



**College of Medicine
Al-Imam Mohammad Ibn Saud Islamic University**

Key Performance Indicators (KPIs)

2017-2018

Introduction

KPIs Selection:

For preparation of the SSRP, the KPI subcommittee of accreditation principal committee conducted several meetings to review in depth the selection and preparation of KPIs for 2017-2018. The KPIs selection approach was according to the following steps:

1. Identification of the applicable KPIs from the following sources:
 - NCAAA KPIs
 - IMAM- QMS KPIs
2. Creation or adoption of KPIs based on needs assessment, collection of data through the surveys and potential for positive impact on the College and program performance.
3. Prioritization of the importance of KPIs based on its contribution towards best achievement of program goals.
4. The KPIs list was proposed and feasibility was checked.
5. The KPIs list was endorsed to the accreditation principal committee.
6. Then, KPIs list was finally approved by the College Board (council).
7. KPIs are measured yearly; followed-up and reported by the AQU.
8. We get external benchmark through collaboration with Al Qassim University which has similar conditions with our college.

• **The External Benchmark (COM - Al Qassim University) was chosen based on:**

- Nationally accredited universities by NCAAA.
- Availability and agreement to share the data.
- Similar cohort of staff and students.
- similar establishment period.

Communications with the vice-deanship of Development and Quality at Al Qassim College of Medicine was done to receive the required KPI reports .

Target Benchmark	Actual Benchmark	Internal Benchmark	External Benchmark	New Target Benchmark
Previously anticipated performance level/desired outcome (goal/aim) for the KPI.	Currently measured KPI.	The previous performance level for the college /University. (previous year or average of years) Not Available	Refer to benchmarks from similar programs or institutions that are outside the program/ institution.	Refers to the establishment of a new /desired performance level/ goal for the KPI based on the outcome of the KPI analysis.

Under the drive for applying for accreditation, the Dean of College of Medicine formulated multiple committees in the beginning of the year 1437. The committee for surveys, KPIs and benchmarking comprised of following members:

Committee for Surveys, KPIs & Benchmarking

Name	Role
Dr. Mohammad Fareed	Head of Committee for KPIs, Database and Statistical Domain, Chairman
Dr. Ali Abdel Mohsin Ali	Head of Committee for Student and Alumni Domain ,Member

Terms of Reference:

The committee was responsible for:

1. Meeting the consultant regularly for follow up.
2. Distributing and collect survey forms.
3. Collecting data from concerned Units and administrations for specific KPIs.
4. Writing analysis of KPIs and exploring possible sources for internal & external benchmarking.
5. Arranging survey data & KPI tables to produce KPI report and to provide the SSR committee with the suitable KPIs.

Action Plan:

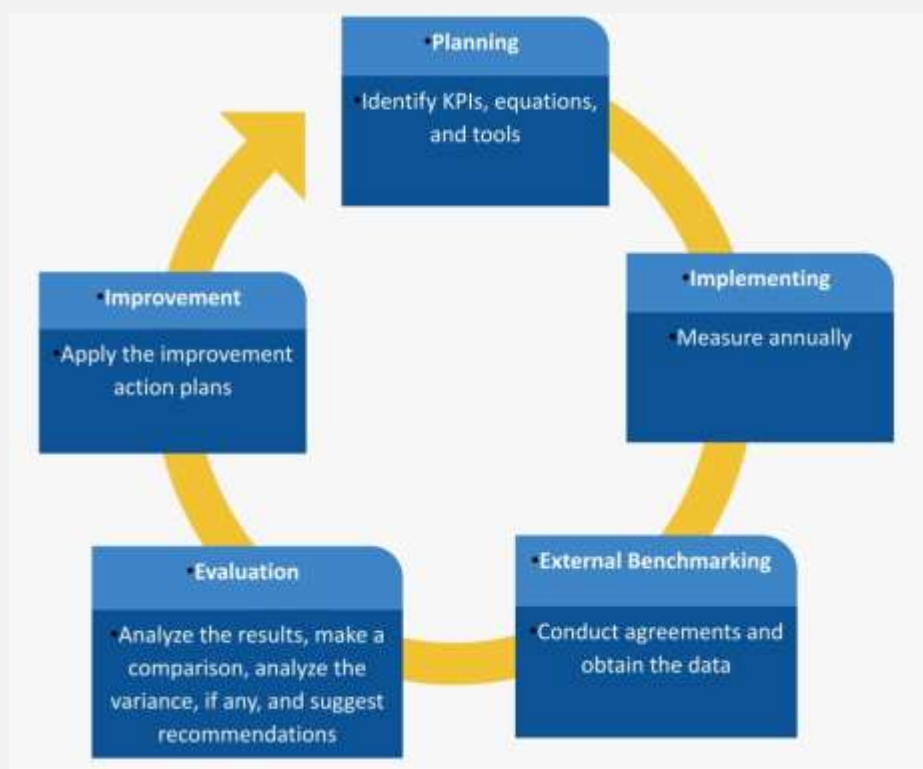
The committee held multiple meetings over the course of time. It was observed that data for some surveys were available and for others it needed to be collected and analysed. For those surveys which were already available, sources and data were identified. Different Units and administrations were contacted, and survey results obtained. Those surveys which were not done before, were planned and conducted. Online software (Survey Monkey) was used to conduct new surveys.

Approved Key Performance Indicators (KPIs)

NCAAA requires that 70% of the 27 Program KPIs can be used. Institutions should complete not less than 22 and program not less than 17 of the following KPIs.

In our KPIs, we have prepared 20 KPIs based on the NCAAA KPIs and an additional 2 KPIs from the College of Medicine.

NCAAA Standards	Program KPIs	Added KPIs
Standard 1: Mission Goals & Objectives	1	
Standard 2: Program Administration	0	
Standard 3: Management of Program Quality Assurance	2	
Standard 4: Learning & Teaching	6	
Standard 5: Student Administration & Support Services	2	
Standard 6: Learning Resources	3	
Standard 7: Facilities & Equipment	1	
Standard 8: Financial Planning & Management	-	
Standard 9: Faculty & Staff Employment Processes	2	
Standard 10: Research	3	
Standard 11: Community Service	1	
Total	21	
		21



KPI: S 1.1**Stakeholder's awareness rating of the mission and objectives****NCAAA KPI Reference Number: S 1.1**

Actual Benchmark	External Benchmark	New target Benchmark
82.2%	89.5% Al Qassim	100%

Analysis:

The data shows that 82.2% of stakeholders are aware with mission and objectives ,It is below the external benchmark (89.5%). It is advisable to increase the awareness rate for stakeholders through different audio-visual or written means and inclusion of the mission statement in the students' handbooks and in the lecture slides.

Source of data: Online Survey. This is a satisfactory percentage; our target is to even keep it to 100%.

Recommendations:

1. Increase the awareness sessions for all students and stakeholders about the program mission.
2. Include the faculty & students in mission development and review.
3. Inclusion of the mission statement in the students' and College handbooks and in the lecture slides.

A survey is performed among students and faculty to get their responses about their satisfaction, the ratio of positively answered respondents to the surveyed students and staff is calculated.

<https://drive.google.com/drive/folders/1YFMZNRlo2aXoMHMm4180vyNAm4wy3DsS?usp=sharing>

KPI: S 3.1

Students' overall evaluation on the quality of their learning experiences. (Average rating of the overall quality on a five-point scale in an annual survey of final year students.)

NCAAA KPI Reference Number: S 3.1

Actual Benchmark	External Benchmark	New target Benchmark
62%	Qassim COM: 76%	80%

Analysis:

The data shows that the surveyed 5th year students were satisfied with a percentage of 62% with their quality of learning experiences at the institution in the academic year (2017-2018). Total 70 students participated in this survey. It is recommended to keep the new target of 80% student's satisfaction for the next two years for which all academic staff will be encouraged and their co-operation will be needed.

Source of data: Online Survey.

A survey is performed among students to get their responses about their satisfaction, the ratio of responses to the surveyed students is calculated.

<https://drive.google.com/drive/folders/1b6qvRY9gzB00Jlwb5-LwX8Qdf4dsPwZ?usp=sharing>

Strengths:

- Increased satisfaction rate of students about the quality of their learning experiences at the institution

Recommendations:

- Provide the students with feedback about their performance in all teaching activities and assessments.
- Training courses for Blackboard utilization as a source of information for students.

KPI: S 3.2**Proportion of courses in which student evaluations were conducted during the year****NCAAA KPI Reference Number: S 3.2**

Actual Benchmark	External Benchmark	New target Benchmark
(63.4 %)	100% courses (1:1 proportion) Qassim COM	100% courses (1:1 proportion)

Analysis:

The data shows that proportion of courses in which student evaluations were conducted during the last academic year (2017-2018) was 63.4% (26:41) which is less than external benchmark. In our university collection of students' course evaluation is prepared centrally through the Deanship of Admission and Registration, our efforts are ongoing to pursue them to include all the courses.

Source of data: University Online Surveys.

Students course evaluation is performed centrally by the Deanship of Admission and Registration.

Strengths:

- A good proportion of courses were evaluated by the students.

<https://drive.google.com/drive/folders/1HN2fBjIjkzhIxdKYDePgbV7KWa1pKPVx?usp=sharing>

Recommendations:

1. Encourage the students for more participation in courses' evaluation.
2. Encourage course organizers to aware the students about the importance of their courses' evaluations.
3. Communicate with the Deanship of Admission and Registration to include all the courses to be evaluated by the students.

KPI: S 4.1

Ratio of students to teaching staff (Based on full time equivalents).

NCAAA KPI Reference Number: S 4.1

Actual Benchmark	External Benchmark	New target Benchmark
(4.3:1) 736:171	4.5:1 Qassim COM	4.0:1

Analysis:

The data shows that the ratio of students to teaching staff was: 736:171 (4.3:1) during the academic year (2017-2018) which is better than the external benchmarks.

Source of data:

Data are obtained from the office of Vice-Deanship for Administrative Affairs.

https://drive.google.com/drive/folders/1Uv8TgS_T5py1jj7_RqwwfivfpM8Wr2k?usp=sharing

Strengths:

- Optimal ratio of students to teaching staffs is currently exists.

Recommendations:

1. Keep the same ratio for the coming years considering the annual increase in students' admission.

KPI: S 4.2

The Students overall rating on the quality of their courses (*Average rating of students on a five-point scale on overall evaluation of courses*)

NCAAA KPI Reference Number: S 4.2

Actual Benchmark	External Benchmark	New target Benchmark
3.1/5	3.8/5 Qassim COM	4.5/5

Analysis:

The data shows that the overall evaluation of quality of teaching as perceived by the students was 3.1/5 of students in academic year 2017-2018.. It is recommended to keep the new target of 4.5/5 for overall evaluation of quality of teaching for which all academic staff will be encouraged and their co-operation will be needed.

Source of data:

Students course evaluation is performed centrally by the Deanship of Admission and Registration the to get the students responses about evaluation of quality of teaching.

<https://drive.google.com/drive/folders/1HN2fBjIjkzhIxdKYDePgbV7KWa1pKPVx?usp=sharing>

Strengths:

- The majority of the students believed in the usefulness of what they have learned during this program in the future.

Recommendations:

- Enhance students for more participation in the surveys to elaborate the real situation for their satisfaction and setting plans for improvement.
- Communicate with the Deanship of Admission and Registration to include all the courses to be evaluated by the students.

KPI: S 4.3**Proportion of teaching staff with verified doctoral qualifications**

NCAAA KPI Reference Number: S 4.3

Actual Benchmark	External Benchmark	New target Benchmark
86% (147:171)	90.5% Qassim COM	90%

Analysis:

These data show that 86% of teaching staff have verified doctoral qualification in academic year 2017-2018. It is recommended to increase the teaching staff with verified doctoral qualification to reach the target benchmark of 90%.

Source of data:

The data are obtained from the vice-dean of Administrative Affairs.

Strengths:

- A good percentage of teaching staff possesses verified doctoral qualifications.
- The College falls within the national average, as compared with other Colleges in KSA.

Recommendations:

- Recruit highly qualified faculty with verified doctoral degrees especially in the needy departments according to the university bylaws.

KPI: S 4.4**Percentage of students entering programs who successfully complete first year.**

NCAAA KPI Reference Number: S 4.4

Actual Benchmark	External Benchmark	New target Benchmark
89.13%	80% Qassim COM	90%

Analysis:

These data show that **89.13%** of full-time undergraduate students were eligible to proceed to second year after their first academic year in academic year 2017-2018. It is recommended to keep the new target of 90% for which all academic staff will be encouraged and their co-operation will be needed.

Source of data:

Data are obtained from the Students' affairs office and analyzed for the students who successfully passed 1st year and promoted to 2nd year.

It is computed through the following formula:

$$\frac{\text{Progressed through the year}}{\text{Total student enrolment at the beginning of first year}}$$

https://drive.google.com/drive/folders/1ZkZxnu1rXwsd9wnDUG8zjznbjaT_cGgD?usp=sharing

Strengths:

- The percentage of completion rate is satisfactory, on the way to reach 100%.

Recommendations:

- Provide academic counselling for the low achievers of students to solve their academic difficulties and increase the completion rate.

KPI: S 4.5

Proportion of students entering undergraduate programs who complete those programs in minimum time.

NCAAA KPI Reference Number: S 4.5

Actual Benchmark	External Benchmark	New target Benchmark
75% (60:80)	69.5% Qassim COM	90%

Analysis:

These data show that 75% of full-time students (*60 students out of the cohort admitted in 1433 who was 80 students*) completed the program in minimum time in academic year 2017-2018, which is above the external benchmark.

Source of data:

Office of Vice Dean for Students' Affairs

- <https://drive.google.com/drive/folders/1CX4ap5icdFOxQ96j9p8dj8Jrk6YhLEX0?usp=sharing>
- <https://drive.google.com/file/d/1FewiZOTaZZ7cjsUM8pgq-DCILOHmyu0h/view?usp=sharing>

Strengths:

- The percentage of graduation is satisfactory at that time as this was the 2nd graduated cohort from the program.

Recommendations:

- Provide academic counselling for the low achievers of students to solve their academic difficulties and increase the graduation rate in minimum time.

KPI: S 4.6**Proportion of students who are employed or enrolled in postgraduate programs in the first year after graduation.**

NCAAA KPI Reference Number: S 4.6

Actual Benchmark 2017/2018	External Benchmark 2018/2019	New target Benchmark
Employed : 71%	Al Majmaa COM: 100% Al Majmaa COM: 85.7%	75%
Enrolled in PG programs: 51.3%	NA	60%

Analysis: This data shows that 71% of graduated students are employed in academic year 2017-2018 during 1 year after graduation. It is recommended to keep the new target of 75%, which still below the external benchmark.

About 51.3% of the graduates are enrolled in postgraduate studies in 2017/2018 while no data are available for the external benchmark.

Source of data:

- 1-Directorate of human resources at the university and the alumni unit.
- 2-Alumni were contacted personally and a survey were filled by the secretary.

Strengths:

- Our graduates are attracted by different governmental and private sectors.
- Our graduates were accepted in the most compatible post graduates' specialties.
- The results of our graduates in SCFHS exam encourage the programs to attract our graduates.

Recommendations:

- Encourage and guide all the graduates to be enrolled in postgraduate programs as soon as finished their internship training, by workshops and awareness activities.
- Increase the counselling sessions for the graduates about career planning and employment.

Annex: Number and ratio of Al Imam graduates Employment and PG program enrolment – 3 successive years
<https://drive.google.com/file/d/1Imf0-aJaqCkTmvBx9nxgrJZ5gOYuVuop/view?usp=sharing>

KPI: S 5.3**Student evaluation of academic and career counselling.**

(Average rating on the adequacy of academic and career counselling on a five-point scale).

NCAAA KPI Reference Number: S.5.3

Actual Benchmark	External Benchmark	New target Benchmark
60.8%	76% Qassim COM	80%

Analysis:

The data shows that 60.8% of students in academic year 2017-2018 have the opinion that what they have learnt and advised during the program was useful for their career. Total 157 students participated in this survey. It is recommended to keep the new target of 80% overall rating from students for their satisfaction about career counselling.

Source of data: Online Survey

A survey is performed among students to get their responses about their evaluation of academic and career counselling, the Average rating of the satisfaction by the respondents is calculated.

<https://drive.google.com/drive/folders/1IbGSd9IwpQoFCGWKzhjFfUPf86zrEqDj?usp=sharing>

Recommendations:

1. Increase the rate of academic counselling sessions for the low achievers and the high achievers for clarifying their postgraduation career.
2. Establishment of an academic counselling and guidance unit in the college to have annual plan for students' counselling and assign groups of counsellors from the male and female faculty.
3. organize events such as career day.

KPI- S 5.4**Students' performance in the professional and/or national examinations**

NCAAA KPI Reference Number: (S 5.4)

Actual Benchmark 2017/2018		External Benchmark		New target Benchmark
M	F	Al Majmaa:		
92%	No female patch	83%		95%

Analysis:

The national professional exam is provided and controlled by Saudi Commission of Healthcare Specialties (SCFHS) for all medical graduates annually. Also, there is an annual progress test exam held at the same time for all Medical Colleges as a formative test to evaluate students achievements in their courses and filling the gaps that may be present.

This data shows that the performance of our graduates in the licensing exam of SCFHS in 2017/2018 was 92% pass rate almost higher than that of the external benchmark.

These data are collected through data provided by SCFHS exam statistics website ([LINK](#)).

Strengths:

- The level of Al Imam graduates is mostly the same as the level of other universities graduates.

Recommendation:

- Providing extensive awareness workshops, courses and MOCK exams to prepare the students and graduates to their national and licensure exams.

Annex: SMLE passing rate

<https://drive.google.com/file/d/1yB2S6XqwudUPQ4t32fRILpO7TXzTpLFv/view?usp=sharing>

KPI: S 6.1

Number of book titles held in the library as a proportion of the number of students.

NCAAA KPI Reference Number: S 6.1

Actual Benchmark	External Benchmark	New target Benchmark
10.8:1	22:1 Qassim COM	15:1

Analysis:

The data shows that proportion of book titles in the medical library of the male section to the number of students during the academic year (2017-2018) was (10.84 book title per student). It is recommended to increase more books to reach the target benchmark of 15:1.

This ratio is lower than the external benchmark (Qassim University). Our plan is to reach the new target (15:1). According to our new planning about the upgradation of the library, we will add 1500 book titles to the library, meanwhile the Central Library at the University is available for the students as well in addition to the digital library.

Source of data: Library records

This KPI is introduced by the college to evaluate the data obtained from the library regarding the text books, references, periodicals available for the students, staff and researchers.

<https://drive.google.com/drive/folders/1e641YG2plyOKY66ZV6uNO9cW1Xu4uksJ?usp=sharing>

Strengths:

1. Availability of Medical library as a base of learning resources in the Male campus.
2. Availability of the Central Library at the university.
3. A good ratio of text books is currently existing in the library.

Recommendations:

1. Update the available textbooks in the library by adding recent series in different medical specialties.
2. Encouraging the students to visit the Central university library as it contains excellent and sufficient sources.

KPI: S 6.2

Number of web site publication and journal subscriptions as a proportion of the number of programs offered.

NCAAA KPI Reference Number: S 6.2

Actual Benchmark	External Benchmark	New target Benchmark
1:1000	1:117 Qassim COM	1200:1

Analysis:

The data shows that the number of web site publication and journal subscriptions (e-journals) in the library as a proportion of the number of programs offered is 1000 in academic year 2017-2018. This high number of journals is available because of College's subscription to Saudi Digital Library (SDL) resources. We have plan to increase it to 1200 periodical titles to meet the increased needs from members and students.

Source of data:

Library records.

Strengths:

1. Availability of Medical library as a base of learning resources.
2. Availability of the Central Library at the university.
3. Excellent number of periodical subscriptions as a proportion of the number of programs offered.

Recommendations:

1. Update the available textbooks and periodicals in the library by adding recent series in different medical specialties.

KPI: S 6.3

Stakeholder evaluation of the library services. (*Average rating on adequacy of library services on a five-point scale*).

NCAAA KPI Reference Number: S 6.3

Actual Benchmark	External Benchmark	New target Benchmark
Combined (3.41/5) 68.2 %	(3.8/5) 76 % Qassim COM	70 %

Faculty satisfaction	3.20
Students satisfaction	3.62
Combined -average	3.41

Analysis:

The data clearly shows that we almost achieved our target of 68.2% of Stakeholders being satisfied with the library services in academic year 2017-2018. It is recommended to increase this percentage to reach the target of 70% for which the library staff will be encouraged and their co-operation will be needed.

Source of data:

Online Survey for students and faculty

Sample size:

Faculty 88

Students 162

Strengths:

1. Availability of Medical library as a base of learning resources.
2. Availability of the Central Library at the university.
3. Excellent number of periodical subscriptions as a proportion of the number of programs offered.

Recommendations:

1. Update the available textbooks and periodicals in the library by adding recent series in different medical specialties.

KPI: S 7.3**Average overall rating of adequacy of facilities and equipment in a survey of teaching staff**

NCAAA KPI Reference Number: S 7.3

Actual Benchmark	External Benchmark	New target Benchmark
2.9/5 (58 %)	Qassim COM 86%	80 %

Analysis:

The data shows that we came close to achieving our target of staff satisfaction with the IT services and facilities provided to them in academic year 2017-2018.

We would like to keep our target benchmark same (80%) and work towards achieving it by the co-operation of IT department and administrative affairs.

Source of data: Online survey

https://drive.google.com/drive/folders/1C51cZLLYKCji0LtwxEW_Zlch1Wa8VEUg?usp=sharing
(Average of Qs 19-20&28-32)

Sample size:
Faculty 88

Strengths:

1. Availability of IT services and electronic facilities required for education.
2. Availability of computers and accessories for the faculty.
3. Security and update of software is available through the university.

Recommendations:

1. Establishment of a local service of IT in the College for urgent response to the requests for services.

KPI: S 9.1

Proportion of teaching staff leaving the institution in the past year for reasons other than age retirement.

NCAAA KPI Reference Number: S 9.1

Actual Benchmark	External Benchmark	New target Benchmark
1.13 %	Qassim COM 1 %	0 %

Analysis:

2 teaching staffs (1.13%) left the institution for any reason other than age retirement during the last academic year of 2017-2018 which is around the external benchmark. Efforts should be directed to keep the distinguished faculty through improvement of the educational environment to keep them.

Source of data: Data are obtained from the vice-dean of academic affairs and the administration body about the number of teaching staff leaving the college for reasons other than retirement.

https://drive.google.com/drive/folders/1ymd_ElqP-44DmdX43p9079kph-u2PM6D?usp=sharing

The percentage is calculated through the following formula:

$$\frac{\text{Total number of teaching staff leaving the department}}{\text{Total number of all the teaching staff (male + female)}} \times 100\%$$

Strengths:

1. A good retainment rate of teaching staff.
2. The environment in the college encouraging for continuity.
3. Availability of good number of highly qualified faculty.
4. Availability of awards for the distinguished staff either in education or research.

Recommendations:

1. Continue improving the educational conditions to keep the available faculty.
2. Establish special awards from the college together with the university awards.

KPI: S 9.2**Proportion of teaching staff participating in professional development activities during the past year**

NCAAA KPI Reference Number: S 9.2

Actual Benchmark	External Benchmark	New target Benchmark
50 %	Qassim COM 100 %	90%

Analysis:

These data show that the survey responding teaching staff participated in faculty development activity in academic year 2017-2018 was 50%. It is recommended to keep the new target of 90% participation of teaching staff in faculty development activity for which all academic staff will be encouraged to attend the Faculty Development Activities and it is recommended to request the FDU to offer more activities in the fields of education, assessment, research and administration.

Source of data:

[https://drive.google.com/drive/folders/1C51cZLLYKcj0LtwxEW_ZICh1Wa8VEUg?usp=sharing\(Q#4\)](https://drive.google.com/drive/folders/1C51cZLLYKcj0LtwxEW_ZICh1Wa8VEUg?usp=sharing(Q#4))

Data is obtained by an online survey.

Sample size:

Faculty 88

Strengths:

1. Optimum percentage of participation of teaching staff in at least one full day or equivalent of professional development activities.
2. Adequate faculty development activities are provided although still below the required.
3. Availability of FDU providing annual sessions for the faculty.

Recommendations:

1. There is a need of an announced annual calendar for the faculty development activities.
2. Diversity of developmental activities in the educational, research, assessment and administrative fields should be provided.

KPI: S 10.1

Number of refereed publications in the previous three years per full time equivalent member of teaching staff.

NCAAA KPI Reference Number: S 10.1

Actual Benchmark	External Benchmark	New target Benchmark
1.7	1.5	5

Analysis:

This data shows that 1.7 publications in the previous three years per full time members of teaching staff were there. Total 296 refereed publications were there in past three years. It is recommended to keep the new target of 5 publications in the three years per full time members of teaching staff for which all academic staff will be encouraged and their co-operation will be needed.

Source of data:

A survey is performed among the teaching staff to get their responses about their publications in the referred journals in the last 3 years.

https://drive.google.com/drive/folders/1-9ljHdc6KVU7jGUit_YYqwCzrReSOUol?usp=sharing

Sample size:

72

Strengths:

1. Adequate faculty development activities are provided although still below the required.
2. Availability of FDU providing annual sessions for the faculty.

Recommendations:

1. FDU to provide more activities about researches
2. A fully-functional Research Center is also a necessity in order to achieve such a goal.

KPI: S 10.3

Proportion of full-time members of teaching staff with at least one refereed publication during the previous year

NCAAA KPI Reference Number: S 10.2

Actual Benchmark	External Benchmark	New target Benchmark
56%	90% Qassim COM	70%

Analysis:

These data show that 56% of the total teaching staff had at least one refereed publication during the previous year 2017-2018. It is recommended to keep the new target of 70% of the total teaching staff will have at least one refereed publication for which all academic staff will be encouraged and their co-operation will be needed.

Source of data:

Faculty online survey

https://drive.google.com/file/d/1P4rlrBbT8UsdgVeW_Q_moQmhmvd87MY/view?usp=sharing (Q#34)

Sample size:

Faculty 88

Strengths:

1. Adequate faculty development activities are provided although still below the required.
2. Availability of FDU providing annual sessions for the faculty.

Recommendations:

1. FDU to provide more activities about researches
2. A fully-functional Research Center is also a necessity in order to achieve such a goal.

KPI: S 10.4

Number of papers or reports presented at academic conferences during the past year per full time equivalent members of teaching staff.

NCAAA KPI Reference Number: S 10.4

Actual Benchmark	External Benchmark	New target Benchmark
0.16 presentation per full time staff members	1.6 presentation per full time staff members	1.0 presentation

Analysis:

The data shows that 0.16 presentation per full time staff members at academic conference during the academic year 2017-2018.

It is recommended to increase the number of presentations in academic conferences for which all academic staff will be encouraged and supported to present their work at local or international conferences to exchange expertise with national and international parties..

Source of data:

online survey is performed among the staff to get their responses about their presentations in the academic conferences

https://drive.google.com/drive/folders/1-9ljHdc6KVU7jGUit_YYqwCzrReSOUol?usp=sharing

Strengths:

1. Presence of a good wealth of publications based on research output that need to be acknowledged through conferences.

Recommendations:

1. Support the faculty to attend the national and international conferences.

KPI: S 11.1**Proportion of full time teaching and other staff actively engaged in community service activities****NCAAA KPI Reference Number: S 11.1**

Actual Benchmark	External Benchmark	New target Benchmark
3.22/5 (64.4%)	3.0 (60%)	100%

Analysis:

These data show that the proportion of full-time teaching staff and other staff actively engaged in community service activities were 3.22/5 (64.4%) which is around the rate of external benchmark. It is recommended to increase the new target benchmark to 100% for which all academic staff will be encouraged and their co-operation will be needed.

Source of data:

Online Survey , A survey is performed among the staff to get their responses about their community education programs, the ratio of respondents to the surveyed staff is calculated.

https://drive.google.com/drive/folders/1C51cZLLYKCjj0LtwxEW_ZIch1Wa8VEUg?usp=sharing
(Q#35)

Sample size:
Faculty 88

Strengths:

1. Participation of faculty and students in community service is highly appreciated.
2. Presence of archive for the community services provided by the college.
3. The initiatives of students to participate in the national events as pilgrimage season, vaccination events and international days for awareness about infectious and chronic diseases.

Recommendations:

1. Establishment of Community Services Unit to organize the activities of the college employees in community services.
2. Considering the community services as one of the criteria of faculty evaluation

Recommendations for improvement

N o.	Action Recommendation	Person(s)/units Responsible	Timelines (months)
1.	Increasing the awareness sessions for all students and stakeholders about the program mission	CQU	12 months starting from 1/9/2018
2.	Communication with the Deanship of Admission and Registration to include all the courses to be evaluated by the students.	CQU	12 months starting from 1/9/2018
3.	Establishment of an academic counselling and guidance unit in the college to have annual plan for students' counselling and assign groups of counsellors from the male and female faculty.	Dean of the college- Academic affairs	12 months starting from 1/9/2018
4.	Providing academic counselling for the low achievers of students to solve their academic difficulties and increase the completion rate.	Counselling unit	12 months starting from 1/9/2018
5.	Organization of various events such as career day so that our graduated student explores different opportunities.	Counselling unit	12 months starting from 1/9/2018
6.	Provide the students with feedback about their performance in all teaching activities and assessments.	Assessment Unit	12 months starting from 1/9/2018
7.	Training courses for Blackboard utilization as a source of information for students.	Medical Education Department	12 months starting from 1/9/2018
8.	Motivating the students to participate in filling the questionnaires prepared by the questionnaires committee.	CQU	12 months starting from 1/9/2018
9.	Updating the available textbooks in the library by adding recent series in different medical specialties.	Vice dean of PG -Library	12 months starting from 1/9/2018
10.	Encouraging the students to visit the Central university library as it contains excellent and sufficient sources.	Vice dean of PG -Library	12 months starting from 1/9/2018
11.	Establishment of a local service of IT in the College for urgent response to the requests for services.	Administrative Affair	12 months starting from 1/9/2018
12.	Providing an announced annual calendar for the faculty development activities with Diversity of developmental activities in the educational, research, assessment and administrative fields.	FDU	12 months starting from 1/9/2018

13.	Establishment of Community Services Unit to organize and support the activities of the college.	Dean of the college	12 months starting from 1/9/2018
14.	Considering the community services as one of the criteria of faculty evaluation	Vice dean of quality -CQU	12 months starting from 1/9/2018
15.	Recruit more teaching staff to improve the value of the ratio of students to teaching staff, especially if the number of students is increased in the next year.	Heads of departments -Dean of the college.	12 months starting from 1/9/2018

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