

# *Academic Services Office*

The Newsletter for the year of 2022



Editor

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*Komal Masood  
Shams*

## **Dear Forman Community,**

We are delighted to have such an opportunity to engage with our fellow Formanites and express our commitment to provide high-quality education in compliance with the HEC's requirements. We've come to uphold the educational policies' structure and incorporate them into our system to ensure that our university's educational system is up to the mark.

As we have gone through the challenging phase in the past years, yet showed courage and stood fast with a positive perspective. According to a Chinese proverb, "Teachers open the door, but you must enter by yourself". Hence these are the collaborative efforts which are providing us better results.

We would like to take this opportunity to thank you all for showing the amazing commitment towards education and, surfing with us through the tide, till the time of today where we are back to normalization. Take your time and work hard since it is our positive mindset that will bring us through life.

# Introduction of Academic Services Office

The Academic Services Office is the place where a Formanite begins his journey towards the path of a successful career from the time of enrollment till the time of graduation. We carefully assist the students to take baby steps with us by ensuring that the student is now adequately prepared to achieve their academic requirements so they can complete their educational requirements as well as performance. In order to facilitate our students, the Academic Services Office works in collaboration with a bunch of different departments.

*Despite the unforeseen circumstances, we continued to do our best to assist our students.*

## How does the process work?

Forman Entrance Admission tests are administered twice a year to accommodate the intakes of Spring and Fall with the help of the Accuplacer system. After that, our Registration team facilitates the students during pre-registration, post-registration and Add/Drop phase depending upon the preferences of each student as we serve the liberal arts community.

During the semester, our Student Dealing Team provides assistance with their day to day struggles in terms of any academic difficulties including their academic, personal, and professional development. After the semester's completion, in coordination with faculty members we try to conduct the relative grading according to the student's best ability. In the end, our Degree Audits are being run so that we could award the students with the rewards of their endless efforts, "The Degree".



*Mr. Rohail Shahzad discussing the plan of action for the upcoming deadlines*

## *Meet the Team*



*Ms. Mehak Samuel Khan*  
*Assistant Manager - Degree Audit*



*Mr. Rohail Shahzad*  
*Head of Academics*



*Mr. Sharoon Javed*  
*Deputy Manager*



*Mr. Haroon Sarfraz Hayat*  
*Registration Coordinator*



*Mr. Irfan Lal*  
*Coordinator Student Records &  
Grading*



*Ms. Maila Mushtaq*  
*Data Analyst*



*Ms. Komal Masood Shams*  
*Assistant Student Dealing*



*Ms. Unzish Mehboob Shams*  
*Assistant - Registration*



## YEAR 2021 IN REVIEW

### *The Degree Audit Team*

The degree audit team manages the whole process of commencement, starting from the degree audit help (update & guidance) for all the students, mostly seniors. all the student bodies. The Team also facilitated student requests for transferring credits, Course exemption & substitutions, verification of documents and provided several customized certificates (depending upon the requirement).

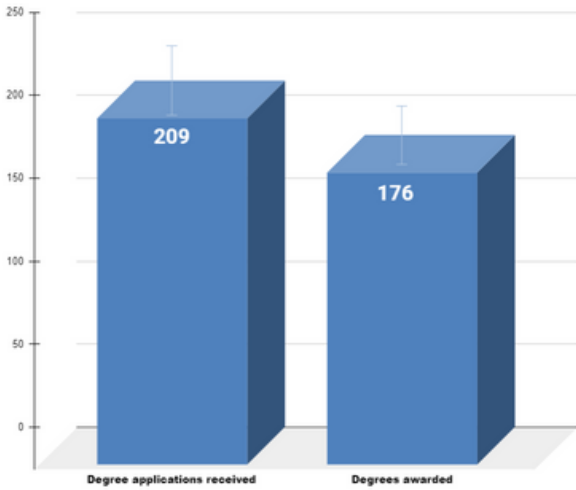
Like every year, Commencement was held but the only difference was that, this year our team wore the wings of a superman and was able to successfully manage the classes of 2020 & 2021. Although, it was a challenging task because two commencements were held in a year. From gathering data, printing official certificate sets, and awarding degrees to our graduates in a timely manner, all this was done in accordance with University standards, thus there were no compromises made between quality and quantity of work. Countless efforts were made in auditing degrees, responding to queries, having one on one appointment, processing urgent degrees simultaneously, doing printing of degrees and arranging them in a pack. Late sittings, working on Saturdays and Sundays were the part of an uptight schedule to meet the deadlines.

**THE STATISTICAL DATA OF THE COMMENCEMENT 2021 ARE AS FOLLOWS;**

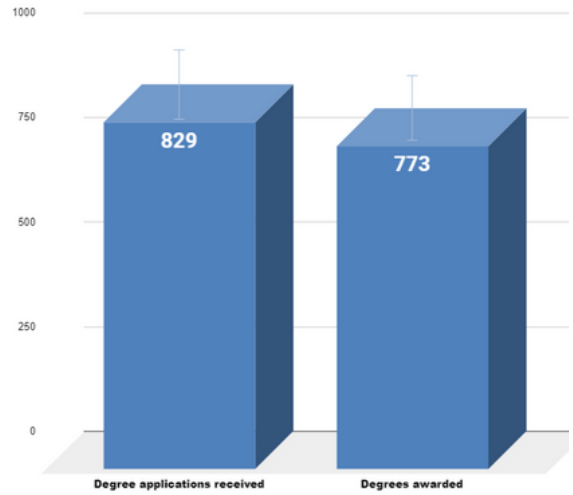


*Mr. Irfan Lal assisting student to fill degree-audit application form*

Postgraduate November Commencement 2021



Baccalaureate November Commencement 2021



The audit team supported students in meeting the admissions criteria for Masters by guiding them through the process of obtaining documents and processing requests in order to meet the deadlines for international admissions. Online and In-person meeting sessions were held with Students and Faculty members regarding degree requirements. Grade submissions were made after the deadline due to COVID (Internship and research).

*Mr. Sharoon Javed coordinated and successfully executed the entire process of commencement activities.*



*Ms. Komal & Ms. Mehak arranging official documents for commencement 2021*



*Mr. Rohail Shahzad signing the official documents for the commencement 2021*

## *The Registration Team*

The registrations team facilitates the student body with the course registration procedures which includes pre-registration phase, real-time registrations, post-registrations, course offering projections in coordination with faculty members and Add/Drop.

Freshmen registration carried for three admission cycles in Fall 2021 and for two admission cycles in Spring 2022. Successfully executed revamped on-time real registration process.

Facilitated department chairpersons, faculty members, staff and inter-linked departments with student data reports. Managed university resources and infrastructure for best utilization of resources. Allocated resources for student activities and other university events. Prepared university undergraduate and postgraduate catalog. Prepared university academic calendar for the year of 2021-22.



*Meeting held between academic office and accounts department related to courses offered and number of students enrolled per section.*

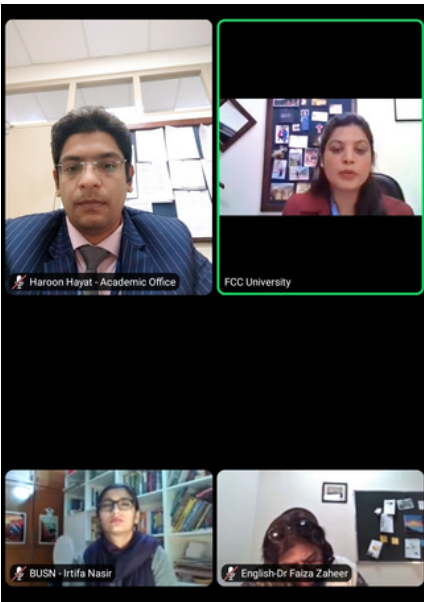


*Ms. Unzish & Mr. Haroon are discussing registration timeline*

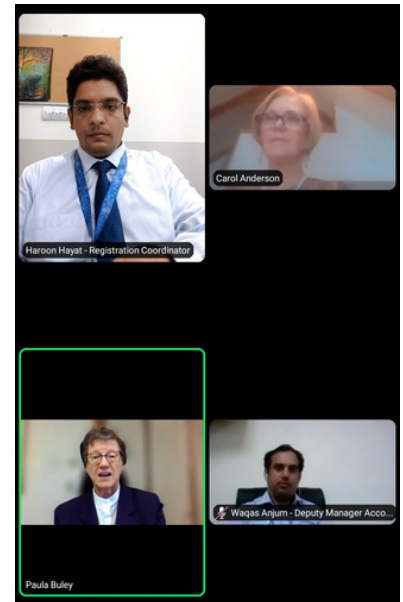
*"Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results."  
Andrew Carnegie*



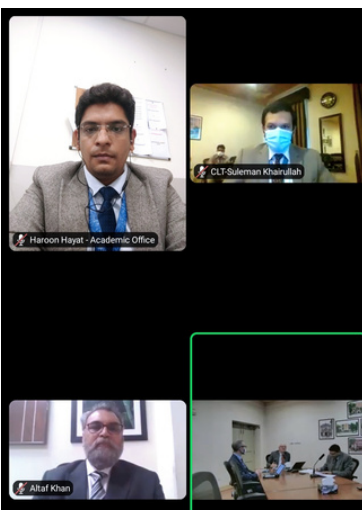
*Facilitated department chairpersons and faculty members with course offerings details and queries. Urdu department chairperson Dr. Azam Akhtar Shummar presented his book "Ajeezana".*



*Mr. Haroon Hayat serves as one of the NECHE accreditation committee member and has been working on accreditation standard-9 which is "Integrity, Transparency, and Public Disclosure".*

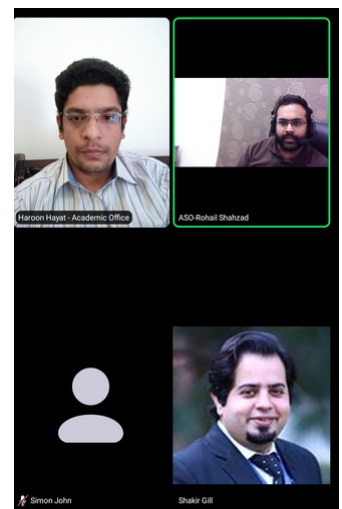


*Attended selected staff members meeting with Dr. Carol Anderson and Sister Paula Marie Buley from NECHE and explained to them details related to the roles and responsibilities falling under academic office governed domain and its contribution towards FCCU key operational roles and its ambition in view of FCCU mission and vision.*



*Represented Academic office in Academic Council meetings held during 2021-22.*

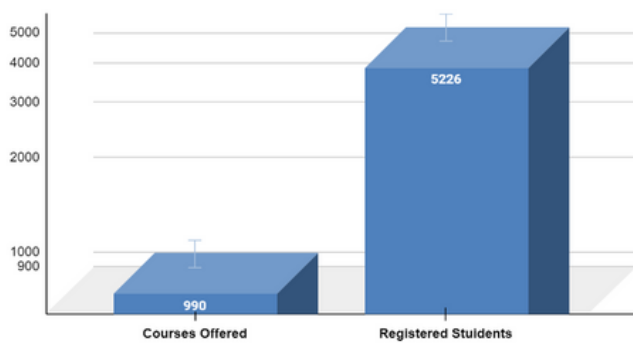
*For better projection after registration, facilitated accounts department by not allowing graduated students to have registration portal access.*



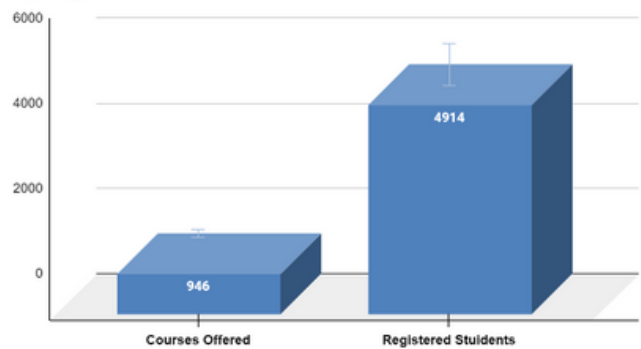
THE STATISTICAL DATA OF THE  
REGISTRATION WING 2021 ARE AS  
FOLLOWS;

- A total of 990 courses were offered in Fall 2021
- A total of 5226 number of of students were successfully registered in Fall 2021
- A total of 946 courses were offered in Spring 2022
- A total of 4914 number of of students were successfully registered in Spring 2022

Fall 2021



Spring 2022



- Accompanied Marco Stanich CEO “Mini Life VR” and Tim Truesdale sales manager “Mini Life VR” during their visit at FCC and historical places of “Lahore”.





### *The Student Dealing Desk*

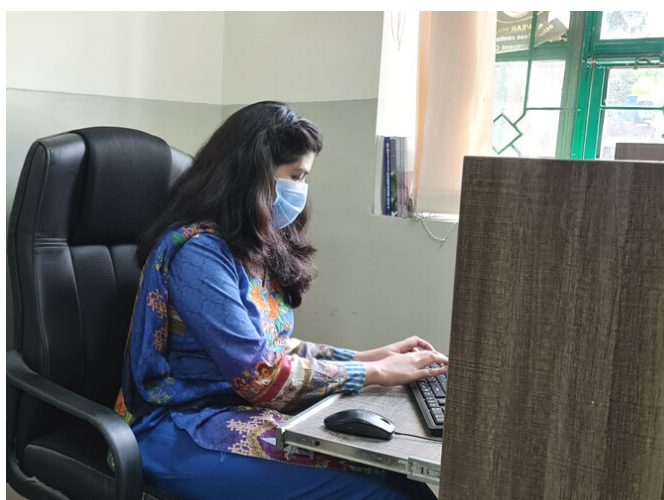
Student dealing desk directly interacts with the student body almost throughout the year in terms of proactively responding to their queries via emails and in-person.

*Great opportunities  
to help others seldom  
come, but small ones  
surround us every  
day*

Official certificates, transcripts, accommodating students during registration and Add/Drop phase, time clash (based on the approvals from respective departments), prerequisite waivers, seat exceptions, processing program change requests, processing overload requests.

Facilitating in Benevolent and in any other scholarship forms, catering withdrawal requests, updating personal details on empower. Providing the sealed documents to students as per their requirements listed by the respective universities in Pakistan and Overseas

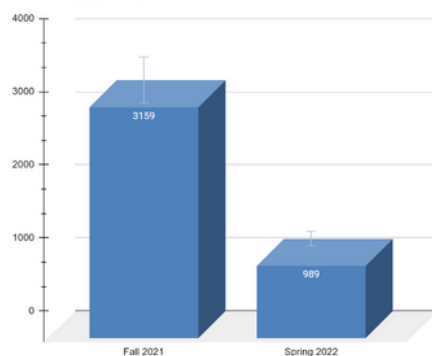
Due to the direct interaction with students, this desk has seen students in their happiest to the most worried state of mind, which is why it is likely to extend the guidance and to help the students by going one extra mile in order for facilitation whenever a need is felt.



*Ms. Komal had assisted in invigilating FEAT and VET sessions.*

## Assessment Unit

FEAT ACCUPLACER



*Year in review with some statistical figures;*

**Academic Testing: FEAT (Regular Semester, IEAP FEAT, FEAT PLACEMENT TEST (Twice a year), Versant English Test**

- Planned and Catered 3159 applicants for Fall 2021 and 989 in SP2022
- Planned and proctored almost 98 VET in last 6 months tenure (it is the highest number of VET conducted in 6 Months), providing VET reports to the faculty members parallelly

### Faculty Evaluations

- Extracted Reports for almost more than 100 courses as per the request from the faculty.

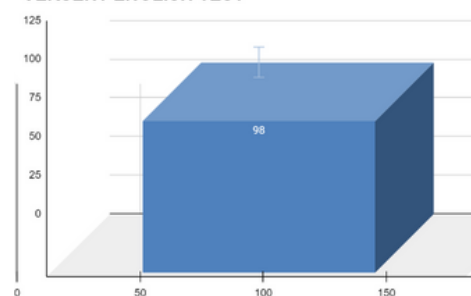
The assessments and evaluation wing in the academic office is responsible for all assessments and evaluations tasks related to students and faculty as well.

- Faculty evaluations analysis for approximately 300 faculty members, prepared a list in which we provide faculty's rating for Fall 2020 and Spring 2021



*Ms. Maila explaining VET structure*

VERSANT ENGLISH TEST



### Analysis

- Course based competency analysis (English, Math, Computer, Urdu, Spoken English) – Updated the records of more than 2000 students in regular terms
- Update approximately 900 competencies as per request from degree audit, so that student can meet their degree requirement.
- Seat exception analysis for all departments that show us the demand for courses that are more in need so we can arrange sections accordingly
- VET analysis for College and university side faculty twice a year



*Ms. Maila conducting FEAT*

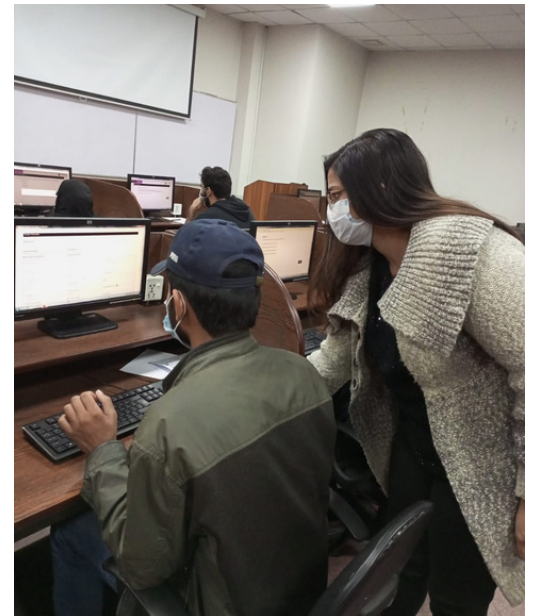
- VET attempts analysis in which we analyze the number of attempts for each faculty who are deficient in Versant English Test and provide their latest score to HR
- Active and Inactive faculty analysis which helps us to know the VET status of only those faculty members who are active in a term
- Analysis for MATH placement, Assigned Math placement to approximately 1400 students in past 6 months
- Seating plans analysis for academic testing

Throughout the year, the primary goal was to meet deadlines and provide smooth processing of each task without any error. To fulfill this challenging task, examinations were held in the late hours to accommodate the requirements.

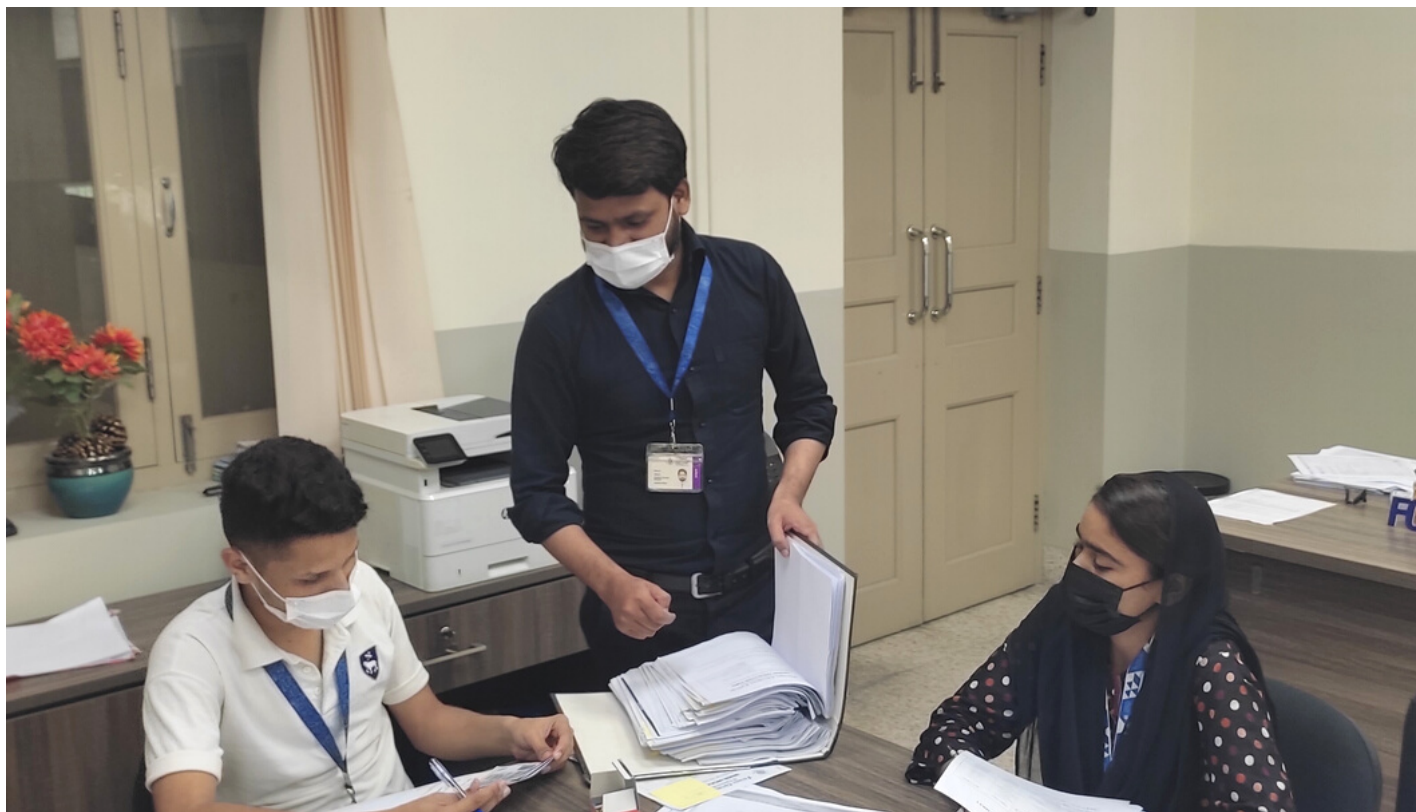
Due to the pandemic situation, we need to assign slots to all RETAKE applicants through digital mediums, which was quite challenging for me.

Despite that, we tried to respond to everyone's queries patiently and get them verified for the RETAKE FEAT FALL 2021 and Spring 2022.

Approximately, 680 emails were catered at the time of RETAKE FEAT of Fall 2021.



*Ms. Maila Mushtaq serves as one of the committee members for NECHE accreditation and has been working on standard 8 which is 'Educational Effectiveness'.*



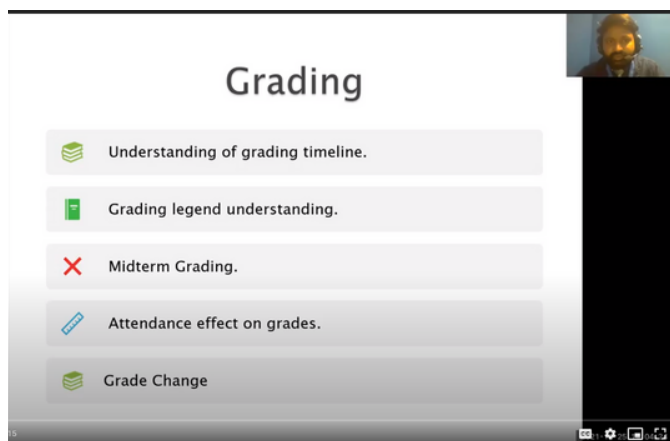
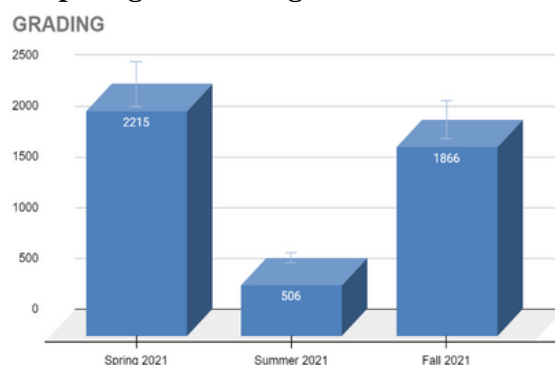
## STUDENT RECORD AND GRADING CELL

Student Records and Grading cell deals in handling all the student record information to keep a track of students performance. Grading was done effectively by meeting the assigned deadlines during processing of change grades and working in coordination with Faculty members, Controller of Examinations, Head of Departments and also ensuring the graduating students' grades were updated timely.

Presented the Academic Services Office at the platform of Center for Learning and Teaching department in October 2021 & April 2022, to provide them an insight into how this system works.

## THE STATISTICAL FIGURES OF THE ACADEMIC YEAR 2021 ARE AS FOLLOWS;

- During Summer 2021, 506 total grade changes were processed.
- During Spring 2021, 2215 total grade changes were processed.
- During Fall 2021, 1910 plus grade changes were processed.



## OUR HEAD OF ACADEMIC SERVICES OFFICE



Mr. Rohail Shahzad joined FCCU in November 2016 and he proactively gave his services to the Academic Services Office. He has served to the best of his efforts in almost each and every niche of the department and had been supervising registrations and grading in the past, before he took up the role as the Head of Department in January 2021.

**“The Academic Office at FCCU is an example of commitment and excellence. We are continuously working hard to be a place where we can meet perfection and good governance. The ASO in the past year has gone through major changes in terms of processes and management. But with all unforeseen circumstances we stood firm and progressive. The success in ASO operational year is due to the fact that the staff is well trained and with hard work they are also focusing on smart work. We are aligning ourselves to the international standards of education for which 3 of our team members are part of NECHE and they are not only working on the Accreditation but also seeking it as an opportunity for FCCU to create and grow what is demanded.”**

*Mr. Rohail Shahzad*

## ACHIEVEMENTS

### ***BEST CUSTOMER SERVICE AWARD***

**MS. MEHAK SAMUEL KHAN**

- RECEIVED THE BEST CUSTOMER SERVICES AWARD 2021.

*“I’m tremendously pleased to receive this award. It is a great feeling to get recognized for your hard work”. -  
By Love Serve One Another.*



## ACHIEVEMENTS

### MS. MAILA MUSHTAQ

- COMPLETED THE MS DEGREE IN COMPUTER SCIENCES WITH CUM LAUDE ACADEMIC HONOR, AND MY PAPER WAS PUBLISHED IN IEEE
- CERTIFIED PROCTOR AND SITE MANAGER FOR ACCUPLACER
- PRESENTED FCCU AT THE ICIC CONFERENCE

*With God all things are possible, one just needs to have a strong faith.*



## Student Experience

FCCU has been acclaimed for sustaining its legacy in all of its brilliance for over 157 years, and it would not have acquired this legendary reputation if it hadn't been through the students' diligent work, success stories, and steadfast commitment to being a constructive force. a part of our culture. The essence of our culture has been preserved by prior generations. The younger generation has assisted us in evolving over time. It is the bravery of Given their ability to adjust to changing circumstances, our students are truly extraordinary.



My name is Maryam Riaz and I'm a baccalaureate student in natural sciences here in this well-reputed institute of FCCU. I would like to take an opportunity and share my thoughts on how honored I feel being a part of FCCU's community. I'm glad that I have been given the chance to work as a Work Study Assistant in the Academic Services Office as it has opened a wide door for my learning and skills enhancement.

I have learnt so many things such as how I should be communicating in a professional environment by assisting in different operational tasks' management. All the members are very cooperative and give a very comfortable learning environment and because of that I am able to manage my studies along with this very efficiently. It makes me believe in myself and keep me motivated as the theory of my life is based on the Quote:

*“Make sure you're an adult who always runs after dreams. One should always learn from one's own experiences because experiences make you grow.”*

*“A man's mind, stretched by new ideas, may never return to its original dimensions.”*

*Oliver Wendell Holmes Jr.*



## Student Experience

My name is Nabeel Randhawa and I'm a baccalaureate student here in FCCU majoring in computer science. FCCU has always been an inspiration to me as it gives value and importance to the students. My experience with the Academic Services Office has been extremely good as it is my 'go to' place whenever I feel confused during my degree up till now. I highly appreciate the efforts which the staff members add in resolving the concerns of the students and try to accommodate them in every possible manner. I always admire the atmosphere of the FCCU not only for students but for staff as well because it gives optimistic vibes. I'm extremely grateful for the assistance which I got from the Academic Services Office in a timely manner.



*“The taste of a modern educator is not to cut down jungles but to irrigate desserts”.*

*“Study without desire spoils the memory, and it retains nothing that it takes in.”*

*Leonardo da Vinci*