. Raeesah Adjie	QA Cell / Academic coordinator	[signature]

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- with IQAC
Date-13-05-2018
Time- 12.15 pm

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N Perera
Dr S Welikala	Chair / Fac QA	S Welikala

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- With Director SDC

Date- 14-08-2018

Time- 9.45 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
Dr. D.D.M. Ranasinghe	Dir /SDC	Ranasinghe

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- with Consultancy Unit
Date- 16-08-2018
Time- 8.30 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	
Ms. E.D.C. Dilhani	Demonstrator / Psychology & Counselling	

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- ……with Acting Head/Dept. of Language Studies……
Date-……16-08-2018……
Time- ……8.00 am……

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
Dr. N. K. Abeysekera	Acting Head/Dept. of Language Studies	

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting- Debriefing
Date- 16-05-2018
Time- 11:30 am

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
Dr. S. Welikala	Chair / Faculty QA	S Welikala
Dr. S.J.M.P.U. Senewrathe	Dept. of Mgt	
S. Sapukotanage	" " (S. Lecturer)	
G.A.J. Silva	Dept. of Mgt (Lec)	G.A.J. Silva
S.A.J. Senanayake	MED, Sen. Lect.	
W.A.B.P. Dabarera	Senior Educational Asst	
K.P. Nishanthi	Senior Lecturer	
C.P. Weerasekara	Lecturer	
Janaka Heenkenda	Lecturer	
L.P.S. Gemini	Senior Lecturer	
V. Sivalogathasan	Head / Mgt	
Dr. N. S. Abeysingh	Dean - FHSS	
K.C.L. Anuradha	Project Assistant	
V.R.N. Madhushani	"	
H.K.M.G. Marcus	Project Assistant	
V.S.A. Weerakkody	Project Assistant	
D.K. Sewwandi	Lecturer (Temporary)	
S. Manoshika	Lecturer (Prob.)	
A.A.I. Lakmali	Lecturer (Prob.)	
N.P. Wickramasuriya	Project Assistant	
M.S.F. Aqeela	Administrative coordinator	
W.D. Chamodi Prabodani	Project Assistant	
T. Dilupa Dharmasiri	Data Entry Operator (S/A)	Dilupa

Program Review- Bachelor of Management Studies Honors
Faculty of Humanities and Social Sciences
Open University of Sri Lanka

Meeting-
.....with Administrative & Operations team
Date-.....16-08-2018.....
Time- .....10:30 am.....

Attendance

Name	Designation	Signature
Prof Ruwan Jayasinghe	Chairman/ Review Team	
Prof. W.K. Athula C. Gnanapala	Member/Review Team	
Dr. O.D.A.N.Perera	Member/ Review Team	N. Perera
G M K B Gunahwath	Deputy VC	
W.L.V. Jayasena	Registrar	
B. M. P Somaratna	Director/operations	BMPSomaratna
P.K. Seneviratne	Deputy Registrar	
KA J M. Kruppuar	Director/students welfare	
WMKGA Wickramasinghe	Bursar	