



Program Operational Plan for the Academic Year 2021/2022

The items in the operational plan for the Academic year 2021/2022 respond to:(1) the operational objectives of the Bachelor Program of the College of Languages and Translation (CLT) and (2) the analysis of the previous year's (2020) reports. These reports are: the Annual Program Report, the Program Learning Outcomes Report, the Surveys and the Course Reports. Therefore, the following tables are action plans that outline the issues or processes that need to be addressed in the program. These action plans are part of the planning stage. Implementation and follow-up processes will then be administered by the assigned members or committees according to a designated short or long term time-frame depending on the task or process. The components in the plans have been linked to the four themes of the University's Strategic Plan and objectives as noted in the College of Languages and Translation Operational Plan, and the program's operational objectives. These four themes, goals and operational objectives are listed below:

Theme One: Teaching, Learning and Upskilling:

Goal 1: Competitive educational outputs, qualified in knowledge and skills that meet labor market needs

Operational Objectives:

- 1.1. Developing academic programs that are compatible with the needs of the labor market.
- 1.2. Enhancing the educational and digital environment to promote creativity and excellence
- 1.3. Enhancing the skills of the student in line with future occupations.
- 1.4. Developing faculty teaching skills in accordance with the most recent educational means and methods.

Theme Two: Research, innovation and entrepreneurship

Goal 2: Qualitative research that contributes to knowledge advancement and meet the needs for national development

Operational Objectives:



- 2.2. Enhancing research capabilities of faculty and students to produce and publish distinguished research
- 2.3. Promoting academic research in terms of quantity and quality
- 2.4. Supporting and encouraging interdisciplinary research

Theme Three: Partnerships and Societal Responsibility

Goal 4: Effective national community contributions and partnerships

Operational Objectives:

- 4.4. Contributing to societal education on various issues of scientific, social and national dimensions
- 4.6. Supporting, encouraging and organizing voluntary work

Goal 5: Distinguished world partnerships and effective impact

Operational Objectives:

- 5.1. Promoting educational and research partnerships with international universities and research centers

Theme Four: Institutional Excellence /Program Level

Goal 6: Institutional excellence that achieves efficiency of performance (Administration and Management in the College/Department)

Operational Objectives:

- 6.8. Achieving the highest academic, administrative and technical quality standards in the University.

Action Plans



1. Annual Program Report Action Plan

Aligned Objectives Code #	No	Priorities for Improvement	Actions	Action Responsibility	Date		Achievement Indicators	Target Benchmark
					Start	End		
6.8	1	Form a Job-Description Manual	1. Assign a committee to develop a manual 2. Gather the available documents that describe roles and responsibilities of administrative staff and faculty. 3. Use the Quality Guide for feedback. 4. Benchmark with other universities	Program Governance Delegated Committee	February 2022	November 2022	- Committee Meetings - Action Plan	-
1.4	2	Provide training for Faculty in up-to-date teaching and assessment strategies to ensure quality of teaching and learning is sustained.	5. Collaborate with the University training center and the Volunteer Work Deanship 6. Provide list of available training for faculty. 7. Require faculty to attend at least two to three workshops per semester. 8. Record attendees to be part of the system to evaluate faculty.	Professional development committee	Beginning of the First semester 2021	To be Sustained	KPI- P- 02	Satisfaction rate: *Students' Evaluation of quality of learning experience in the program
				E- Learning Unit			KPI- P-03	Satisfaction rate: * Students' evaluation of the quality of the courses
6.8	3	Install facilities for interpreting and translation	Send a proposal to the University's Governance	University Governance CLT Dean	Beginning of the First semester 2021	End of Second semester 2021	KPI -P-17	4/5 Satisfaction rate of the performance of the facilities
	4	Change defective electronic equipment or fix electronic facilities (such as projectors, computer labs, language labs).	Send a proposal to the University's Governance	University Governance CLT Dean	Beginning of the First semester 2021	End of Second semester 2021	KPI -P-17	90% of electronic equipment in the dept. is working.



	5	Adopt a mechanism that is quick to improve maintenance processes.	Devise a systematic plan to ensure a more practical system	Vice Dean of Academic Affairs CLT	Beginning of the First semester 2021	To be sustained	KPI -P-17	4/5 Satisfaction rate of stakeholders with the maintenance processes.
1.1 / 1.2 / 1.3	6	1. Update the evaluation form of the program to include transferable skills. 2. Reassess time to distribute students' evaluation forms of quality of learning experience in the program 3. Analysis of evaluation results need improvement	1. Ensure faculty members continue to personally evaluate course delivery processes and write their results in the course reports. 2. Update items in the evaluation form to include transferrable skills. 3. Delegate the curriculum committee to revise course reports and determine the recommendations to implement. 4. QA Team to distribute forms in the 10 th & 11 th week, generally after midterms. 5. Assign members of the QA to read results and write reports on students /faculty evaluation of: a. Quality of learning b. Quality of courses c. Quality of learning environment and resources	Curriculum Committee QA Team	Sept. 2021	Dec. 2021 To be sustained	KPI- P- 02 KPI- P- 03 KPI- P- 10 KPI- P- 17	3.9 / 5 Satisfaction rate: *Students' Evaluation of quality of learning experience in the program 3.87 / 5 Satisfaction rate: *Students' evaluation of the quality of the courses 3.87 / 5 Satisfaction rate: *Students' satisfaction with the offered services 4 / 5 Satisfaction rate: *Satisfaction of beneficiaries with the learning resources (textbooks, electronic equipment, labs, ...etc.)
1.3	7	Data of students' performance in professional and/or national examinations	Contact students/graduates who have taken professional exams as a requirement.	Alumni Unit	Sept. 2021	To be sustained	KPI-P-06	Percentage of students' performance in the tests
	8	1. Ensure data of employers' evaluation of the program graduate's proficiency is available. 2. Ensure data of the number	1. Form a easily accessible record for graduate information: employed, unemployed, pursued, further study. The Alumni Unit can build a shareable form using an appropriate application (for e.g., Microsoft SharePoint, Teams, Lists) that can be shared with graduates.	Alumni Unit	Sept. 2021	To be sustained	KPI-P-07 KPI-P-09	a. Percentage of students employed b. 4/5 Satisfaction rate of employers of their employee's performance (graduates of CLT)



		of graduates of bachelor's programs who were employed and enrolled for further study is available.	2. Implement a practical system to communicate with employers and potential employers.					c. Percentage of students accepted/enrolled in postgraduate programs
1.1 / 1.2	9	Implement processes to raise student's awareness about objective feedback and the importance of their active participation to provide recommendations	<ol style="list-style-type: none"> 1. Add this aspect in orientation of new students 2. Inform faculty to communicate objective feedback on a regular basis. 3. Offer a workshop on objective vs subjective feedback. 	<p>Vice Dean of Student Affairs</p> <p>Student Support Unit</p>	Sept. 2021	To be sustained	KPI-P- 10	<p>4/5</p> <p>*Students satisfaction rate of offered services</p>
2.2 / 2.3 / 2.4	10	Improve practices of teaching staff's professional development.	<ol style="list-style-type: none"> 1. Raise awareness on the importance of scientific research on sustainable development. 2. Require faculty to record their achievements regularly on the e-system "Academy." 3. Provide training in effective research practices and publication processes in refereed journals. 	<p>CLT Higher Studies and Scientific Research Unit</p>	Sept. 2021	To be sustained	<p>KPI-P-14</p> <p>KPI-P-15</p> <p>KPI-P-16</p>	<p>Percentage of publications of faculty members</p> <p>Rate of published research per faculty member</p> <p>Citations rate in refereed journals per faculty member</p>



5.1	11	Establishing partnerships with other universities	<ol style="list-style-type: none"> 1.Select Universities. 2. Write proposals for type of partnership 3. Present in the College Council for recommendations 4. Work on the approval. 	<p>Dean</p> <p>Volunteer & Community Service Unit</p>	Sept. 2021	May 2022	<p>Meetings</p> <p>Proposals</p> <p>College Council Agenda</p>	
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2. KPI Action Plan

Aligned Objectives Code #	KPI Code #	Plan for Improvement	Person/ Unit Responsible	Time line	Evidence: KPI
6.8	KPI-P-01	<ol style="list-style-type: none"> 1.Upload operational plan on college website. 2.Increase dissemination of the vision, mission, goals, graduate attributes and PLOs, of the program through posters, during lectures, various media channels, workshops and during orientation meetings. 3.Include students and graduates of the department in assessing and planning the goals and objectives of the program. 	<p>- Program Governance (Dean/Vice-Dean for Academic Affairs/ Vice-Dean for Student Affairs/ Heads of the Department)</p> <p>- CLT Deanship of Quality and Development</p>	Biannual Academic year 2021-2022	<ol style="list-style-type: none"> 1.Survey: Knowledge of the vision mission, goals...etc., for stakeholders (Staff, students, employers). 2.Percentage of achieved operational plan objectives
1.2	KPI-P-02	Reassess time to distribute students' evaluation forms of quality of learning experience in the program	- Department Quality Unit	Biannual Week 9/10	Announcement to distribute surveys



1.1/1.3	KPI-P-06	Get access to statistics of students' performance in professional examinations administered prior to employment or postgraduate study.	- Alumni Unit	Biannual Academic year 2021-2022	Statistical Data
1.3	KPI-P-07	Form a database for graduates	- Alumni Unit	Biannual Academic year 2021-2022	1. Number of graduates employed 2. Number of graduates pursuing further study.
1.1/1.3	KPI-P-09	Maintain processes to communicate with employers to evaluate graduate's proficiency.	-Alumni Unit	Biannual Academic year 2021-2022	Conduct surveys for employers'
1.2	KPI-P-10	<ol style="list-style-type: none"> 1. Maintain student support services by increasing students' awareness of the offered services and make available via website and various channels. 2. Implement better processes for reviewing students' feedback and its analysis to form action plans. 3. Raise awareness of students about objective feedback and the importance of their active participation to provide recommendations. 	- Dean of Academic Affairs -Dean of Student Affairs	Biannual Academic year 2021-2022	Student satisfaction survey
2.2/2.3/2.4	KPI-P-14	<ol style="list-style-type: none"> 1. Raise awareness on the importance of scientific research on sustainable development. 2. Require faculty to record their achievements regularly on the e-system "Academy." 3. Provide training in effective research practices and publication processes in refereed journals. 	Deanship of Higher Studies and Scientific Research	Biannual Academic year 2021-2022	Percentage of publications of faculty members
	KPI-P-15				Rate of published research per faculty member



	KPI-P-16				Citations rate in refereed journals per faculty member
6.8	KPI-P-17	<ol style="list-style-type: none"> 1. Change defective electronic equipment or fix electronic facilities (such as projectors, computer labs, language labs). 2. Adopt a mechanism that is quick to improve maintenance processes. 3. Provide facilities that are essential for the effective delivery of many courses in the program such as language skills, specific linguistic courses, and all translation and interpreting courses. 4. Provide training for beneficiaries on the use of online learning resources and scientific databases. 5. Sustain subscriptions to all necessary databases. 	<ul style="list-style-type: none"> - University Governance - Dean of Academic Affairs 	Biannual Academic year 2021-2022	Conduct survey: Satisfaction of beneficiaries with the learning resources.



3. PLO Report Action Plan

Aligned objectives	Recommendations	Actions / Initiatives	KPIs/Evidence	Person(s) Responsible
1.2/1.3/1.4	1. Program learning outcomes assessment depend on the revision of the course reports, which include students results of the course learning outcomes. Therefore, specialized members are to be assigned to revise the course reports and in turn assess PLOs.	A committee needs to be formed and delegate tasks that review the sections in the report that assess the PLOs.	- Meetings Minutes with the committee -Action plan for revision processes	-Vice-dean for Academic Affairs -Vice-Dean of Quality -Head of Quality Unit
6.8	2. Upload PLO and CLO assessment reports in college website.	All documents are to be sent to the college website coordinator	Available documents on CLT Website	-Approval from Program Governance -Quality Unit -Website coordinator
8.4 5.1	3. Develop teaching and assessment strategies.	Give workshops, tutorial and training	Number of sessions given on teaching and assessment strategies	-CLT Community Service and Volunteer Unit -University Development Center
1.3/1.4/ 5.1	4. Develop learning strategies for students.	Give workshops, tutorials to Students. Two practices can be done: 1. During lectures 2. Part of faculty volunteer work.	Number of sessions given to students	-Teaching staff - CLT Community Service and Volunteer Unit -Conveners



4. Job Description Manual Action Plan (Operational Objective 6.8)

Goals	Planning/ Implementation/ Follow-up	Duration	Person Responsible
<p>1. Develop a manual that will help role holders understand structures and the relationships between different academic roles, and in turn be more aware of their responsibilities in the CLT.</p> <p>2. Assign members to develop the manual.</p>	<p>Planning:</p> <ol style="list-style-type: none"> 1- Use the CLT organizational chart as a point of reference. 2-Gain knowledge of the units, members tasks and the activities that apply. 3. Talk to experts in the field and members with experience. 4. Read the Quality Manual for information about roles and add the suitable aspects that best suit the College. 5. Gather all documents that can add any relevant information. 6- Benchmark information internally and externally. <p>Implementation:</p> <ol style="list-style-type: none"> 1. organize the gathered information 2. Write the roles as bullet points that are brief and clear as possible. 3. Follow a descending order when organizing information – starting from the highest ranks— Dean, Vice-deans, the councils, aspects that concern the program governance, then gradually describe the unit coordinators, their members, and the committees, ...etc. <p>Follow-up & Revision:</p> <ol style="list-style-type: none"> 1. Share the preliminary draft with members for their feedback. 2. Send a version to and external evaluator. <p>Approval:</p> <p>Discuss the final format in the college council for approval.</p>	<p>Assign a committee February 2021</p> <p>Planning & Implementation Second Semester 2022</p> <p>Follow-up, revision and approval 2023</p>	<p>Committee Members</p> <p>College Dean</p> <p>Vice-Dean of Academic Affairs</p> <p>Vice-Dean of Quality and Development</p>