

**Office of the Director, Centre for Internal Quality Assurance (CIQA)**

**Krishna Kanta Handiqui State Open University**

**City Office, Housefed Complex, Guwahati- 06**

**Report on SLM Audit Phase-I, Phase-II & Phase-III, 2019**

**1: Modalities and Selection of SLM Units**

In partial requirement of CIQA Annual Action Plan, 2019-2020 the CIQA organised SLM Audit as per UGC guidelines. At the initiative of CIQA, a SLM Audit Committee was formed by the University in 2018. The 3<sup>rd</sup> meeting of SLM Audit Committee of Krishna Kanta Handiqui State Open University was held on 27<sup>th</sup> June, 2019. The Meeting decided that in 2019 also the same instruments be administered for SLM Audit (Phase-I, Phase-II & Phase-III) by deploying similar pattern of random allocation of SLM Units to internal SLM Auditors of the university. With the same exercise and modalities being repeated in this year also, the University would be able to have audit data for about 30 SLM units. The Committee felt that the outcome of the audit process would help the University in developing the quality benchmark based on objectives and assessment of the parameters.

The meeting resolved that the following phases be attempted by CIQA in 2019-20:

- a) Phase-I: The SLM of 1<sup>st</sup> paper 2<sup>nd</sup> unit of 1<sup>st</sup> & 2<sup>nd</sup> Semesters of Five (5) UG programmes viz. Bachelor of Business Administration (BBA), Bachelor of Commerce (B.Com), Bachelor of Arts in Journalism and Mass Communication, Bachelor of Arts in History, Bachelor of Arts in Political Science. (SLM units: 5x2=10)
- b) Phase-II: The SLM of 1<sup>st</sup> paper 2<sup>nd</sup> unit of 1<sup>st</sup> & 2<sup>nd</sup> Semesters of Four (4) PG programmes viz. Master of Business Administration (MBA), Master of Commerce (M.Com), Master of Political Science, Master of Sociology. However in order to have 10 nos of units the committee suggested taking the 2<sup>nd</sup> unit of 1<sup>st</sup> paper of 3<sup>rd</sup> & 4<sup>th</sup> Semester of MBA Programme in view of non availability of ready SLM of MA in Economics. (SLM units: 5x2=10)

- c) Phase-III: The SLM of 2<sup>nd</sup> unit of 1<sup>st</sup> paper of the 3<sup>rd</sup> & 4<sup>th</sup> Semester of the following programmes namely Bachelor of Arts in Assamese, Bachelor of Arts English, Bachelor of Arts in Economics, Bachelor of Arts Education, Bachelor of Arts in Computer Application. (SLM units: 10)

## **2. Conduct of the Exercise:**

CIQA conducted the exercise on SLM Audit in three phases (Phase-I, Phase-II & Phase-III). For conducting the 1<sup>st</sup> Phase of the SLM Audit, under the overall guidance of CIQA Committee formed by the University, the CIQA requested 5 Faculty members of different departments to make available on 22<sup>nd</sup> July, 2019 at CIQA Office, Housefed Complex. For the 2<sup>nd</sup> and 3<sup>rd</sup> Phases of SLM Audit the CIQA Office invited 10 faculty members from different departments of our University to extend their service on 23<sup>rd</sup> & 24<sup>th</sup> September, 2019 at CIQA Office, Housefed Complex. CIQA provided them the necessary documents on the respective dates.

The Checklist data were arranged in pertinent tables and then were interpreted and analyzed through Percentage. The summary findings from the three phases are as follows. The figure for the year 2018 is also mentioned.

Sl No	Programme	No of Units	Score in 2019	Score in 2018
1	Under Graduate 1 <sup>st</sup> & 2 <sup>nd</sup> Semester	10	3.9	3.86
2	UG Programme 3 <sup>rd</sup> & 4 <sup>th</sup> Semester	10	2.11	Nil
3	PG Programme	10	1.9	3.59 KKHSOU(4 units) - 3.82 VIKAS (6 units) - 3.41

- The results are based on the identified eight attributes on a five point scale and compliance to ten attributes in dichotomous terms (Yes/No)
- The data shown that in some cases the 'References at the end' attribute's score is low, which needs to be taken care of on an urgent basis. In addition to 'Further Readings' the inclusion of 'References at the end' in each unit would add value to the unit. Likewise the score shows low in one area viz. namely 'Glossary section includes explanation of technical, new and difficult words'.

**The Data Sheet is presented in Annexure I.**

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**SLM Audit- Data Sheet Phase-I**

**PART- A**

Category of Programme	Name of Programme	Semester	Publication	Attributes (A1 to A8)								Mean Score
				Two-way communication A <sub>1</sub>	Interactive dialogue method A <sub>2</sub>	Problem solving activities A <sub>3</sub>	Use of National/ International caselet A <sub>4</sub>	Appropriate sequence of reading material A <sub>5</sub>	Inclusion of summary and key points A <sub>6</sub>	Detailed learning map at the beginning A <sub>7</sub>	Contains plenty of examples A <sub>8</sub>	
UG	Business Aplication (BBA)	I	KKHSOU	3	2	2	2	5	5	5	2	3.25
UG	History	I	KKHSOU	5	4	5	3	5	5	5	5	4.625
UG	Political Science	I	KKHSOU	3	3	5	4	5	5	5	4	4.25
UG	Commerce	I	KKHSOU	4	5	4	2	4	5	4	3	3.875
UG	Journalism and Mass Communication	I	KKHSOU	5	4	3	3	4	4	4	4	3.875
UG	Business Aplication (BBA)	2	KKHSOU	4	3	5	4	5	5	5	5	4.5
UG	History	2	KKHSOU	3	5	3	2	5	5	4	3	3.75
UG	Political Science	2	KKHSOU	4	4	Not Applicable	2	4	4	3	3	3
UG	Commerce	2	KKHSOU	4	4	4	3	4	4	4	4	3.875

UG	Journalism and Mass Communication	2	KKHSOU	4	4	2	5	5	5	4	3	4
<b>Average Overall</b>				<b>3.9</b>	<b>3.8</b>	<b>3.3</b>	<b>3</b>	<b>4.6</b>	<b>4.7</b>	<b>4.3</b>	<b>3.6</b>	<b>3.9</b>

<b>Mean Score of UG SLM</b>	<b>3.9</b>
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**PART-B**

Category of Programme	Name of Programme	Sem	Publication	Attributes (A1 to A10)													
				Clear Information about the Structure A <sub>1</sub>	Encourages the Learner to apply new knowledge and skills A <sub>2</sub>	Clear specification of Learning Objectives and Outcomes A <sub>3</sub>	Divided into small sections and sub-sections A <sub>4</sub>	Assignments for self-assessment A <sub>5</sub>	Content of the unit synchronised with given Learning Objectives A <sub>6</sub>	Icons used in content has been explained properly A <sub>7</sub>	Glossary section includes explanation of technical, new and difficult words A <sub>8</sub>	Suggested readings included in the Unit A <sub>9</sub>	References at the end A <sub>10</sub>	No of positive responses to attributes	No of negative responses to attributes	Percentage of positive responses to attributes	Percentage of negative responses to attributes
UG	Business Application	I	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%
UG	Political Science	I	KKHSOU	Yes	No	Yes	No	Yes	Yes	Yes	No	Yes	Yes	7	3	70%	30%
UG	Commerce	I	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10	0	100%	0%
UG	Journalism and Mass communication	I	KKHSOU	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	9	1	90%	10%
UG	History	I	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%

UG	Business Application	2	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	8	2	80%	20%
UG	Political Science	2	KKHSOU	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	6	4	60%	40%
UG	Commerce	2	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%
UG	Journalism and Mass Communication	2	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%
UG	History	2	KKHSOU	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	8	2	80%	20%
<b>Score</b>				<b>A1<sup>+</sup> 10 A1<sup>-</sup> 0</b>	<b>A2<sup>+</sup> 8 A2<sup>-</sup> 2</b>	<b>A3<sup>+</sup> 9 A3<sup>-</sup> 1</b>	<b>A4<sup>+</sup> 8 A4<sup>-</sup> 2</b>	<b>A5<sup>+</sup> 10 A5<sup>-</sup> 0</b>	<b>A6<sup>+</sup> 9 A6<sup>-</sup> 1</b>	<b>A7<sup>+</sup> 10 A7<sup>-</sup> 0</b>	<b>A8<sup>+</sup> 2 A8<sup>-</sup> 8</b>	<b>A9<sup>+</sup> 10 A9<sup>-</sup> 0</b>	<b>A10<sup>+</sup> 8 A10<sup>-</sup> 2</b>	<b>8.4</b>	<b>1.6</b>	<b>83%</b>	<b>17%</b>
<b>Percentage Score</b>				<b>A1<sup>+</sup> 100% A1<sup>-</sup> 0%</b>	<b>A2<sup>+</sup> 80% A2<sup>-</sup> 20%</b>	<b>A3<sup>+</sup> 90% A3<sup>-</sup> 10%</b>	<b>A4<sup>+</sup> 80% A4<sup>-</sup> 20%</b>	<b>A5<sup>+</sup> 100% A5<sup>-</sup> 0%</b>	<b>A6<sup>+</sup> 90% A6<sup>-</sup> 10%</b>	<b>A7<sup>+</sup> 100% A7<sup>-</sup> 0%</b>	<b>A8<sup>+</sup> 20% A8<sup>-</sup> 80%</b>	<b>A9<sup>+</sup> 100% A9<sup>-</sup> 0%</b>	<b>A10<sup>+</sup> 80% A10<sup>-</sup> 20%</b>				

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**SLM Audit- Data Sheet Phase-II**

**PART- A**

Category of Programme	Name of Programme	Semester	Publication	Attributes (A1 to A8)								Mean Score
				Two-way communication A <sub>1</sub>	Interactive dialogue method A <sub>2</sub>	Problem solving activities A <sub>3</sub>	Use of National/ International caselet A <sub>4</sub>	Appropriate sequence of reading material A <sub>5</sub>	Inclusion of summary and key points A <sub>6</sub>	Detailed learning map at the beginning A <sub>7</sub>	Contains plenty of examples A <sub>8</sub>	
PG	Master of Business Administration	1	KKHSOU	1	1	2	2	2	1	1	2	1.5
PG	Commerce	1	KKHSOU	1	1	3	2	1	2	2	2	1.75
PG	Political Science	1	KKHSOU	2	3	4	1	1	1	1	1	1.75
PG	Sociology	1	KKHSOU	2	2	3	2	2	2	2	3	2.25
PG	Master of Business Administration	2	KKHSOU	3	3	Not Applicable	2	1	1	1	1	1.714286
PG	Commerce	2	KKHSOU	2	2	3	2	1	2	1	2	1.875
PG	Political Science	2	KKHSOU	3	3	Not Applicable	2	2	2	3	2	2.428571
PG	Sociology	2	KKHSOU	1	2	2	3	1	1	1	2	1.625



PG	Master of Business Administration	3	KKHSOU	3	4	4	4	2	2	3	2	3
PG	Master of Business Administration	4	KKHSOU	1	2	3	1	1	1	1	1	1.375
<b>Average Overall</b>				<b>1.9</b>	<b>2.1</b>	<b>2.8</b>	<b>2.1</b>	<b>1.4</b>	<b>1.5</b>	<b>1.6</b>	<b>1.8</b>	<b>1.926786</b>
<b>Mean Score of UG SLM</b>				<b>1.9</b>								

**PART-B**

Category of Programme	Name of Programme	Sem	Publication	Attributes (A1 to A10)										No of positive responses to attributes	No of negative responses to attributes	Percentage of positive responses to attributes	Percentage of negative responses to attributes
				Clear Information about the Structure A <sub>1</sub>	Encourages the Learner to apply new knowledge and skills A <sub>2</sub>	Clear specification of Learning Objectives and Outcomes A <sub>3</sub>	Divided into small sections and sub-sections A <sub>4</sub>	Assignments for self-assessment A <sub>5</sub>	Content of the unit synchronised with given Learning Objectives A <sub>6</sub>	Icons used in content has been explained properly A <sub>7</sub>	Glossary section includes explanation of technical, new and difficult words A <sub>8</sub>	Suggested readings included in the Unit A <sub>9</sub>	References at the end A <sub>10</sub>				
PG	Master of Business Application	1	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1		10%
PG	Commerce	1	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10	0	100%	Nil
PG	Political Science	1	KKHSOU	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	6	4	60%	40%

PG	Sociology	1	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%
PG	Master of Business Application	2	KKHSOU	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes	No	6	4	60%	40%
PG	Commerce	2	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%
PG	Political Science	2	KKHSOU	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	8	2	80%	20%
PG	Sociology	2	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%
PG	Master of Business Application	3	KKHSOU	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	7	3	70%	30%
PG	Master of Business Application	4	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%
<b>Score</b>				<b>A1<sup>+</sup> 10 A1<sup>-</sup> 0</b>	<b>A2<sup>+</sup> 8 A2<sup>-</sup> 2</b>	<b>A3<sup>+</sup> 8 A3<sup>-</sup> 2</b>	<b>A4<sup>+</sup> 10 A4<sup>-</sup> 0</b>	<b>A5<sup>+</sup> 10 A5<sup>-</sup> 0</b>	<b>A6<sup>+</sup> 9 A6<sup>-</sup> 1</b>	<b>A7<sup>+</sup> 8 A7<sup>-</sup> 2</b>	<b>A8<sup>+</sup> 1 A8<sup>-</sup> 9</b>	<b>A9<sup>+</sup> 10 A9<sup>-</sup> 0</b>	<b>A10<sup>+</sup> 8 A10<sup>-</sup> 2</b>	<b>8.2</b>	<b>1.8</b>	<b>82%</b>	<b>20%</b>
<b>Percentage Score</b>				<b>A1<sup>+</sup> 100% A1<sup>-</sup> 0%</b>	<b>A2<sup>+</sup> 80% A2<sup>-</sup> 20%</b>	<b>A3<sup>+</sup> 80% A3<sup>-</sup> 20%</b>	<b>A4<sup>+</sup> 100% A4<sup>-</sup> 0%</b>	<b>A5<sup>+</sup> 100% A5<sup>-</sup> 0%</b>	<b>A6<sup>+</sup> 90% A6<sup>-</sup> 10%</b>	<b>A7<sup>+</sup> 80% A7<sup>-</sup> 20%</b>	<b>A8<sup>+</sup> 10% A8<sup>-</sup> 90%</b>	<b>A9<sup>+</sup> 100% A9<sup>-</sup> 0%</b>	<b>A10<sup>+</sup> 80% A10<sup>-</sup> 20%</b>				

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**SLM Audit- Data Sheet Phase-III**

**PART- A**

Category of Programme	Name of Programme	Semester	Publication	Attributes (A1 to A8)								Mean Score
				Two-way communication A <sub>1</sub>	Interactive dialogue method A <sub>2</sub>	Problem solving activities A <sub>3</sub>	Use of National/ International caselet A <sub>4</sub>	Appropriate sequence of reading material A <sub>5</sub>	Inclusion of summary and key points A <sub>6</sub>	Detailed learning map at the beginning A <sub>7</sub>	Contains plenty of examples A <sub>8</sub>	
UG	Assamese	3	KKHSOU	4	3	5	4	1	1	1	4	2.875
UG	English	3	KKHSOU	2	1	2	4	2	1	2	3	2.125
UG	Economics	3	KKHSOU	2	2	4	4	2	2	3	3	2.75
UG	Education	3	KKHSOU	3	3	1	2	1	1	1	2	1.75
UG	Computer Application	3	KKHSOU	3	1	3	4	1	1	2	3	2.25
UG	Assamese	4	KKHSOU	2	2	3	2	1	2	1	2	1.875
UG	English	4	KKHSOU	2	2	3	2	2	1	1	1	1.75
UG	Economics	4	KKHSOU	2	2	3	1	1	1	1	3	1.75
UG	Education	4	KKHSOU	2	2	2	2	2	2	1	3	2
UG	Computer Application	4	KKHSOU	2	3	2	2	2	1	1	3	2
<b>Average Overall</b>				<b>2.4</b>	<b>2.1</b>	<b>2.8</b>	<b>2.7</b>	<b>1.5</b>	<b>1.3</b>	<b>1.4</b>	<b>2.7</b>	<b>2.1125</b>
<b>Mean Score of UG SLM</b>				<b>2.11</b>								

**PART-B**

Category of Programme	Name of Programme	Sem	Publication	Attributes (A1 to A10)													
				Clear Information about the Structure A <sub>1</sub>	Encourages the Learner to apply new knowledge and skills A <sub>2</sub>	Clear specification of Learning Objectives and Outcomes A <sub>3</sub>	Divided into small sections and sub-sections A <sub>4</sub>	Assignments for self-assessment A <sub>5</sub>	Content of the unit synchronised with given Learning Objectives A <sub>6</sub>	Icons used in content has been explained properly A <sub>7</sub>	Glossary section includes explanation of technical, new and difficult words A <sub>8</sub>	Suggested readings included in the Unit A <sub>9</sub>	References at the end A <sub>10</sub>	No of positive responses to attributes	No of negative responses to attributes	Percentage of positive responses to attributes	Percentage of negative responses to attributes
UG	Assamese	3	KKHSOU	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No	No	6	4	60%	40%
UG	English	3	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10	0	100%	Nil
UG	Economics	3	KKHSOU	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	6	4	60%	40%
UG	Education	3	KKHSOU	Yes	No	Yes	No	Yes	Yes	Yes	No	Yes	No	6	4	60%	40%
UG	Computer Application	3	KKHSOU	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	8	2	80%	20%

UG	Assamese	4	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	8	2	80%	20%
UG	English	4	KKHSOU	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes	No	6	4	60%	40%
UG	Economics	4	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%
UG	Education	4	KKHSOU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9	1	90%	10%
UG	Computer Application	4	KKHSOU	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	8	2	80%	20%
<b>Score</b>				<b>A1<sup>+</sup> 10 A1<sup>-</sup> 0</b>	<b>A2<sup>+</sup> 8 A2<sup>-</sup> 2</b>	<b>A3<sup>+</sup> 8 A3<sup>-</sup> 2</b>	<b>A4<sup>+</sup> 7 A4<sup>-</sup> 3</b>	<b>A5<sup>+</sup> 10 A5<sup>-</sup> 0</b>	<b>A6<sup>+</sup> 8 A6<sup>-</sup> 2</b>	<b>A7<sup>+</sup> 10 A7<sup>-</sup> 0</b>	<b>A8<sup>+</sup> 1 A8<sup>-</sup> 9</b>	<b>A9<sup>+</sup> 9 A9<sup>-</sup> 1</b>	<b>A10<sup>+</sup> 5 A10<sup>-</sup> 5</b>	<b>7.6</b>	<b>2.4</b>	<b>76%</b>	<b>27%</b>
<b>Percentage Score</b>				<b>A1<sup>+</sup> 100% A1<sup>-</sup> 0%</b>	<b>A2<sup>+</sup> 80% A2<sup>-</sup> 20%</b>	<b>A3<sup>+</sup> 80% A3<sup>-</sup> 20%</b>	<b>A4<sup>+</sup> 70% A4<sup>-</sup> 30%</b>	<b>A5<sup>+</sup> 100% A5<sup>-</sup> 0%</b>	<b>A6<sup>+</sup> 80% A6<sup>-</sup> 20%</b>	<b>A7<sup>+</sup> 100% A7<sup>-</sup> 0%</b>	<b>A8<sup>+</sup> 10% A8<sup>-</sup> 90%</b>	<b>A9<sup>+</sup> 90% A9<sup>-</sup> 10%</b>	<b>A10<sup>+</sup> 50% A10<sup>-</sup> 50%</b>				