



## System of Quality Management & Academic Accreditation (SQMAA)

Al-Imam Mohammad Ibn Saud Islamic University

2017



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Al-Imam Mohammad Ibn Saud Islamic University

In the name of Allah, the Most Gracious, the Most Merciful



The Custodian of the Two Holy Mosques King Salman Ibn Abdulaziz Al-Saud  
King of the Kingdom of Saudi Arabia





His Royal Highness Prince Mohammad bin Salman bin Abdulaziz Al-Saud  
Crown Prince, Deputy Prime Minister, Minister of Defense





**Administrative Decision No. (32573) Date: 21/3/1438 H**

Praise be to Allah, peace and blessings be upon our faithful messenger.

The Rector of Al-Imam Mohammad Ibn Saud Islamic University, and based on:

- the powers vested in him.
- the role of IMSIU in achieving the Kingdom vision 2030 in the field of higher education.
- the efforts to implement the improvement plan after reviewing the results of self-assessment and the reports of the academic accreditation project committees approved at the first meeting of the Higher Committee for Quality and Academic Accreditation of the academic year 1437-1438 H on 27/3/1438 H.
- the interest of work.

**Has made the following decisions:**

First: Adopting the quality management and academic accreditation system at IMSIU in accordance with the form attached to the decision.

Second: Adopting the quality monitoring system of the educational process at IMSIU according to the form attached to the decision.

Third: The concerned bodies shall enforce this decision and act accordingly from the date of its issuance.

Good luck to all

**University Rector**

**Prof. Dr. Suleiman ibn Abdullah Abalkhail**



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Proceeding from the interest of IMSIU in achieving the requirements of quality and academic accreditation -both institutional and programmatic- the Deanship of Quality and Assessment took the responsibility to develop a system of quality management and academic accreditation at the university. The system aims to explain the organizational structure of the quality system in the university and its branches, indicating the structure and units operating in the university that are directly responsible for the application of this system on the academic and administrative levels. The system is based on the application of ISO quality assurance, which in turn applies to service aspects that are not covered by the standards of academic accreditation and self-assessment measures, because quality assurance and monitoring is an integrative process based on an organic unity among all units of the university. It also aims at clarifying the tasks assigned to the units concerned with its implementation. The system is also based on the implementation of academic accreditation tasks according to selected standards, and measures of self-assessment in both institutional and programmatic accreditation.

This system focuses on three main themes: first, the philosophy of the system and its bases and starting points, indicating the quality cycle at the university and how to connect it in order to achieve the main objective of the system; second, the directory of tasks and specializations; third, the guide of procedures that units should follow to connect the quality cycle in order to ensure access to the best practices to achieve the mission of the university.

To ensure that the system achieves its objective, it was taken into account that the system is closely bound to two things: First, overall context of the Saudi Higher Education Institutions and their trends based on knowledge economy, the Kingdom vision 2030, the strategic plan of IMSIU and its vision and mission that aim at excellence and universality. Second, is the connection to local and international theories, concepts and standards of quality and academic accreditation, to benefit from them in guarantying and continuing the development process according to quality standards.

Article One: Definitions.

The following terms and phrases –wherever they are used- shall mean the meanings given to each one of them, unless the context requires otherwise:

- 1- The ministry: Ministry of Education.
- 2- The university: Al-Imam Mohammad Ibn Saud Islamic University.
- 3- The council: Council of Al-Imam Mohammad Ibn Saud Islamic University.
- 4- The rector: Rector of Al-Imam Mohammad Ibn Saud Islamic University.
- 5- The vice-rectorate: Vice-rectorate for Planning, Development and Quality.
- 6- The deanship: Deanship of Quality and Assessment.
- 7- The committee: Higher Committee for Quality and Academic Accreditation.
- 8- The commission: Education Evaluation Commission.
- 9- The center: National Center for Academic Evaluation and Accreditation.
- 10- The female center: King Abdullah Center for Female Students.
- 11- The system: System of Quality Management & Academic Accreditation (SQMAA)

Article Two: System Objectives and Scope.

- 1- This system aims at:
  - A- Demonstrating the organizational structure of the quality system at the university and its branches inside and outside the country.
  - B- Clarifying the tasks assigned to the system implementation units.

- C- Applying the work of academic accreditation according to the selected criteria and self-evaluation measures in both institutional and program accreditation.
- 2- This system applies to the academic and administrative units and branches of the university that are directly responsible for the application of quality, and academic and administrative accreditation. They include the following:
  - A- Units operating at the headquarters of the University.
  - B- All branches of the university inside and outside the Kingdom.

### Article Three: Philosophy and Foundations of the System.

- 1- The philosophy of the system lies in the following points:
  - A- The University's need to apply quality standards and academic accreditation in both institutional and programmatic aspects.
  - B- To develop the guidelines of the quality and accreditation system, covering all the activities of the university and its academic, organizational and administrative units.
  - C- Relying on the quality system guide, issued by the Education Evaluation Commission, in the application of quality standards and academic accreditation.
  - D- Establishing quality units in all academic, organizational and administrative units of the University.
- 2- The administrative organization in this system depends on foundations, such as the direct relationship of the objectives to the nature of the work and services that are provided, in addition to the diversity of activity, taking into account the current situation data and its current requirements. It also takes into account future developments and expansions in the volume of work, focusing on the activities being carried out and the necessary functions to carry out those activities.

3- Based on the foundations mentioned in paragraph (2), the administrative organization of the quality and academic accreditation system in the university was established according to the following data:

A- Main activities, such as:

- Strategic planning for the university.
- Monitoring and evaluating the extent to which the performance indicators of strategic plans have been achieved.
- Planning and development of quality at the university.
- Achieving quality in all activities of the university.
- Achieving the requirements of academic and institutional accreditation.
- Providing qualification and development training for university staff

B- Supporting Activities, such as:

- Financial and administrative affairs.
- Technical and technological backing and supporting services.
- Public relations and media.
- Human resources management.

**Article Four: Higher Committee for Quality and Academic Accreditation.**

- 1- This Committee shall be the supervisory authority delegated by the University Council to ensure the administrative and program quality in the University, and shall be chaired by the University Rector or his representative.
- 2- This committee is directly linked to the university Rector.
- 3- The committee is comprised of:
 

- <b>The Rector of the university</b>	Head
- <b>Vice-Rector of Planning, Development and Quality</b>	Deputy rector
- <b>Counselor and General Director of Technical Affairs</b>	Member
- <b>Dean of Quality and Assessment</b>	Member
- <b>Dean of Admission and Registration Affairs</b>	Member
- <b>Dean of Information Technology</b>	Member
- <b>General Manager of Administrative and Financial Affairs</b>	Member
- <b>Vice-Dean of Quality and Assessment</b>	Member
- <b>Four deans representing colleges of Shari`a studies, Humanities, Science and Health.</b>	
- <b>Members</b>	
- <b>A representative of the National Center for Academic Evaluation and Accreditation</b>	Member
- <b>Vice-Dean of Quality and Assessment for Academic Accreditation</b>	Secretary
- 4- The committee may seek assistance of (faculty members, employees, students, graduates, or employers from the public and private sectors), or seek assistance of specialized bodies inside and outside the university.

- 5- The committee may seek the assistance of an administrative member, who shall assume the administrative functions assigned to it.
- 6- The Committee shall meet at least once every semester.
- 7- This Committee shall undertake the following tasks:
  - A- Approving the strategic and executive plans of the university and the main performance indicators at the institutional level.
  - B- Reviewing periodically the organizational structures of the University's academic and administrative units and the adoption of their development if necessary.
  - C- Approving new policies and regulations related to program and institution quality assurance processes and strategic plans.
  - D- Approving improvement plans and initiatives to develop programs and activities of institutional and program accreditation.
  - E- Receiving and studying the quality reports provided by the Teaching and Learning Support Committee and the Education Evaluation Commission - Higher Education Department, and other consulting bodies.
  - F- Establishing committees that comprise highly competent personnel in the field of quality, to benefit from in the field of consulting and assistance on the requirements of the implementation of quality.
  - G- Studying and adopting the recommendations of the Teaching and Learning Support Committee and the academic accreditation bodies.
  - H- Approving and following up the various planning, development and quality activities in the University academic and administrative units.
  - I- Adopting annual program reports and annual quality performance reports in academic and administrative units.
  - J- Preparing the annual quality performance report at the institutional level for academic and administrative units to be submitted to the University Council.

K- Adopting encouragement and incentives measures, and excellence awards in the application of quality.

Article Five: Vice-rectorate for Planning, Development and Quality.

- 1- Vice-Rector of Planning, Quality and Development will be in charge of the Vice-rectorate.
- 2- The Vice-rectorate is directly linked to the University administration.
- 3- The Vice-Rector for planning, development and quality shall assist the University Rector in every aspect that would help the University achieve its objectives according to high standards of quality.
- 4- The Vice-Rector for planning, development and quality shall assume the following responsibilities and prerogatives:
  - A- Assisting the university administration in development consultancy.
  - B- Communicating with quality and academic accreditation bodies to ensure quality practices at the university.
  - C- Supervising the consolidation of the best quality and development practices at the university.
  - D- Academic and administrative development based on strategic planning.
  - E- Creating a system to monitor the optimal global variables in the fields of development and quality and their applications, and transfer these practices to the University.
  - F- Carrying out the tasks entrusted to him by the University Council, or by the senior management of the University.
  - G- Direct supervision of the application of this system, in addition to the tasks entrusted to him in the system of monitoring quality of the educational process.
  - H- Providing opinion and advice to different bodies in the university regarding the development and measurement of performance.
  - I- Monitoring plans and the extent of achieving targets through specific performance indicators.

J- Supervising and developing the initiatives, competitions and awards of excellence in order to stimulate motivation for dedication and excellent performance, and develop the necessary ones.

#### Article Six: Deanship of Quality and Assessment.

- 1- Dean of Quality and Assessment will be in charge of the Vice-rectorate.
- 2- The Dean is the executive officer of this system, assisted by the affiliated units according to the organizational structure (Figure 1).
- 3- The Deanship aims at enhancing quality and evaluating the sustainable development of the University academic and administrative practices based on its strategic plan.
- 4- The deanship is directly linked to the Vice-rectorate for Planning, Quality and Development.
- 5- The Deanship undertakes the tasks and responsibilities of assessment and quality as follows:
  - A- Developing and supervising the general framework for academic accreditation.
  - B- Activating the concept of quality and disseminating its culture in the university.
  - C- Suggesting ways to raise the efficiency of administrative and academic performance in the university.
  - D- Writing the standards and indicators of administrative and academic performance.
  - E- Generalizing and developing the questionnaires related to the assessment of the academic and administrative activity of the university.
  - F- Controlling and monitoring quality level in different university units.
  - G- Developing standards, plans and policies to measure the outputs of teaching and learning at the university.
  - H- Assessing the performance of the university education outputs, by developing the appropriate standards and tests at university level.
  - I- Disseminating the culture of measurement and assessment in the university.

- J- Suggesting, preparing, developing and updating methods and regulations of the measurement and practice of academic performance at the university.
  - K- Assessing the effectiveness of the process of teaching and learning in the university.
  - L- Providing support, assistance and advice to the departments, colleges and administrations of the university, regarding academic accreditation and all the related tasks.
  - M- Preparing studies of measurement and evaluation for the outputs of educational programs in terms of quantity and quality.
  - N- Preparing studies of measurement and analysis of the performance of faculty members
  - O- Preparing periodic reports on the deanship performance.
  - P- Identifying the training requirements for the staff of the Administration of Programs, Accreditation and Dissemination of the Culture of Quality.
  - Q- Suggesting the balance of ongoing projects in the field of quality, academic and program accreditation.
  - R- Training human resources of the university in the field of quality and academic accreditation.
  - S- Developing the skills of faculty members to support teaching and learning process according to the system of monitoring quality of the educational process.
  - T- Any other tasks assigned to the deanship in its field
- 6- Each of the following belongs to the Deanship of Quality and Assessment:
- A- The office of the Dean of Quality and Assessment.
  - B- Vice-Dean for Academic Accreditation.
  - C- Vice-Dean for Plans and Programs.
  - D- Vice-Dean in King Abdullah City for Female Students.

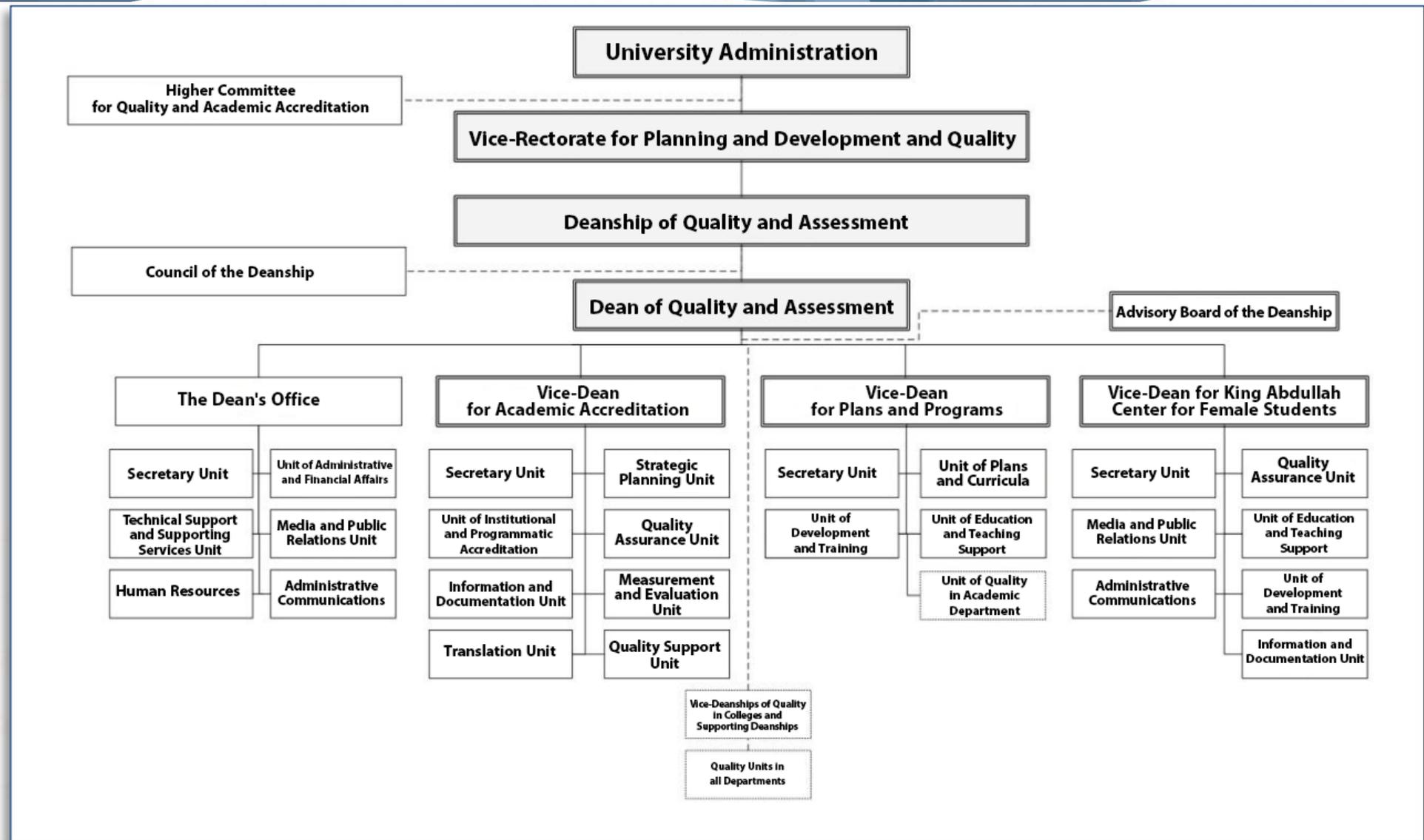


Figure 1: Organizational Structure of Quality and Academic Accreditation at Al-Imam Mohammad ibn Saud Islamic University

Article Seven: Dean of Quality and Assessment Office.

- 1- Office manager is directly linked to the Dean.
- 2- The office manager shall undertake the functions assigned to the Dean's office, including the following:
  - A- Overseeing the incoming tasks related to the requirements of quality and academic accreditation.
  - B- Overseeing the following units:
    - Secretariat.
    - Administrative Communications.
    - Administrative and Financial Affairs.
    - Technical Support and Supporting Services.
    - Media and Public Relations.
    - Human Resources.
  - C- Fulfilling secretarial work for the office of the Dean of Quality and Assessment.
  - D- Sending correspondence issued by the Dean.
  - E- Recording minutes of the Deanship meetings.
  - F- Any other tasks assigned by the Dean.

Article Eight: Financial and Administrative Affairs Unit.

- 1- The Unit is managed by the director of Administrative and Financial Affairs.
- 2- The director of Administrative and Financial Affairs is directly linked to the Dean.
- 3- The Unit aims at supervising the financial and administrative affairs of the Deanship and its Departments to ensure that the Deanship carries out the tasks entrusted to it.
- 4- The Unit shall assume the following functions and powers:

- A- Carrying out all administrative procedures to ensure the proper implementation of the applicable administrative regulations at the University.
- B- Providing all necessary services to facilitate the work of all units in the Deanship.
- C- Supervising the administrative communications directly.
- D- Preparing monthly, periodic and annual reports on the achievements of work and submitting them to the Dean.
- E- Coordination with the Deanship units to ensure compliance with disbursement according to the planned budget and the specific items.
- F- Checking the adequacy of the accounting and financial records used in the Deanship.
- G- Organizing documents of disbursement, receipt and register, and recording them in books and records.

#### Article Nine: Human Resources Unit.

- 1- The Unit is linked to the Dean.
- 2- The Unit is concerned with developing the workforce and retaining distinguished employees, in order to be always efficient to perform the work properly.
- 3- The Unit is responsible for the following functions and powers:
  - A- Preparing the necessary infrastructure for managing the affairs of individuals in the Deanship.
  - B- Attracting outstanding employees to meet the needs of the Deanship.
  - C- Managing and organizing the entry of new employees to the Deanship.
  - D- Implementing a system of monitoring and evaluating the performance of the staff of the Deanship.
  - E- Continuous training and qualifying of the staff.
  - F- Continuous motivation for the staff of the Deanship.

G- Organization of rights and duties between employees and the university on one hand, and between them and the Deanship on the other hand.

#### Article Ten: Administrative Communications.

- 1- Administrative Communications are linked to the Unit of Administrative and Financial Affairs.
- 2- It aims at managing official correspondence and communications between the Deanship and other parts of the university.
- 3- This Department is responsible for the following functions and powers:
  - A- Sending and directing documents to the concerned party according to the applicable electronic system at the university.
  - B- Receiving incoming mail, documents and circulars, recording them and directing them to the concerned party.
  - C- Implementing any other tasks assigned by the Dean, or his Vice-Deans.
  - D- Submitting periodic reports on the progress of documents and the resulting procedures.

#### Article Eleven: Media and Public Relations Unit.

- 1- The Unit is directly linked to the Dean's office.
- 2- The Unit aims at assisting the Deanship with media and public relations, in addition to being a communication link between all administrations and departments.
- 3- The Unit is responsible for the following functions and powers:

- A- Defining the role of the Deanship and its mission.
- B- Providing the university colleges and departments with the deanship services and activities to serve the university and the community.
- C- Planning and working on drawing a positive picture of the Deanship inside and outside the university.
- D- Communicating with the media to disseminate the Deanship mission, cover its events and ceremonies, and provide them with its news and activities.
- E- Observing what is published in the various media, which concerns the Deanship and relates to its activities, saving, indexing and submitting them to the Dean and publishing them on the Deanship website.
- F- Documenting all the events and activities in the Deanship such as seminars, conferences and different student activities, and publishing them in the media inside and outside the university.
- G- Preparing and arranging the reception of the guests of the Deanship.
- H- Preparing the reception arrangements for new employees, welcoming them and introducing them to the Deanship and its units.
- I- Preparing and organizing celebrations and events held by the Deanship.
- J- Welcoming the Deanship auditors, assisting them and facilitating their mission.

## Article Twelve: Technical Support and Supporting Services Unit.

- 1- The Unit is directly linked to the Dean's office.
- 2- The Unit aims at providing technical and technological support to the Deanship's various Units to take on their tasks.
- 3- The Unit is responsible for the following functions and powers:
  - A- Providing technical support in software and information technologies to the Deanship various Units.

- B- Supervising the Deanship website and its advertising activities in general.
- C- Providing technological support in the field of questionnaires and computerized performance indicators.
- D- Installation and operation of devices, computers and office supplies.
- E- Making the necessary settings to ensure business continuity and efficiency.
- F- Coordination with the other Deanship Units to ensure the high quality of services they receive.
- G- Providing support and coordination in the field of training courses held by the Deanship.

#### Article Thirteen: Vice-Dean for Academic Accreditation.

- 1- The Vice-Dean is directly linked to the Dean.
- 2- The Vice-Dean is responsible for developing the necessary plan for the university Academic Accreditation, following up the implementation of the relevant operational plans, supporting all faculties and units to accomplish the academic accreditation tasks, as well as establishing the culture of quality and the related practices and disseminating them in the university community.
- 3- In addition to what is stated in item (2) of this article, the Vice-Dean shall carry out the following tasks and functions:
  - A- Helping the University, represented by the Vice-rectorate for Planning and Development and Quality, in developing plans, policies and objectives of academic accreditation in the University, whether institutional or programmatic.
  - B- Coordinating with departments and faculties to communicate with local, regional and international commissions of accreditation.
  - C- Following up the visits of experts and commissions of Academic Accreditation to the University various units.

- D- Overseeing the process of preparing departments and faculties for Academic Accreditation.
- E- Providing support and advice in Quality and Accreditation to the departments and administrations.
- F- Following up renewal of institutional and programmatic accreditations.
- G- Overseeing the process of measurement, assessment and performance indicators, and following up with evaluation, and everything related to it, for most activities.
- H- Documenting all the activities of the University regarding Academic Accreditation, and following up with updating them.
- I- Preparing the University and its various programs to acquire institutional, programmatic, or administrative Accreditation from local or foreign quality commissions.
- J- Following up with the renewal of institutional and programmatic Accreditation of programs.
- K- Collecting and classifying all reports, guides and documents from quality units in the University, in order to submit them to Education Evaluation Commission.
- L- Contributing to the training based on university needs in areas of Academic Accreditation standards and applications.
- M- Preparing and developing the University quality assurance system.
- N- Preparing assessment criteria and performance indicators for the academic and administrative work system of the university.
- O- Preparing, organizing and implementing internal assessment and audit.
- P- Identifying the criteria and procedures of granting annual excellence awards and subsequent general provisions, supervising the process of identifying the distinguished candidate, and coordinating with the accreditation unit regarding the establishment of standards and indicators.
- Q- Overseeing the University's strategic plan.
- R- Overseeing the office of quality assurance ISO in the university.

#### Article Fourteen: Secretariat Unit.

- 1- The unit is linked to Vice-Deanship of Academic Accreditation.
- 2- The Unit shall undertake and supervise the implementation of all secretarial work for the Office of the Vice-Dean of Academic Accreditation.
- 3- The Unit is responsible for the following functions and powers:
  - A- Supervising the implementation of secretarial work for the Office of the Vice-Dean for Academic Accreditation.
  - B- Sending the correspondence issued by the Vice-Dean of Academic Accreditation.
  - C- Any other work assigned by the Vice-Dean.

#### Article Fifteen: Academic Accreditation Unit.

- 1- The unit is linked to the Vice-Deanship of Academic Accreditation.
- 2- The Unit is meant to prepare the University and its various programs to acquire institutional, programmatic, or administrative accreditation from internal or external commissions.
- 3- This unit, in coordination with different units, selects the accreditation institutions and communicates with them to provide their own standards, follows up the achievement of these standards and provides their requirements, and includes this in the departmental and college plans as well as the university.
- 4- This unit provides technical support, such as consultation and recommending the necessary training, in coordination with development unit and translation unit for all accreditation requirements of the concerned academic departments.
- 5- In addition to what is stated in the second and third items, this unit is responsible for the following tasks and functions:

- A- Drawing plans, policies and objectives of accreditation at the University whether institutional, programmatic or administrative.
- B- Coordinating with departments and faculties to communicate with local, regional and international accreditation commissions.
- C- Coordinating with departments and faculties to schedule the visits of academic accreditation commissions.
- D- Following up the visit of experts and academic accreditation commissions to the different units of the university.
- E- Overseeing preparations of departments and colleges for accreditation.
- F- Providing support and advice concerning accreditation to departments, faculties and administrations.
- G- Following up the renewal of accreditation for previously accredited programs.

## Article Sixteen: Measurement and Evaluation Unit.

- 1- The unit is linked to the Vice-Deanship of Academic Accreditation.
- 2- This Unit aims at planning, organizing and following up everything related to the assessment of all the activities and processes of the University.
- 3- The Unit also aims at developing criteria and indicators for quality assurance, as well as the systems and quality models used in checking the extent to which these standards are met, and building and developing the various measurement and evaluation tools attached to this system.
- 4- This unit organizes and implements the assessment process for the academic and administrative performance of the university annually, and submits the summary of the results to the Deanship in a comprehensive and detailed report at the end of the academic year.

5- This Unit will undertake the following tasks:

- A- Developing strategic and operational plans and general policies related to the management and improvement of the work of the unit, within the plans and policies of the Deanship.
- B- Submitting periodic performance reports regarding the work of the unit.
- C- Preparing and developing the university's quality system and model.
- D- Preparing and developing measurement and evaluation tools for the university assessment processes.
- E- Preparing assessment criteria and performance indicators for the academic and administrative system at the university.
- F- Preparing, organizing and implementing assessment and internal audit.
- G- Preparing the annual performance report from the assessment process and recommending what is required based on its results and submitting them to the university administration.
- H- Recommending the necessary training subjects to the training unit and quality experts to be included in the annual training programs of the different units based on the results of the assessment and in coordination with these units.
- I- Identifying the criteria and procedures for awarding the annual awards and what follows of general provisions, supervising the process of identifying the distinguished candidate, and ensuring compliance with deadlines for the completion of the nomination process by the concerned authorities. Then, informing the winners of the award and following up the delivery of awards to them in the annual ceremony of the University.
- J- Coordinating with the Academic Accreditation Unit for developing measures and indicators.
- K- Providing support and consultation to the various quality units in colleges and departments, regarding improvement, assessment and quality affairs in general.
- L- Implementing procedures of quality assurance in the Deanship and academic departments according to the Deanship's plan.

- M- Providing technical support to academic departments in the university regarding procedures and requirements of national and international accreditation commissions, in order to acquire institutional accreditation for faculty and accrediting academic programs of the university.
- N- Disseminating the culture of quality among faculty members, the administrative body and students.
- O- Providing and translating documents related to quality and accreditation.
- P- Contributing in providing academic material to the Deanship website in coordination with other units.
- Q- Collecting all reports, documents and data from all quality units in the University.
- R- Providing consultation to improve quality and looking forward at the level of the university and its academic departments.

#### Article Seventeen: Strategic Planning Unit.

- 1- The Unit is linked to the Vice-rectorate of Academic Accreditation.
- 2- This Unit aims at achieving strategic planning for the University, and effectively implementing strategic plans, evaluating them and following up the relevant executive plans.
- 3- The Unit will undertake the following tasks:
  - A- Developing a strategic plan for the University and updating it –as needed- according to the national vision.
  - B- Assisting the units in developing their own executive plans based on the strategic plan of the University.
  - C- Overseeing the implementation of the approved projects and initiatives of the strategic plan.
  - D- Assessing and following up the executive plans of academic and administrative units.
  - E- Monitoring the achievements of the strategic plan according to performance indicators, and submitting an annual report to the Deanship of Quality and Assessment to be presented to the Higher Committee for Quality and Academic Accreditation as well as the Higher Committee of the Strategic Plan.

- F- Carrying out direct supervision of the team of the strategic plan.
- G- Suggesting initiatives and submitting them to the strategic planning team.
- H- Coordinating with the concerned bodies in the university regarding strategic planning process and procedures for approving and adopting plans.
- I- Providing the university leadership with global visions and trends in strategic planning of higher education institutions.
- J- Supervising the training of administrative and academic leaders in strategic planning and developing plans.
- K- Cooperating and communicating with local and international institutes in the field of strategic planning.
- L- Ensuring the quality of the different procedures and practices at the university based on the strategic plan and the executive plans emanating from it.
- M- Nominating experts and consultants to assist the university leadership when needed.
- N- Recommending the necessary training subjects to the training unit and quality experts to be included in the annual training programs of various units based on the results of the assessment and in coordination with these units.
- O- Coordinating with the Accreditation Unit to select the indicators.
- P- Notifying the Department of Risk Management in the university on the performance indicators projects that may need its intervention in order to facilitate achievement processes according to the plan prepared for the project.

#### Article Eighteen: Quality Assurance Unit.

- 1- The Unit is linked to the Vice-Deanship of Academic Accreditation.

- 2- This unit aims at ensuring the implementation of quality standards in areas not covered by applying the standards of academic accreditation commissions. These include administrative and service areas such as student services as restaurants, printing presses and others so that one of the tools and ISO standards be applied to them.
- 3- This Unit will undertake the following tasks:
  - A- Establishing a system of quality assurance that includes administrative and service units at the university (e.g. printing presses, restaurants, library, student services and electronic services).
  - B- Selecting the appropriate ISO system to implement on the appropriate units in the university.
  - C- Setting instructions and regulations that guarantee the progress of work according to international specifications and standards.
  - D- Arranging with bodies concerned with the application of quality standards such as ISO.
  - E- Facilitating and supporting the various bodies of the university units that wish to implement quality assurance standards.
  - F- Preparing a system for managing the financial resources required for the appropriate quality assurance certificates for different units.
  - G- Preparing agreements and contracts required by partnerships or special arrangements with these organizations and presenting them to the concerned bodies in the Deanship or the University.

## Article Nineteen: Information and Documents Unit.

- 1- This Unit is linked to the Vice-Deanship of Academic Accreditation.
- 2- The aim of this Unit is to document all the activities of the University regarding Quality and Accreditation, electronically and in paper, and to update this data regularly.
- 3- This Unit will undertake the following tasks:

- A- Creating database for the Deanship.
- B- Help creating databases in faculties and connecting them to the Deanship's database.
- C- Documenting all activities and events of the Deanship and saving them in paper and electronically.
- D- Providing precise statistical information and data of the academic activities and events in faculties, in cooperation with the Information Center and the concerned bodies in the University.
- E- Communicating with different community institutes to take advantage of information and facts about the labor markets for graduates.
- F- Contributing in establishing central database for the University, and coordinating with the Computer Center to update and maintain it regularly.
- G- Issuing various reports about data according to the requirements of the Deanship Units.

#### Article Twenty: Translation Unit.

- 1- This Unit is linked to the Vice-Deanship of Academic Accreditation.
- 2- The aim of the Unit is to translate all documents and forms of institutional and programmatic Accreditation and Quality, from and into Arabic.
- 3- In addition to what is mentioned in the first item, this Unit will undertake the following tasks:
  - A- Translating documents, agreements, contracts and correspondence – related to Quality and Academic Accreditation.
  - B- Translating publications of the Deanship and its related departments and units.
  - C- Supporting and maintaining the Deanship database in coordination with Unit of Information and Technical Support.
  - D- Preparing the Unit annual report.

Article Twenty-One: Vice-Dean of Plans and Programs.

- 1- The Vice-Dean is directly linked to the Dean.
- 2- The Vice-Dean is required to monitor the quality of study plans, and to describe and develop programs and courses to ensure that students acquire the necessary knowledge, skills and attitudes to succeed in their academic and practical lives.
- 3- In addition to what is stated in Item (2) of this Article, the Vice-Dean will undertake the following tasks:
  - A- Review study plans and their decisions that are received from the departments and ensure that they meet all the elements and standards required and recommend approval after verifying that they meet the required standards, then propose the necessary developments thereon and provide justification.
  - B- Examine the appropriateness of knowledge and skills acquired by students to the requirements of the labor market by permitting the approved plans and recommending developing them in light of that.
  - C- Develop the necessary mechanisms to save programs and course description files according to the requirements of the Education Evaluation Commission.
  - D- Ascertain the characteristics of graduates and the compatibility of learning outcomes between programs and courses, including the development of study plans in cooperation with the directors and supervisors of departments in the faculty and subcommittees in academic departments.
  - E- Create samples and provide facilities related to preparing plans and describing courses.
  - F- Prepare, organize and implement program audits, decisions and field experience.
  - G- Carry out training programs and workshops on the quality of plans and curricula, describe programs, courses and field experience, and prepare related periodic reports.
  - H- Provide support and advice to university units and departments in program planning issues.

- I- Prepare forms related to the description of programs and courses, translate what needs to be translated and distribute them to colleges and academic departments.
- J- Oversee planning of learning outcomes in the programs offered by the university.
- K- Oversee the units of teaching and learning support.
- L- Assist in the identification of performance indicators of learning outcomes for academic programs and verify their measurement processes.
- M- Assist in analyzing performance indicators of learning products.
- N- Identify the characteristics of graduates, and support scientific departments in developing the characteristics of graduates of their programs.
- O- Monitor the implementation of plans and programs as planned and correcting mistakes.
- P- Prepare and implement training programs for staff in program and course planning or related activities and reports.
- Q- Disseminate the culture of quality assurance in planning and implementation on the level of the university faculties and departments.
- R- Review the courses and the academic programs and their descriptions according to the models of the National Commission for Evaluation and Academic Accreditation according to the flow of the procedures for approval by the Higher Committee of Plans as well as the University Council as necessary.
- S- Submit appropriate performance reports for the execution of plans according to the mechanism of the quality system.

## Article Twenty-Two: Secretary Unit.

- 1- The Unit is linked to the Vice-Deanship for Plans and Programs.

- 2- The Unit will supervise the execution of all secretarial work of the Office of the Vice-Dean for Plans and Programs.
- 3- The Unit will undertake the following tasks:
  - A- Supervise the implementation of secretarial work for the Office of the Vice-Dean of Plans and Programs.
  - B- Send outgoing correspondence of the Vice-Dean.
  - C- Any other work assigned by the Vice-Dean.

#### Article Twenty-Three: Quality Support Unit.

- 1- The Unit is linked to the Vice-Deanship for Plans and Programs.
- 2- This Unit aims at suggesting the required improvements according to assessment results and submitting them to the Deanship and then to the administration.
- 3- The aim of this Unit is to disseminate the culture of quality in the university through different means, especially on the website of the Deanship, and provide support and advice for different quality units.
- 4- This unit, in coordination with the Teaching and Learning Center and the Center for Consultation and Development at the University, trains staff in administrative and academic units on the requirements of achieving quality assurance.
- 5- The Unit will undertake the following tasks:
  - A- Providing consultation to the Vice-Dean to improve quality and looking forward at university level and its administrative and academic departments.
  - B- Implementing training programs for quality and accreditation and coordinating with the Deanship units to carry out the necessary training – recommended by quality units.

- C- Providing support and consultation to quality units in different colleges and departments, regarding development and improvement.
- D- Coordinating with the Translation Unit to translate the Deanship main documents and the requirements of work in other units.
- E- Contributing to providing and translating documents of quality and accreditation.
- F- Contributing to preparing the necessary academic material to the Deanship of quality and assessment website.
- G- Assisting and coordinating with the Measurement and Evaluation Unit in all that is necessary for joint work.

#### Article Twenty-Four: Unit of Plans and Curricula.

- 1- This Unit is linked to the Vice-Deanship for Plans and Programs.
- 2- This Unit is meant to plan, organize and follow up everything related to the processes of checking and reviewing courses and programs.
- 3- This Unit will undertake the following tasks:
  - A- Developing strategic and executive plans and general policies related to improving the work of the deanship regarding plans and curricula.
  - B- Reporting periodic performance regarding the work of the unit.
  - C- Preparing, organizing, implementing and checking programs and their courses.
  - D- Recommending the necessary training subjects and coordinating with the training unit.
  - E- Examining and advising on new programs.
  - F- Reviewing study plans and their courses that are received from the departments and ensuring that they meet all the elements and standards required and recommending approval after verifying that they

meet the required standards then proposing the necessary developments thereon and providing justification.

- G- Examining the appropriateness of knowledge and skills acquired by students to the requirements of the labor market by permitting the approved plans and recommending developing them in this light.
- H- Developing the necessary mechanisms to save the programs and course description files according to the requirements of the Education Evaluation Commission.
- I- Ascertaining the characteristics of graduates and the compatibility of learning outcomes between programs and courses, including the development of study plans in cooperation with the directors and supervisors of departments in the college and subcommittees in academic departments.

#### Article Twenty-Five: Training Unit.

- 1- This Unit is linked to the Vice-Deanship for Plans and Programs.
- 2- The training unit seeks to develop academic and administrative performance, as well as qualify researchers and experts in the field of quality and academic accreditation, via training courses and workshops for faculty members and staff.
- 3- This Unit will undertake the following tasks:
  - A- Preparing a group of trainers capable of disseminating the culture of quality and academic accreditation to all employees of the university.
  - B- Qualifying experts in the processes of checking and reviewing programs and courses.
  - C- Qualifying trainers in the field of improving learning and teaching processes.
  - D- Carrying out training programs and workshops in the field of quality and academic accreditation including training for the development of plans and curricula.

Article Twenty-Six: Unit of Learning and Teaching Support.

- 1- The Unit is linked to the Vice-Deanship for Plans and Programs.
- 2- This unit aims to apply a system of quality monitoring of the educational process in colleges and academic departments at the university, by applying the system approved by the university.
- 3- This Unit is concerned with monitoring the learning and teaching process and completing the quality cycle.
- 4- The Unit will undertake the following tasks:
  - A- Preparing the workshops that faculty members need to develop their skills in education and evaluation of learning.
  - B- Following up planned learning outcomes to measure their degree of achievement.
  - C- Applying the indicators of the performance of learning outcomes in measuring the performance of academic programs.
  - D- Analyzing data brought about by feedback from monitoring the quality of educational process, and benefiting from it in developing education outcomes and the strategies of their achievement.
  - E- Holding seminars and forums aiming at presenting the developmental visions of the teaching and learning process.
  - F- Keeping up with the latest developments in the field of higher education and quality and measuring the performance of its institutions.
  - G- Analyzing relevant questionnaires and writing recommendations and suggestions based on this analysis.
  - H- Assisting the Vice-Deanship with new tasks.

Article Twenty-Seven: Vice-Deanship in King Abdullah Center for Female Students.

- 1- This Vice-Deanship is linked to the Deanship of Quality and Assessment.
- 2- This Vice-Deanship aims at achieving the requirements of quality and institutional and programmatic academic accreditation in the female section to cope with its counterpart in the male students section. This is to ensure the implementation of the strategic and operational plans and academic programs plans, its academic courses and field of experience in the female section according to the requirements of the National Center for Academic Evaluation and Accreditation. In a way that keeps the University policies and directions and ensures the continuity of quality control in the female students sections to achieve the vision of the university and its mission and goals.
- 3- The Vice-Deanship will undertake the following tasks:
  - A- Contributing to the achievement of the mission of the university and its strategic goals and objectives, especially the objectives related to issues of evaluation, quality and academic accreditation.
  - B- Organizing workshops, training courses and continuous meetings to disseminate the culture of quality in the center.
  - C- Determining and analyzing training needs in the field of quality and academic accreditation for staff.
  - D- Preparing, designing, implementing, evaluating and developing training programs in the field of quality and academic accreditation for staff.
  - E- Following up the implementation of the system of quality control of the educational process and the administrative quality system in academic programs, deanships, departments and colleges in the female section.
  - F- Providing the necessary training and advice to develop the programmatic and administrative quality, achieving academic accreditation and meeting the requirements of the Education Evaluation Commission at university level and its units in the center.

- G- Conducting internal reviews and field visits to determine the quality of academic programs and administrative units.
  - H- Contributing to developing improvement plans and submitting the necessary recommendations to increase the level of administrative and academic quality.
  - I- Overseeing the units of teaching and learning support in the city.
- 4- Below is a list of units that are linked to the Vice-Deanship for King Abdullah City for Female Students. The objectives and tasks of these units are the same as those of their counterparts in the male section.
- A- Secretariat Unit.
  - B- Media and Public Relations Unit.
  - C- Teaching and Learning Support Unit.
  - D- Training Unit.
  - E- Quality Assurance Unit.
  - F- Documents and Information Unit.

Article Twenty-Eight: Vice-Deanships of Quality in Colleges, Institutes and Supporting Deanships.

- 1- This Vice-Deanship is created according to the number of colleges and deanships in the University.
- 2- This Vice-Deanship is, administratively, linked to the concerned college, institute or deanship; and, technically, linked to the Deanship of Quality and Assessment.
- 3- This Vice-Deanship is responsible for the management and assurance of quality in the concerned college or the Deanship. It is also responsible for the implementation of tasks in both the male and female sections.
- 4- The aim of this Vice-Deanship is to plan, manage and lead the processes of quality development; achieve the standards of academic accreditation in the academic and educational process in academic

departments; monitor the quality system of administrative work in faculties and improve performance in all aspects.

5- This Vice-Deanship will undertake the following tasks:

- A- Preparing operational plans for quality in the Vice-Deanship.
- B- Approving operational plans for units and academic departments.
- C- Proposing formation of committees and work teams for different activities.
- D- Contributing in developing strategic and executive plans and ensuring that they achieve the standards of quality and academic accreditation.
- E- Following-up the College implementation of assigned tasks to verify its compliance with the standards of quality and academic accreditation.
- F- Preparing self-study for the College.
- G- Supervising the preparation of self-studies in academic departments.
- H- Carrying out field visit to the academic departments affiliated with the College according to periodic follow-up forms to determine the reality of quality implementation, studying the obstacles to applying quality in each department, proposing appropriate solutions and discussing them with the quality officials in the departments on one hand and with the staff of the College on the other.
- I- Maintaining continuous coordination with vice-deans and heads of academic departments, in order to achieve the College objectives of quality.
- J- Communicating with the academic and administrative units of the university in all that helps in the performance of its tasks and achieves the goals of the Vice-Deanship in coordination with the Dean of the College.
- K- Overseeing the financial affairs and funds entrusted to the Vice-Deanship of Quality and its programs, according to the rules and regulations.

- L- Developing mechanisms to identify the expectations and level of satisfaction of the beneficiaries of the services of the college (both internal and external) and using them in development planning.
- M- Preparing a comprehensive report on the quality process in the College, and submitting it to the Deanship of Quality and Development.
- N- Disseminating the culture of quality in the College and its departments.
- O- Carrying out and following up the activities of creativity and excellence awards for educational, research and administrative performance in the college.
- P- Identifying training needs in the field of quality for faculty members in the academic departments of the college, and coordinating with the relevant authorities in their implementation.
- Q- Implementing all quality related tasks assigned by the College Board or the Dean.

Article Twenty-Nine: Quality Units in the University (Academic, Administrative, Medical and Security Departments, or other departments).

- 1- This Unit is, administratively, under the direct authority of its Director and, technically, linked to the Deanship of Quality and Assessment.
- 2- This Unit is responsible for managing and ensuring quality in the Department, and responsible for carrying out tasks in male and female sections.
- 3- The aim of this Unit is to implement the procedures of evaluation and Academic Accreditation; Programmatic and Institutional.
- 4- The Unit also aims at developing and improving performance in all aspects and disseminating the culture of quality in departments and units.
- 5- If such a unit is not existent in any of the departments or units of the University, the direct head of the Department shall be responsible for the application of this system.

6- This Unit will undertake the following tasks:

A- Developing operational plans related to quality in the department.

B- Implementing the operational plan in a way that meets the standards of academic accreditation.

C- Participating in developing operational and annual plans in order to ensure meeting the standards of quality in the College.

D- Collecting evidence and guides relevant to performance indicators and measures of programmatic and institutional self-evaluation.

E- Following-up the implementation of the department plans.

F- Carry out an annual evaluation and reporting of the program performance.

G- Determining training needs for the department staff.

H- Encouraging members of the department to attend courses and conferences, take the initiative in academic activities.

I- Providing support and assistance for quality staff.

J- Preparing self-study for the department.

K- Preparing periodic reports and submitting them to Vice-Deanship of Quality in the College.

L- Developing improvement plans and following-up their implementation.

### Article Thirty: Completing the Quality Cycle.

- 1- In order to complete the quality cycle at the University, each Unit must perform four integrated steps:
  - (A) **Planning**: It includes strategic planning in units that require a separate strategic plan from the college or deanship; it also includes drawing up an executive or operational plan for the Unit concerned with this system according to its position, based on the University general plan of quality and measurable performance indicators.
  - (B) **Implementation**: This is according to the plan drawn up and approved for the unit, with flexibility in the event of administrative and technical developments.
  - (C) **Measuring achieved performance**: This is through the pre-determined indicators in paragraph (A), taking into account the related procedures and models in the performance measurement, and according to measurement type.
  - (D) **Creating Improvement Plan**: For practices that show weakness in their performance indicators, or continuity in good practices.
- 2- The implementation of this system guarantees the completion of the quality circle in all the University units. This system is an administrative and executive organization that ensures the continuous improvement and development of performance in all the activities of the University. Figure (2) is an example for the quality cycle and how to ensure its continuity according to (Deming) quality cycle.

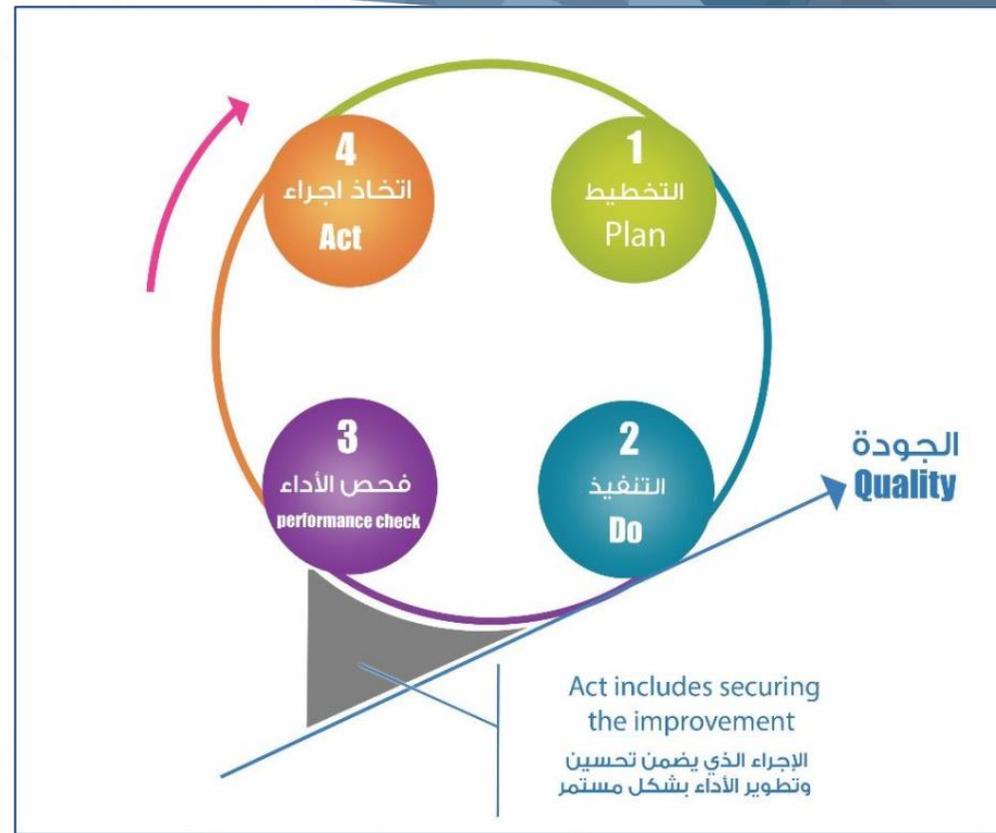


Figure 2: Quality Cycle (Deming Cycle – W. Edwards Deming)

### Article Thirty-One: Performance Indicators.

- 1- These indicators aim at measuring the achievement of objectives and sub-initiatives related to quality work and academic accreditation at the University.
- 2- These indicators require a genuine partnership between all effective and affected parties by the quality assurance and monitoring processes in university units. These parties include faculty members, staff, students and beneficiaries (recruitment and employment companies) of the University outputs.

- 3- University units should focus on key performance indicators that can be measured digitally either by number, or by percentage such as the number of worksheets submitted in an activity, or the ratio of students to faculty members in the program.
- 4- In the case of qualitative performance indicators, sub-indicators must be built by which the general qualitative indicator can be measured, from which these sub-indicators emerged.
- 5- These indicators should be linked to the University strategic plan, or operational plans of quality or the unit concerned.

## Article Thirty-Two: Reference Comparison.

- 1- Each unit within the university to which this system applies shall be based on its development of the plans and performance to a set of carefully identified indicators based on the university strategic plan and executive plans emerging from them.
- 2- Reference comparisons are based on several aspects that should be dealt with accurately and objectively:
  - A- The main performance indicator: The selected indicator that has a strong and direct link to the mission of the institution, and expressed in digital format such as a number or proportion.
  - B- Target performance level. The level that the unit aspires to reach after overcoming obstacles and carrying out the required activities.
  - C- Actual performance level: The level that has already been achieved.
  - D- Internal reference comparison: Comparing the target indicator data with data from another unit at the university.

- E- External reference comparison: Comparing the target indicator data with data from another unit at another university.
- F- Analysis of all main performance indicators and reference comparisons: Analyzing comparison results by explaining the reasons of inequality or equality between the actual performance indicator and the level of the indicator with which the comparison was conducted, whether it was internal or external. Strengths and weaknesses should be mentioned with improvement recommendations.
- G- New target performance level: The level to which the Unit aspires to reach after finishing analysis and comparison.
- H- Protecting the intellectual property rights of the parties with which the comparisons are made and assigning agreements with those parties to benefit from their data.
- I- Providing the Deanship of Quality and Assessment with electronic and paper documents that prove reference comparisons.

### Article Thirty-Three: Self-Assessment.

- 1- The units to which this system applies shall apply the institutional and programmatic accreditation forms and procedures according to the ones chosen by the university whether internal or external.
- 2- Administrative units, that need other forms and procedures, must choose measures of general performance taking into account the quality requirements as indicated by the Quality Assurance Unit of the Deanship, which can facilitate the task of agreeing with the bodies that issue quality certificates such as ISO certificates. The procedures are as follows:
  - A- The administrative unit selects one of the international bodies concerned with quality assurance systems from the ISO family and sends a request to the Deanship of assessment and quality to examine the suitability of this application.

- B- The administrative unit shall consult the Deanship of assessment and quality to select the suitable body referred to in the first item and take the official approvals thereof.
- C- The administrative unit will commit to the forms submitted to it by the agreed body. It will also coordinate with the Quality Assurance Unit in the Deanship to ensure that the objective is achieved.
- D- Each unit shall assess the performance of its staff periodically, using the techniques and measures approved by performance assessment bodies in the University, then using the results to complete the quality cycle.
- E- The administrative unit must keep all documents and reports to be used by university when needed for required accreditations. The unit is also committed to upload the documents and reports to its website with continuous updating.
- F- Units shall submit the results of self-evaluation, reports and documents of self-evaluation and whatever related to quality process to the Deanship of Quality and Assessment through the electronic system of quality or according to the manner required by the Deanship.
- G- Each unit shall develop a plan to measure and monitor the performance of educational and non-educational outcomes, then submit the results to the Deanship.

#### Article Thirty-Four: Academic Accreditation Procedures.

- 1- The units, to which this system applies, shall cooperate with each other in respect of the necessary functions and tasks for the requirements of institutional and programmatic accreditation, according to the needs of academic units and departments. The procedures shall take into account the organizational structure of the Supreme Council of Academic Accreditation.

- 2- The units must take into account the inconsistency and contradiction between these procedures and the procedures established in the quality monitoring system of the educational process.

#### Article Thirty-Five: Documenting Practices.

- 1- Documenting data, information, decisions, meeting records and everything related to the nature of the work of the units concerned is a fundamental requirement of quality work.
- 2- The concept of documentation for the purposes of this paragraph goes to both paper and electronic documentation.
- 3- The aims of the documentation are:
  - A- Demonstrating good practices and quality by the units to which this system applies.
  - B- Facilitating the task of internal and external review.
- 4- All those to whom this system applies shall submit performance reports periodically to the Deanship of Quality and Assessment through the electronic system of quality or according to the manner required by the Deanship.

#### Article Thirty-Six: Consultation Committees.

- 1- Each unit, to which this system applies, shall form a consultation committee taking into account the provisions of this Law and abide by the models contained therein.
- 2- The academic departments concerned with the application of the quality control system, must observe this system. They must communicate with the consultation committees and hold their own meetings and provide the Deanship with the minutes of their meetings and documenting them electronically and in paper.

