

QUALITY ASSURANCE MANUAL

DEPARTMENT OF CIVIL ENGINEERING
COLLEGE OF ENGINEERING



جامعة الجوف
Jouf University

QUALITY ASSURANCE MANUAL
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Introduction

Quality Assurance process determines both strengths and weaknesses, and corrective and protective plans in academic programs leading to its quality improvement. Teaching quality is becoming a strategic direction of the higher education repairs in the Arab area and in the heart of Saudi Arabia. Its importance is recently gaining more and more recognition by both the policy makers as well as the various providers of higher education. For Civil Engineering Program, a vision to keep abreast of the age and to the leadership in the academic and community services, in order to realize the vision of 2030 in preparing distinguished cadres in the field of Civil Engineering to serve the nation in various fields of life. Hence the role of the National Center for Academic Accreditation and Evaluation (NCAAA) in the adoption and evaluation of academic programs, including Civil Engineering program to be achieved improvement, quality and excellence. Accreditation of the programs is being based on a set of indicators known as the key performance indicators (KPIs) been adopted by the Center (NCAAA) and the quality management system at Jouf University. Moreover, indicators of learning outcomes are approved by the college of Engineering. KPIs are collected through different questionnaires for teaching staff, undergraduates, and employers, as well as statistics on numerical achievements and values of learning outcomes indicators. All achieved KPIs of Civil Engineering program should be compared with internal or external benchmarks. This report uses qualitative and quantitative methods to achieve the objectives of program. 17 key performance indicators were provided by NCAAA. According to the Quality Management System (QMS) of college of Engineering, one of the tasks of quality and development committee in the program is to measure KPIs, and prepare reports taking into consideration improvement plans. In total, 17 questionnaires are being distributed among teaching staff, student and stakeholders. The questionnaires were being designed based on the rate of agreement chosen KPIs in five-point scale (1 .00 –Strongly Disagree, 2 .00 –Disagree, 3 .00 –Not Sure, 4 .00 –Agree, 5 .00 – Strongly Agree) and Analysis of questionnaires are being done using statistical mean, percentages and/or standard deviation. Any data can be used to measure the achievement in a program. Moreover, Statistics for numbers of students, graduates, teaching staff, citations and publications. Values of KPIs of the last years were used as an internal benchmark. An internal monitoring system which will regularly measure the effectiveness of the procedures. A self-evaluation system which will examine and report on the quality of programmers and services. Here, various committees perform in an integration with director of the programs in administration academically and environmentally to control

of the quality from planning, implementation, monitoring and to improvement.

Purpose

Academic quality assurance aims primarily to certify continuous improvement in different programs of Department of Civil Engineering, through a process of self-evaluation, internal review and constructive, formative criticism by external reviewers (nationally and internationally accreditation bodies). A quality assurance review is to evaluate five aspects of a program:

- (1) Quality.
- (2) Resource use.
- (3) Following achievement of action plans for programs, as well as consistent mission and goals of program with the university.
- (4) Adaptability.
- (5) Review of a program is a tool for well change.

Policy

The Academic Quality Assurance Policy has three main goals:

- (1) Ensure high standards, quality of outcomes and continuous improvement of the academic program of Civil Engineering
- (2) Determine strengths and weaknesses paths, corrective and protective methods for continues improvement of programs of the department.
- (3) Document, integrate, and communicate different procedures of quality assurance processes.

The Program Quality Assurance Policy includes that:

- (1) The Bachelor of Civil Engineering Program is committed to the fact that the planning of academic programs takes place in the form of integrated packages of educational procedures, whereby all courses - in planned ways - contribute to achieving the learning outcomes targeted for the program in question, and that the outcomes of students' learning are precisely defined and consistent with the requirements of the national qualification framework (NQF). It ensures that learning outcomes are also compatible with the requirements of professional employment or what the profession requires. Learning levels are evaluated and verified through integrated processes and compared with appropriate external benchmarks.
- (2) The Bachelor of Civil Engineering Program provides qualified faculty members who have the necessary experience to carry out their teaching tasks.

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- (3) The Bachelor of civil Engineering Program is committed to ensuring that the teaching is of a high degree of quality, with the application of appropriate strategies for the various educational outcomes to support continuous improvement in the quality of teaching.
- (4) The Program provides effective systems to help students learn through libraries, the electronic system (blackboard), academic advising, and study facilities, and by following up on students' academic progress, encouraging high-performing students, and providing assistance to students who need it.
- (5) The Program ensures good planning of field experience activities and their application as one of the complementary components of the program in programs that include activities of field experience and define learning outcomes for them. Training supervisors are considered within the teaching teams, and appropriate evaluation and appropriate strategies are applied to improve field experience.
- (6) The Program is committed to a system for evaluating the quality and effectiveness of teaching through an assessment system for students that is appropriate for the targeted learning outcomes, and is applied effectively and fairly with independent verification of the level achieved by student evaluations, and through surveys of the opinions of graduates and employers, and using evidence and findings from these sources mainly in preparing improvement plans, following up on previous improvement plans and decisions taken, and informing beneficiaries of these the decisions, and the evaluation and development of educational programs is the result of responding to the opinions of students, faculty, employers, graduates, advisory committee and the needs of the labor market regularly and periodically.

Definitions in the Quality

Quality it is meet of requirements for customer as good product or service

Academic quality is meet of stakeholders needs from educational process including appropriate and effective teaching, support, assessment and learning opportunities are provided for them.

Quality assurance (QA) process in which determines both strengths and weaknesses points, and corrective and protective plan in academic program leading to its quality improvement.

Quality system also known as a Quality Assurance (QA) system or a Quality Management System (QMS), is a management system that helps to ensure the consistency of quality of educational outcomes.

Compliance with Quality System Standards is established by completion of a successful quality internally and externally reviews conducted by an accreditation bodies acceptable to the Saudi Arabia (for examples, The National Center for Academic Accreditation & Evaluation (NCAAA)).

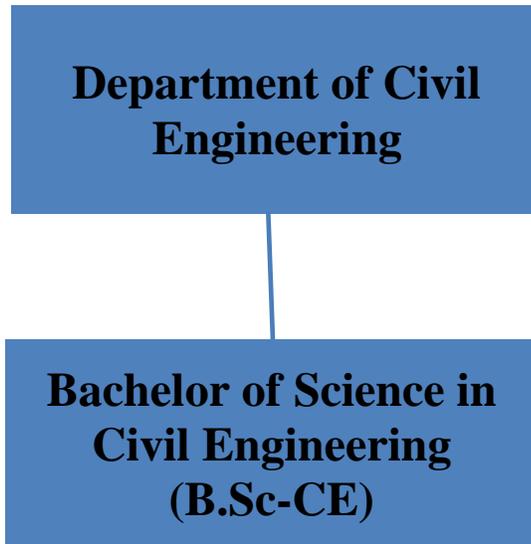
Key Performance Indicators (KPIs) are indicators that accurately measure the program performance and coordinate it to provide actual (internal and external) data base for analysis and comparisons on a regular basis.

Self-Study Report (SSRP) for the Program gives a comprehensive presentation of its academic development and quality assurance system, highlights its best practices, uncovers the areas of improvement, and reveals the performance of the program among similar programs through benchmarking.

Self-Evaluation Scales (SES) allows the program to access itself in the accreditation standards. Each standard is divided into criteria, a few among them are mandatory. The program is expected to evaluate them by awarding stars in whole numbers.



Programs of the department



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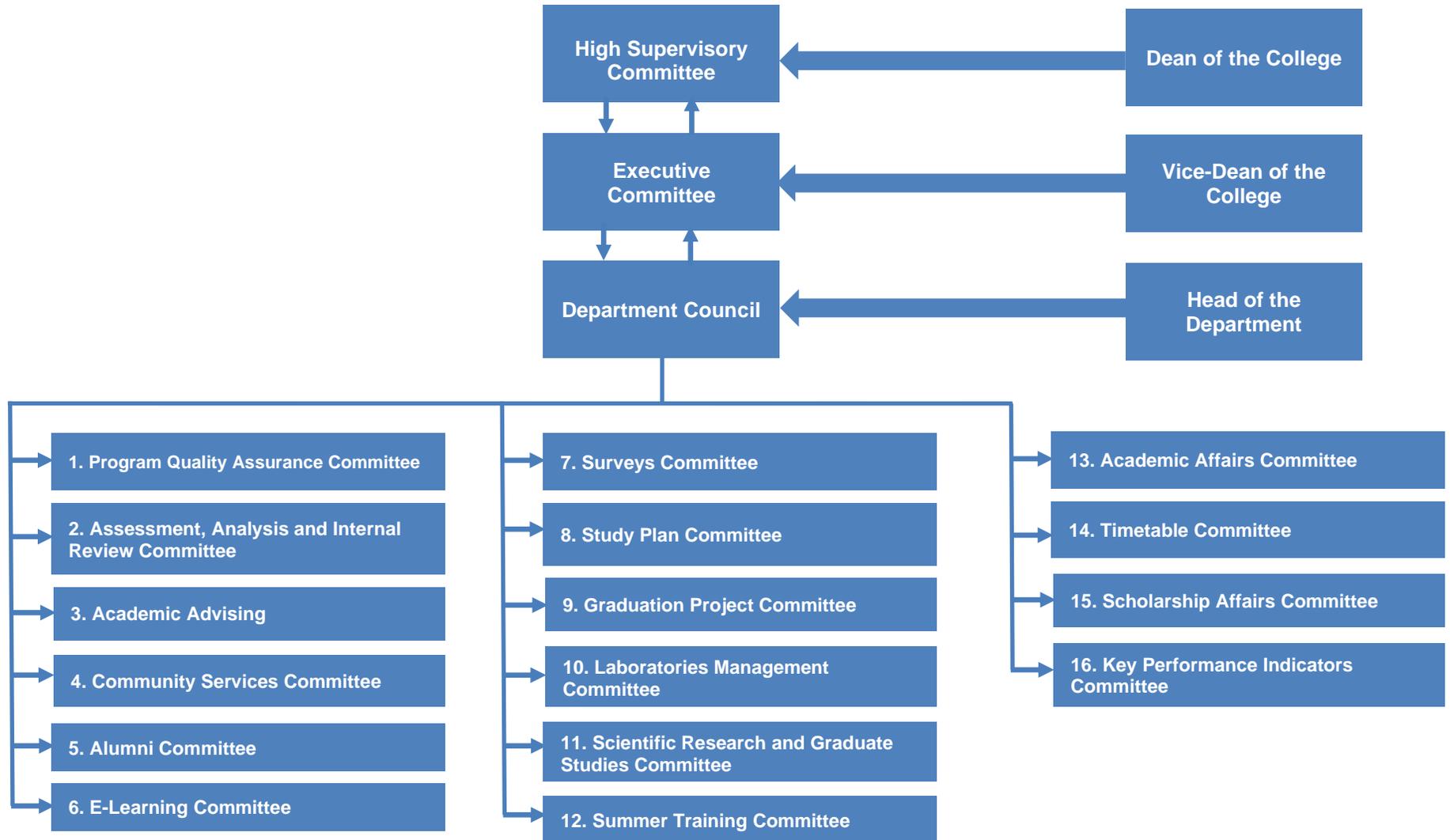


Vision, Mission and Goals of Programs

Vision, mission and goals of all programs of the department are submitted in website of Department of Civil Engineering via link <https://www.ju.edu.sa/en/colleges/science-college/college-of-engineering/departments/civil-engineering-department/> and these mission and goals of all programs are consistent with mission and goals of college of Engineering.



Organization Structure of the Quality Management System in the Civil Engineering Department



Tasks of the Department Committees

1. Program Quality and CQI Committee

- Enhancing quality culture among faculty members, department staff and students.
- Provide the requirements for quality and academic accreditation to all staff members in the program.
- Follow up the course specifications periodically according to the model of the National Center for Academic Accreditation and Evaluation and follow up on its upgrade.
- Prepare Program Specifications according to the model of the National Center for Academic Accreditation and Evaluation.
- Prepare, monitor, distribute, collect and analyze all questionnaires of the National Center for Academic Accreditation and Evaluation.
- Follow up on the periodic preparation of Course Report and review Annual Program Report according to the model of the National Center for Academic Accreditation and Evaluation.
- Develop the skills of staff members, administrators and students of the program.
- Create databases for each of the following members: Faculty members - Administrators - Community service activities - Scientific research - Training courses.
- Follow up the preparation and implementation of plans in the program.
- Establish a system to follow up the alumni.
- Develop a system to ensure the continuity of quality management system.
- Evaluate the performance level in the program.
- Implementation and follow-up of the evaluation and academic accreditation.
- Provide the necessary facilities for the teams to supervise the application of quality assurance.

2. Assessment, Analysis, and Internal Review Committee

- Review the Course Specifications and Course Reports for all courses.
- Prepare the Annual Program Report according to the model of the National Center for Academic Accreditation and Evaluation.
- Prepare an improvement plan based on analysis of the conducted surveys.
- Prepare the KPI analysis Report.
- Prepare a report for evaluating the learning outcomes, and its mapping.

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- Prepare a report for measurement the level of student achievement for each targeted learning outcomes.
- Prepare a report from the review of randomly selected samples of the final exams.
- Conducting internal review for all courses
- Holding a monthly meeting to discuss the reports of the quality management system in the department.

3. Academic Advising Committee

- Develop a plan for the academic supervision in the program.
- Supervise the progress of the academic guidance process according to the approved mechanisms in the program.
- Raising awareness among students about the nature of the unit and its importance and how to benefit from its services through meetings and publications at the website or blackboard system.
- Raising awareness of the importance of the academic guidance and the importance of communicating with the academic advisor by publishing brochures, publications and using the college or program website for this purpose.
- In the first week of each semester, the Deanship of the College and the head of the department or coordinator of the program is organized the reception for new students to provide the comprehensive discussion about goals and mission of the college and its educational programs and its scientific groups, the fields of work of its graduates, importance of the university rules and regulations during their educational study and the necessary to contact with their academic advisor.
- At the beginning of each semester receive a list of the new students from the Deanship of the College and deliver to the program coordinator and distribute the students to the program staff for assigning.
- A meeting is held with the newly appointed faculty members to inform them about the system of study and the academic advising mechanism in the college based on program policies.
- Organizing a regular meeting with the advising coordinators to follow up the progress of the program guidance process.
- Submit periodically (each mid semester) a report that includes the work of the committee and levels of students to the program and faculty administration.
- Analysing the cases that transferred to the committee by the program and faculty administration, preparing reports and submitting them to stakeholders.
- Considering the problems of academic students raised by advisors and seeking to solve them with the program and faculty administration.
- Considering the complaints of students of academic nature and to find solutions that are suitable for them or to raise them to the program and faculty administration if necessary.
- Consider students' complaints about any course and find solutions and raise them to the program and college administration.

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- Supervision of orientation programs for new students to introduce the system of study and exams in the program.
- The committee meets periodically (every 4 weeks) or as reports to discuss periodic reports or special reports from academic advisors at the program level.
- Carrying out the work assigned to the committee by the head of department and dean of the college.
- Coordinating with the Committee for estimating the numbers of new students expected to graduate and transferred from other faculties.

4. Community Services Committee

- Preparing the student talents in terms of culturally, socially, sportily, and artistically, and discovering and help them for development.
- Contributing in building the character of the student to achieve a balanced personality loving his country and leadership in culturally, socially, sportily, and artistically and directing.
- Discovering the talent students, developing them, refining them, and using their creative energies in whatever productive and useful.
- Educating the spirit of honest competition for students, strengthen social relations with their colleagues, staff and their community, and arranging competitions monthly, semester and annually.
- Holding the sportive and cultural competitions among the students of the program to develop the spirit of competition among them.
- Developing a plan for the student activity in the program throughout the academic year and follow up its implementation.
- Carrying out cultural and social trips for students to develop their cultural and social awareness.
- Selecting the excellent students in cultural competitions and indoor sports; to represent the college in the various central competitions (sports, cultural) organized by the Deanship of Student Affairs at the university.
- Establishing the sport and recreational competitions among the staff of the program to find a kind of harmony between all staff of the program.
- Coordinating with the units and committees in the college each in its own right.
- Submitting a semester report on the activities of the unit to the Academic Affairs Supervisor of the College in order to submit it to the Dean of the College.
- Carrying out the work entrusted to the unit by the Dean of the College.

Community Partnership:

- Develop practical programs to strengthen the relationship between the department and the community, and follow up their implementation.

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- Monitor and categorize scientific research projects carried out by the department and its members that contribute to the service of society and development plans.
- Monitoring and tabulating training programs and scientific consultations, and cultural and awareness activities carried out by the department, which contribute to community service and development plans.
- Supervising the activities that serve the community, namely: museums, astronomical observatory, permanent exhibition, greenhouse etc.
- Encouraging and developing the spirit of initiative among the employees of the department and the students to maximize the return of the service role to society.
- Activating the partnership between the program and the various community institutions, in particular public and private schools.
- Deepening communication between the department (Program) and the bodies responsible for development plans in the Kingdom of Saudi Arabia.

5. Alumni Committee

- Enhancing the communication and consolidating the principle of exchange of views and information between the graduations inside the program and graduates among themselves.
- Enhancing the loyalty of the graduates and their interaction and contributions for development of the Engineering programs.
- Documentation of the database of graduates of the program in a special archive (paper and electronic).
- Documenting the relationship with the graduates to benefit from their experiences in developing academic, research and training plans.
- Develop communication programs, whether electronic or otherwise, to strengthen the relationship between graduate students and employment.
- Surveying (preparation, distribution and collection of questionnaires) graduates' opinions who have jobs in the public and private sectors outside the college.
- Find an effective mechanism to provide employment opportunities for graduates in their fields of specialization.
- Communicating with the public and private sectors to find opportunities to train students and qualify them to work in summer classes.
- Measuring the attitudes of business owners towards graduates of the program, and seeking to open the fields of labor market for the graduate.
- To know the requirements by taking opinions of companies for employment through questionnaires.
- Opinions of graduates of the program collect through questionnaires filled electronically through the committee.
- Establishment of an annual day to which the graduates, institutions and companies that need to recruit for graduates of the program.

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- Considering what the program management and deanship of the College refers to the subjects and the completion of the related issues.
- Constructing a website for the Alumni Association on the Internet (helps graduates of the college to know the news of the program as a whole, and the bulletin of the Civil Engineering Program Society, and the Alumni Guide).
- Establishing a database of institutions and partnerships related to graduates in the program.
- Measuring the level of satisfaction for graduates and business institutions.
- Let know the graduate's aspect of academic news and research in the program.

6. E-Learning Committee

- Improving the quality of education through the provision of additional teaching methods based on E-learning techniques.
- Developing the students' skills and their abilities to interact with the changes of the era through modern techniques.
- Follow up the activation of E-learning systems in all courses in the program.
- Raising the skills of faculty members of the program in E-learning systems.
- Servicing the educational and research processes in the program.
- Publishing the culture of E-learning through (seminars - workshops) in the program.
- Determine the appropriate training needs for faculty members and students to apply e-learning.
- Urging faculty members to update their electronic pages on the department's website and to develop their educational materials and scientific production.

7. Surveys committee

- Design and distribute the different questionnaires for students, staff, and other stockholders on the scheduled dates.
- Inform and guide students on how to objectively complete these questionnaires.
- Follow up the results of students, staff, and other stockholders' questionnaires and prepare a periodic report.
- Analyzing the required questionnaires.
- Follow-up of corrective actions.
- Submit a quarterly and last annual report on the results of the questionnaires and notes, if any, to the Quality and Academic Accreditation Unit.
- Executing the work assigned to the committee by Department chair.

8. Study Plan Committee

- Supervising for preparation of the study plan and program in the department and reviewing them to ensure that they comply with the standards of the National Center for Academic Accreditation and Evaluation and according to the requirements of the labour market.
- Supervising for development of the study plans and programs of the program and follow up the recent versions of the standards of the National Center for Academic Accreditation and Evaluation and study the agreement of the current courses with them.
- Preparing reports on the study plans and programs in the department and submitting them to the deanship of the College for approval by the department and college councils.
- Coordination with the university Study Plans Committee to approve the plans.
- Conduct a survey on the compatibility between the requirements of the labour market and the specializations inside the program.
- Ensure that the course specifications are available and they comply with both the academic plans in the department and the standards of the National Center for Academic Accreditation and Evaluation.
- Follow-up with faculty members in the program and ensure that they distribute brief course specifications to students at the beginning of each semester.
- To inform faculty members in the program of any updates and developments on the study plans and courses specifications.
- To study the compatibility of the course's contents, teaching methods, courses objectives and the expected learning outcomes and the preparation of the relevant reports.
- Coordination with IT department to put the plans and specifications on the program's website.
- Contact with University Deanship for Educational Affairs at the end of each semester to coordinate and review the latest developments regarding the study plans and specifications and spread them to the faculty members in the program.
- Keep and save all the committee documents and provide a copy to the head of department and deanship of the college.
- Consideration of the subjects referred from the head of department to the committee and completion of related actions.

Learning Resources:

- Supervising the library of the department.

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- List of books and references needed by faculty members in the program and coordinate with the Central University Library to provide them according to the requirements of the department.
- Follow-up and work to provide sources of learning to meet all the needs of the program and its courses.
- Ensuring an easy access to learning resources when students need them.
- Collecting the needs of the teaching staff from the learning resources before using them in sufficient time and work to provide them.
- Follow-up updating the scientific references of the decisions.

9. Graduation Project Committee

- Preparation of the final list of graduation projects for the department for approval by the Head of the Department and the Dean of the College.
- To take decision for appeals regarding graduation projects from students or faculty members in the program.
- Coordination between other departments in the college, in case of joint projects.
- Making periodic reports of the graduation project committee in the departments.
- Oversee the project discussions with the project committees in the department.
- Submit periodic reports to the Dean of the College and Head of Department on the progress of projects in the department.
- Implementation of the tasks referred from the Head of Department and Dean of the College to the committee.

10. Laboratories Management Committee

- Preparation of studies for the requirements of the program about laboratories and supporting devices and software.
- Developing a general perception of the plants and their arrangement and their relationship with each other and the appropriate areas for each lab and the required spaces.
- Supervising the laboratory equipment with the college labs in coordination with the scientific departments.
- Preparation of presentations and specifications of equipment.
- Studying the offers submitted to the laboratories by the different companies.
- Follow up companies in the supply of scientific devices in coordination with the department.
- Ensuring that the specifications of the equipment required to be supplied to the laboratories before the completion of the purchase process.
- Follow-up with the relevant sections for the maintenance and operation of scientific devices.
- Ensuring that there is periodic maintenance of the laboratories, and replacing the damaged especially with the end of each semester.
- Follow-up of the devices and laboratories at the department on a regular basis.

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- Working on the development plans for the development of laboratories in the department.
- Studying the needs of laboratories to engineers, technicians and assistants necessary to organize and processing the labs.
- Saving all papers related to the committee work, and providing a copy of them to the Head of Department and Dean of the College.
- Considering what the Head of Department and Dean of the College refers to the subjects and the completion of the related issues.

Safety:

- Develop safety policies and regulations that achieve the safety in the department.
- Monitor the inspection of the equipment and all safety measures in the laboratory.
- Inventory of safety equipment and organize the process of placing it in the correct place and maintenance periodically.
- Ensure that safety measures are provided in laboratories and classrooms before starting the study in each semester.
- Communicate with the main safety committee in the college regarding coordination, training courses and other works.
- Development of emergency phone numbers - Preparation of awareness-raising instructional publications for students on safety procedures for various hazards (electrical and/ or chemicals) at the beginning of the academic year.
- Follow up the conservation of chemical and radioactive wastes in the department.
- Follow-up safety procedures in laboratories and classrooms and Place the safety phone numbers in the laboratory.
- Conducting periodic training for faculty members and students to comply with the implementation of evacuation methods and dealing with safety methods in laboratories.
- Follow-up of all safety requirements in the Department - Raising awareness among the staff of the department and students of the importance of complying with safety instructions.

11. Scientific Research & Graduate Studies Committee

- Guide for Ethical Charter to the Professional.
- Develop a strategic plan for scientific research in the department and follow up on its implementation.
- Accreditation of a research plan for the department according to the Deanship of Scientific Research and identifying the research priorities and funding sources of the plan.

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- Accreditation of database of scientific research (published research, scientific thesis, participation in conferences, organizing conferences, scientific missions and scholarships, Patents, excellence awards, scientific books, ...)
- Accredited mechanisms to encourage that the faculty staff of the program to do research.
- An annual report on the position of research integration within department and at the level of specialization locally, regionally and internationally, and the sources of funding for scientific research and citizen attributes and faculty of excellence in scientific research in the framework of the research plan of the College.
- Supervising the performance of graduate students and submitting recommendations thereon to the department council.
- Establishing and updating a database of research, scientific projects and conferences locally and internationally, in addition to patents, prizes, books and translations.
- Encouraging publication in scientific journals with a global classification.
- List of graduate students involved in research, projects, conferences, patents, and local or international awards.
- Evaluation of the graduate programs in the departments periodically.
- Prepare a list of the faculty members supervising the scientific thesis of the higher studies and its numbers.
- Conducting an annual evaluation of scientific research projects in the department and submitting recommendations to the Higher Studies and Scientific Research

12. Summer Training Committee

- Management of summer training program.
- Supervising the collection of information about the training institutions and expanding the information database and making changes in the names and addresses of those entities.
- Conduct necessary communications to obtain appropriate training opportunities for students in various departments.
- Make arrangements for companies that have specific requirements for trainee students.
- Supervise the distribution of training opportunities for students and solve the problems related to them.
- Coordinate with companies that have specific requirements for the students wishing to train them.
- Contribute to solving students' problems beyond the training period.
- Establish a database of training companies.
- Evaluation of weekly reports on training on student performance during the training period.
- Make sure that graduate students have completed all training requirements.
- Prepare a feedback form that focuses on the performance and classification of institutions that instruct college students to be given to trainee students.

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- Preparing a thankful letter to the active training institutions.
- Establishing a database of the program graduates.
- Establishing a recruitment center in the college in cooperation with the active companies.
- The student may search for a training institution provided that the training committee approves the training body specified by the student and the approval shall be based on:
 - a) The student provides the contact information of the person in charge of training
 - b) The student provides training committee with training program training.
- Submit a comprehensive report on the work of the Committee after the end of the training period to the Head of Department and Dean of College.
- Implementation of the tasks referred from the Head of Department and Dean of the College to the committee.

13. Academic affairs Committee

General Objective: carrying out the tasks entrusted to the Committee by the program's supervisor for Academic Affairs to follow up all the directives, circulars, transactions and decisions issued by the head of department or from the University administration and to ensure their implementation at the specified times. Detailed scope of work of the committee is as follows:

- Coordination between the units of college and committees of the program in the transactions issued and incoming.
- Follow up all transactions that received by the committee after studying them and completing all aspects.
- Follow up the preparation of the educational and exams tables via coordination with the relevant committee of the program and the scientific department.
- Presenting the recommendations for students' disciplinary cases according to the disciplinary regulations at the university.
- Keeping a record of topics discussed for all students.
- The committee receives the deletions and additions to the students from the scientific departments after registering them on the system.
- The Committee meets the students' problems.
- Helping the graduate students to finish their graduation procedures, and assisting the students who are expected to graduate in registering the remaining courses and to submit their applications which the unit cannot achieve to the Deanship of Admission and Registration.
- Coordinating and organizing an archive of all the activities of the college and recording all the student issues that were discussed and the development of an index and a record of files and documents.
- Preparing periodic reports on the work of the committee and the need to increase its performance.

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- Submitting a report in each semester for the activities of the committee to the academic affairs Supervisor.
- Carrying out the work entrusted to the committee by the Head of Department and the Dean of the College.

Guidance and student rights:

- Prepare a plan for the student guidance program and update it annually.
- Raising awareness of the importance of academic, professional, psychological and social accreditation.
- Raising students' awareness of supporting services and activities provided by the college and university and follow-up.
- Receiving and responding to students' proposals or complaints and working to overcome them.
- Prepare preventive programs to protect students from vulnerability.
- Academic support (study the situation of students with default or low rates) and preparing academic programs to support students with unsatisfactory performance.
- Follow-up of extra-curricular activities registration and tests:
- Equation of the courses of the program with the courses of other programs.
- Work on the preparation of study schedules; to be delivered on time.
- Follow up the commitment of the departments with the regulations of the college in the preparation of the time table of the study.
- Prepare and review the teaching load of faculty members.
- Follow-up distribution of the courses of the departments on the halls assigned to each department.
- Checking the suitability of the number of students in each section with the capacity of the class assigned for the course.
- Follow up the work of the examination committees.
- Receive the results from the teachers of the courses in preparation for adoption before monitoring.

14. Schedules Committee

- Supervising the preparation of study schedules for each academic level in the department and providing professors and halls
- Supervising the calculation of the number of students expected in the second semester
- Coordination with other colleges that teach courses for the department's students regarding the number of classes required, dates and halls
- Supervising the issuance of the comprehensive academic schedule for course dates, halls numbers and names of professors for all subjects in cooperation with the Deanship of Admission and Registration

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- Supervising the announcement of the classroom schedule in order to guide professors and students to their places of lecture
- Follow up on equipping the classrooms in terms of the number of chairs, air conditioning, and lighting etc.
- Follow up on updating the schedule during the registration process to solve problems related to registration
- Executing the work assigned to the committee by His Excellency the head of the department.

15. Scholarship affairs Committee

- Providing important forms of scholarship to teaching assistants and lecturers, and communicating with them to facilitate the procedures for scholarship.
- Study the scholarship applications for teaching assistants and lecturers, and verify the validity of the programs they wish to join and their compatibility with the departments' needs.
- Follow up procedures for facilitating the affairs of scholarship to teaching assistants and lecturers.
- Following up and communicating with the scholarship students and knowing their scientific progress during the scholarship period.
- Taking care of the scholarship's affairs and helping to solve the problems they face during the scholarship period.
- Follow-up on scholarships for the department at home and abroad, and preparing reports on their academic status and submitting it to the head of department.
- Submit a quarterly report on the committee's activities to the head of the department.
- 8. Executing the work assigned to the committee by the head of the department.

16. Key performance indicators committee

- Collecting and analyzing the values of the approved performance indicators for the program.
- Collecting evidence on the values of the approved performance indicators for the program.
- Preparing committee's file and what it contains of all the evidences on performance indicators.
- Comparing the performance indicators with an internal and external benchmark to determine the strengths and weaknesses with the performance indicators of the program.
- Determine the priorities for the implementation of improvement plans and prepare the annual improvement plan for the program according to values of the program's performance indicators.
- Preparing a quarterly / annual report on the values of performance indicators for the program and submitting the report to the department council.

Tasks of Quality Coordinator in the CE Department.

- Communication between the quality unit in the college and the department.
- Ensure that the evaluations of courses procedures and surveys are conducted transparently and impartially.
- Distribution and compilation of all documents and quality reports at the level of department.
- Compiling the performance indicators and benchmarking of the program, following up the process of measuring them annually and developing the performance of the program according to the results of these indicators and the suitability of the improvement procedures for the program.
- Participate in the review of the description and reports of the program and periodically and ensure that they are prepared according to the templates approved by the NCAAA and that they are compatible with the national qualifications' framework.
- Participate in realizing all the program's accreditation criteria.
- Preparing the program self-study report.
- Work to follow up the implementation of the standards of institutional accreditation of the university and Colleges' programs.
- Participate in the development and measurement of institutional and program performance indicators annually, report on them and propose and implement improvement items.
- Updating data and information required periodically for academic accreditation standards.
- Supervising the surveys required for the institutional accreditation of the university and the program.

Tasks of Program Coordinator

- Participate in the preparation of the academic program specification and ensure that it is designed according to NCAAA approved templates.
- Organization of internal and external audit procedures of the program.
- Approving the specifications of the program and courses by the department council and the college council after the internal and external auditors' observations are fulfilled.
- Distributing questionnaires to the beneficiaries of the program and making sure to analyze them and write a report about them and discuss improvement plans, progress and action plans on the council of the department and follow up the implementation of these procedures.
- Compile the reports of the program's courses and ensure that the internal audit committees review them.
- To meet the periodic requirements of the program file and CV of the faculty members of the program.

Tasks of Course Coordinator

- Participate in the preparation of the description of the course and ensure that it is designed according to the latest template approved by the NCAAA.
- Ensure that the course specification is distributed to students at the beginning of each semester.
- Organizing the procedures for preparing examinations with colleagues involved in teaching and coordinating the exam paper with the approved template.
- To meet the periodic requirements of the course file and make a quarterly review and respond to the observations of the internal auditor.
- Compiling statistics and results of students' assessment of the course and the improvement plans required of the fellows participating in the course.
- Documentation of all activities of development and improvement, student activities and teaching methods of the course.
- Preparing the final report of the course after collecting the reports from all the college members in the program and making sure that they are designed according to the latest template supported by NCAAA.
- Follow up on the implementation of the plan to improve the course in the final report.
- Participate in the preparation of self-study report for the program.

Tasks of Faculty Staff Member

- Teaching at the undergraduate and postgraduate levels.
- Conducting exercises and practical topics according to the prescribed system.
- Supervision of classroom and supplementary research.
- To supervise student graduation projects in the bachelor's and master's degrees according to the regulations.
- Attend the meetings of the department council and contribute to it and vote on its decisions and recommendations.
- To carry out all the work related to the tests of the courses: (forming exams' questions, the correction, the accurate review, and monitoring of the system "the electronic website").
- To carry out the tasks assigned to him by the council of the department within the limits of the regulations and systems.
- Participation in the committees of the department, college and university.
- To contribute effectively to the conduct scientific research in his specialty.
- Participate in conferences, seminars and scientific and academic meetings both inside and outside the Kingdom according to the regulations governing the affairs of Saudi faculty members and contractors in universities.

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- Prepare the necessary periodic reports required from the college or scientific departments, and fill out questionnaires, forms and so on.
- Coordination with lecturers and assistant lecturers in practical courses (laboratories and others).
- Conduct exercises, practical lessons and other activities (imposed by the Department's requirements).
- Carry out the administrative work entrusted to him.

Program Quality Monitoring Procedures

The Civil Engineering (CE) Department at Jouf University has an extensive internal review and auditing mechanism in place. The main body overseeing this process is Assessment Analysis and Internal Review Committee (AAIR). The various stages involved in the review and auditing process at CE are summarized below.

1. AAIR Committee Approval Phase

In the first phase, the CE Department Council discusses and finalizes the formation of the (AAIR) Committee, its constituents, and its tasks. Once approved, the committee is notified and begins its work.

2. AAIR Planning and Task Distribution Phase

In this phase, the AAIR committee meets under the supervision of its appointed head and discusses the planning and execution of the tasks appointed to it. In such meeting[s] the committee finalizes, among other things, the various review and auditing forms to be used, timelines of the audits and also distribution of tasks.

3. Review and Correction Phase

This phase includes the following actions

- AAIR members carry out the review tasks assigned to them.
- The committee makes these reviews available to relevant personnel (faculty and staff whose work is being reviewed).
- The relevant personnel update their work incorporating suggestions of reviewers/auditors and upload the final version to a drive available to department members.

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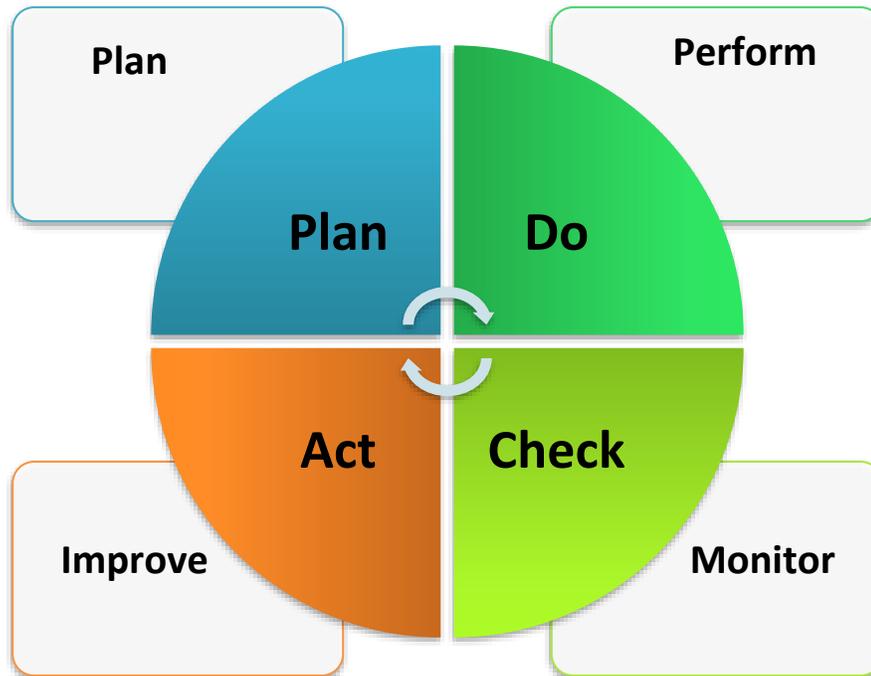
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Milestone	Week #1 (Fall)	Week #2 (Fall)	Week #17 (Fall)	Week #18 (Fall)	Week #1 (Spring)	Week #2 (Spring)	Week #6 (Spring)	Week #8 (Spring)	Week #17 (Spring)	Week #18 (Spring)	Week #19 (Spring)	Week #20 (Spring)
Fall Semester												
Program Specifications												
Course Specifications												
Course Specifications Review												
Course Reports												
Course Reports Review												
Course Evaluation Survey Analysis												
Course Files												
Course Files Review & Exam Review												
Spring Semester												
Course Specifications												
Course Specifications Review												
Conducting Program Surveys												
Course Reports												
Course Reports Review												
Course Evaluation Survey Analysis												
Course Files												
Course Files Review & Exam Review												

Milestone	Evaluation Time
KPI's Analysis	At the end of the Academic Year
PLO's Analysis	
Annual Program Report	
Surveys Analysis Reports	
Independent Opinion (External Review)	Every 3 years
Self-study Report (SSR)	Every 3-5 years
Self-evaluation Scales (SES)	Every 3-5 years

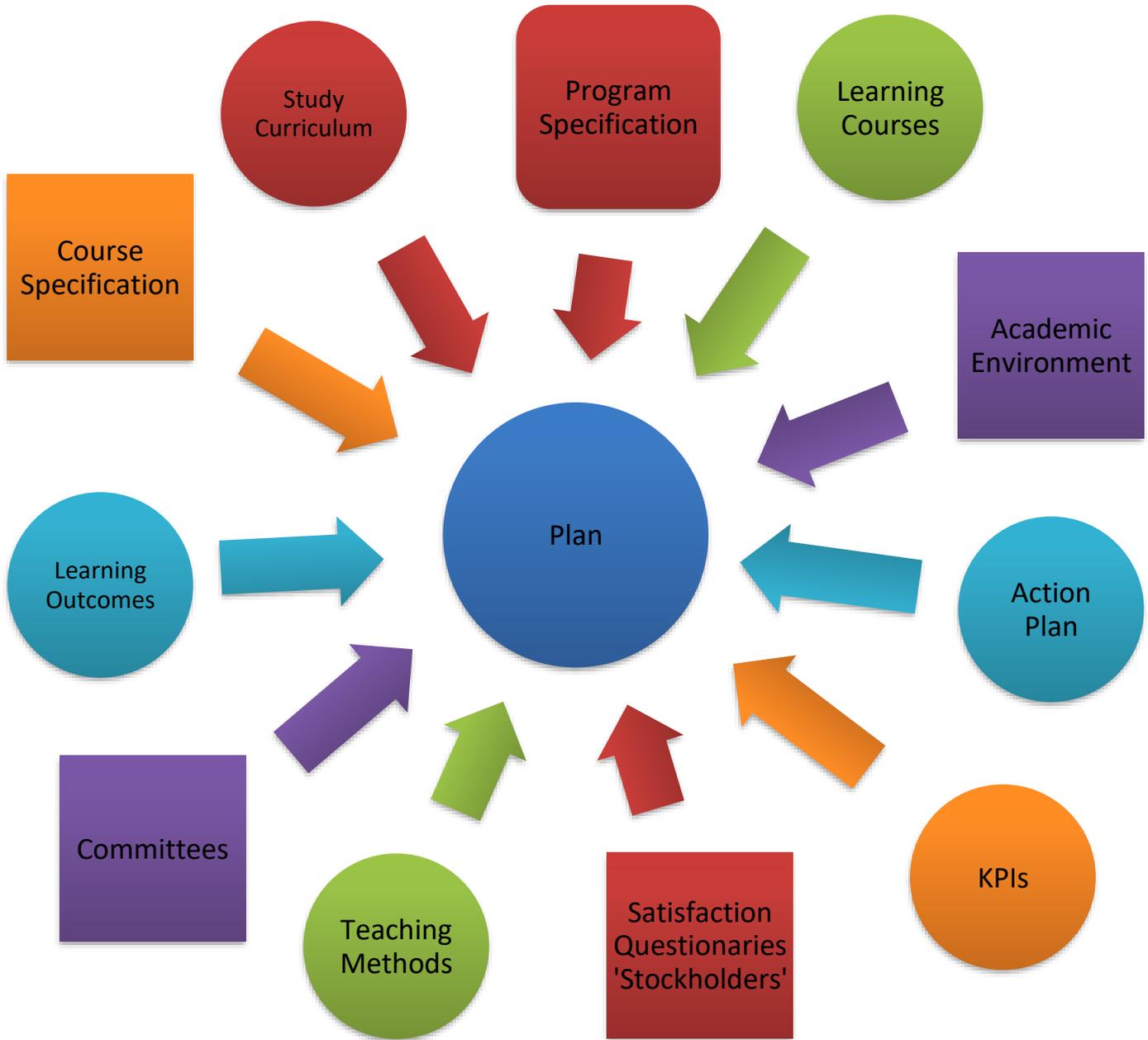


Quality Cycle



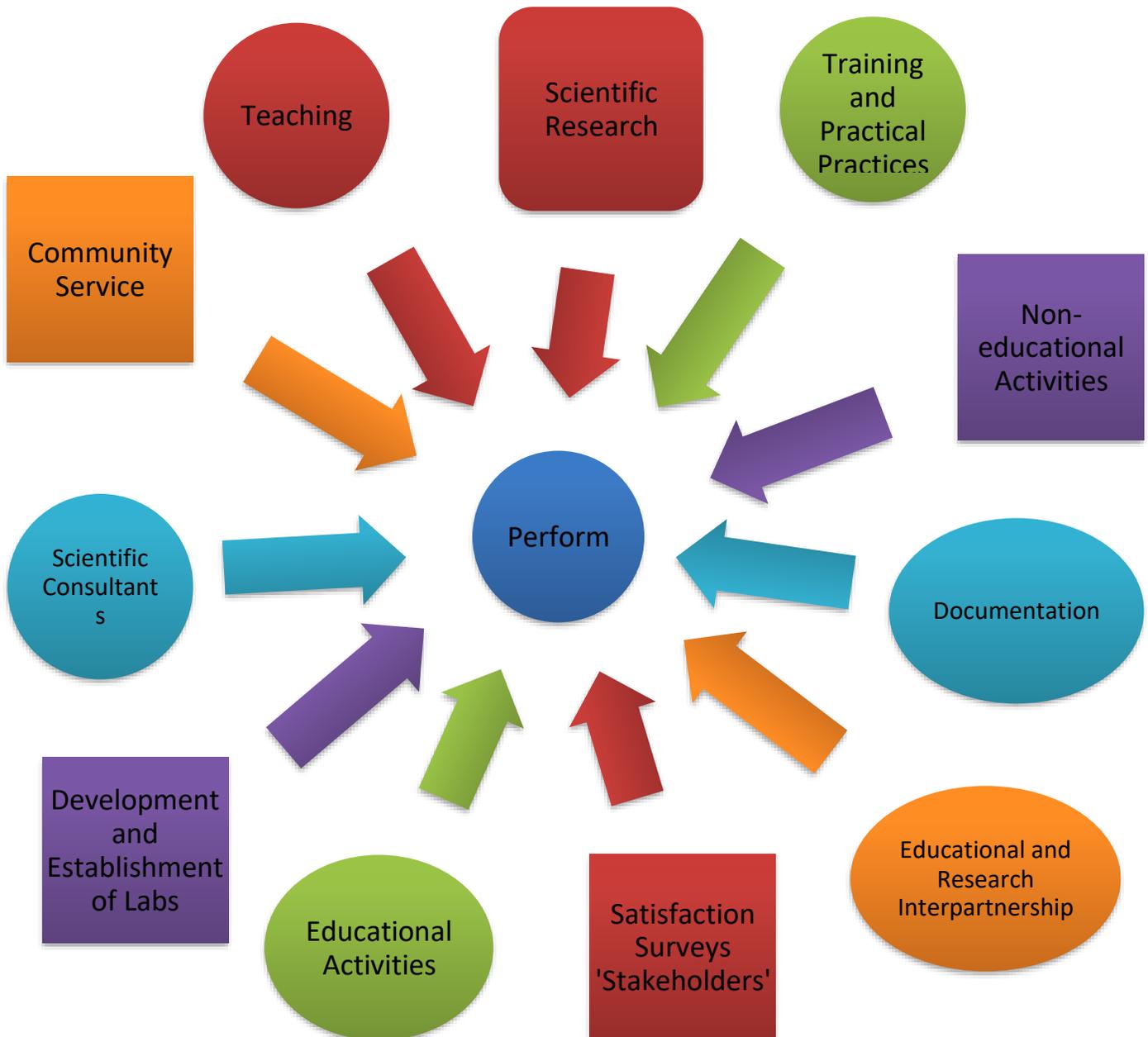


1-Plan



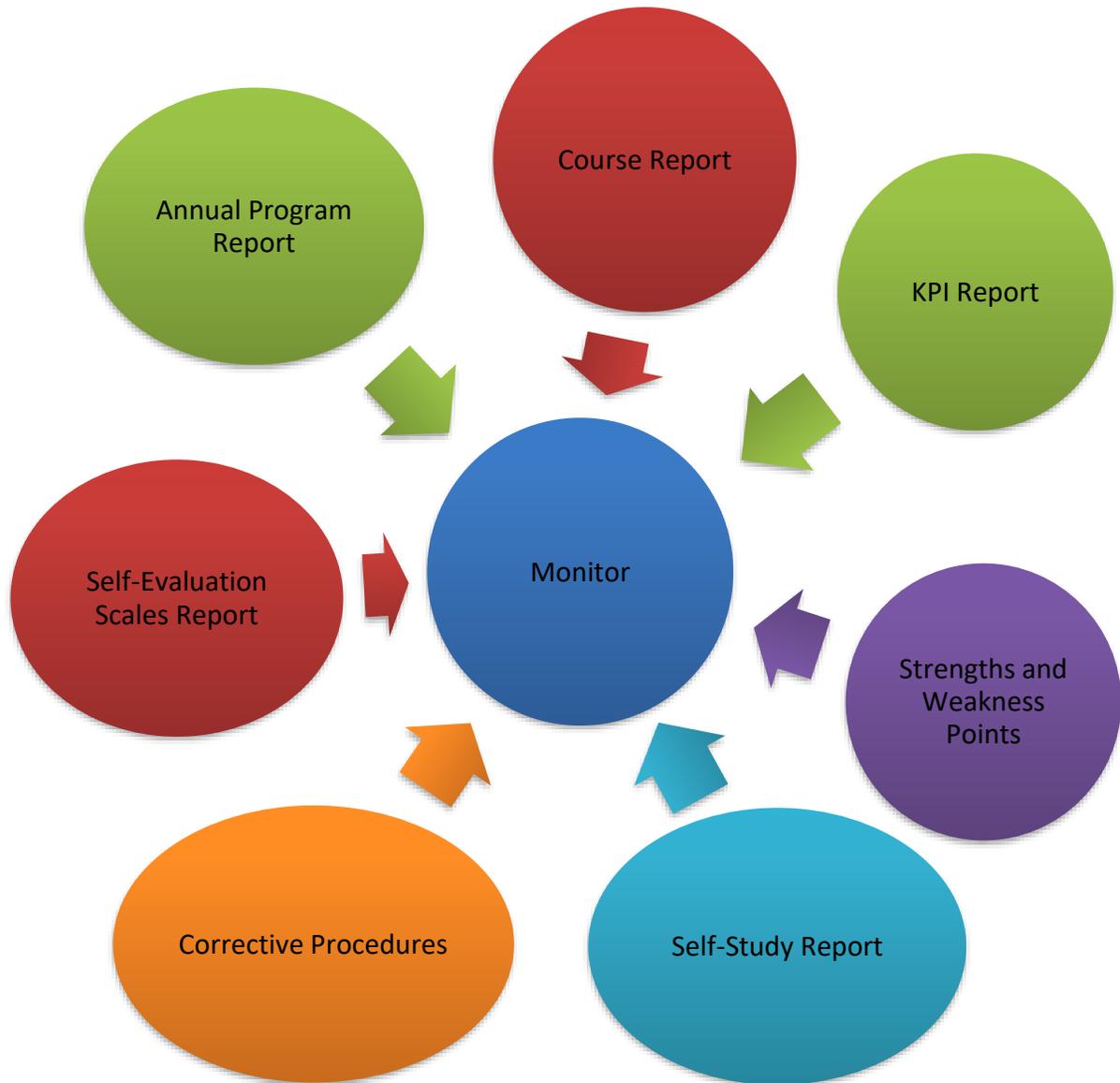


2-Perform



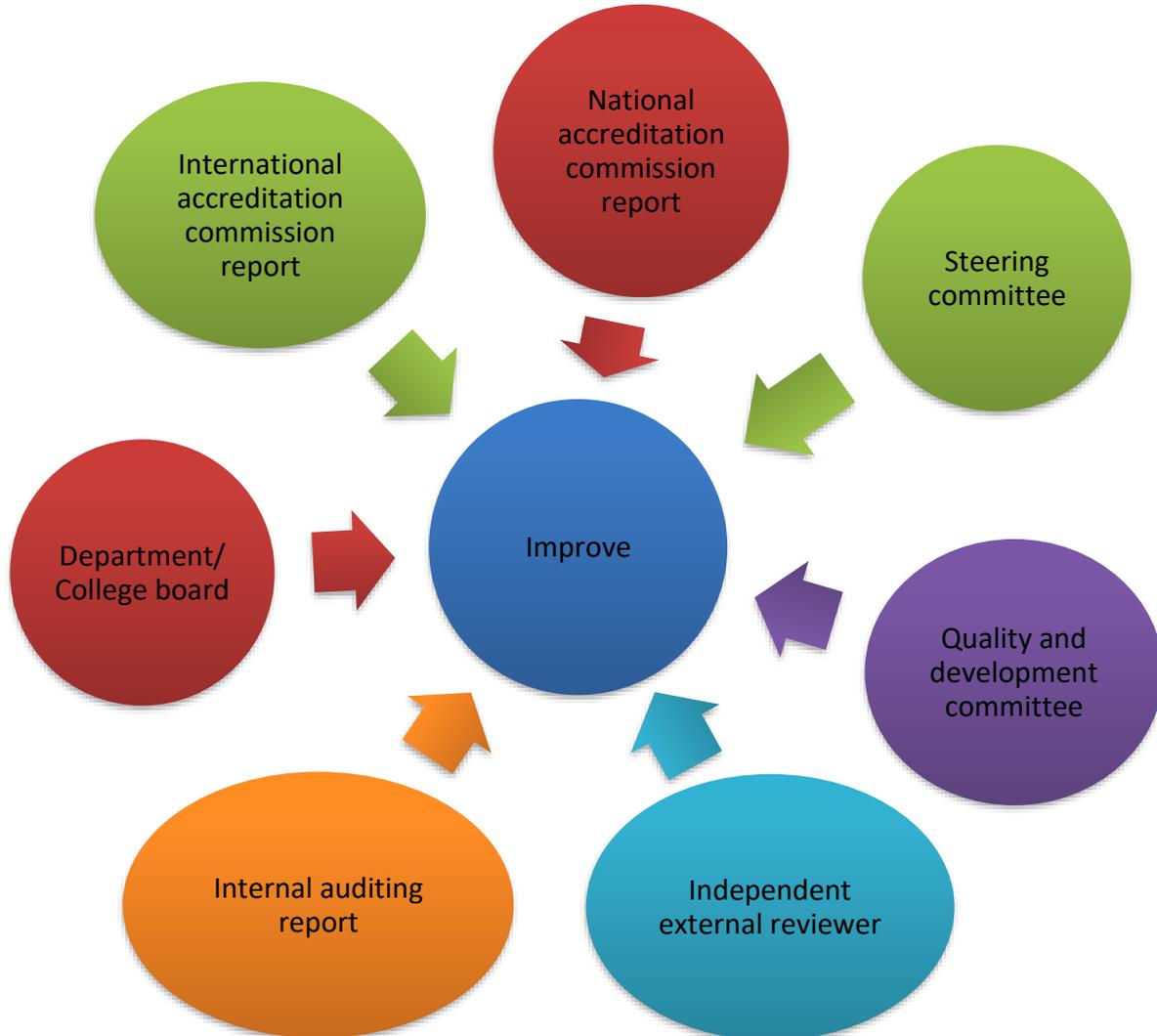


3-Monitor





4-Improve



Evaluation of Program Quality matrix

Evaluation Areas/Aspects	Evaluation Sources/References	Evaluation Methods	Evaluation Time
Effectiveness of teaching and assessment	Student, peer Reviewer, program leaders.	<ul style="list-style-type: none"> Program evaluation surveys. Students- faculty meetings. 	End of academic year.
Extent of achievement of course/program learning outcomes	Program Leaders, faculty, quality and development committee.	<ul style="list-style-type: none"> Preparation of program report. Peer consultation on teaching. Departmental council discussions. 	During the academic year
Quality of learning resources	Student, faculty, internal and external auditors.	<ul style="list-style-type: none"> Program Self-study report 	<ul style="list-style-type: none"> End of each semester In writing the self-study report (3-5 years)
<u>Policy</u> of verification of student achievement standards	Quality and academic accreditation Deanship	<ul style="list-style-type: none"> <u>Report</u> provided by Assessment, Analysis, Internal auditing committee 	<ul style="list-style-type: none"> End of each semester
<u>Policy</u> of exams and student evaluation	Vice Rectorate for Educational Affairs	<ul style="list-style-type: none"> <u>Reports provided by Academic affairs Committee (before exams, during exams, after exams)</u> 	<ul style="list-style-type: none"> End of each semester
Program quality assurance	External Reviewer (<u>Regulations for independent evaluation</u>)	<ul style="list-style-type: none"> <u>Reports concerning all quality items in the program</u> 	<ul style="list-style-type: none"> At the end of quality cycle

*Attached all the templates for internal auditing of Assessment, Analysis, Internal auditing committee in the following link:

<https://drive.google.com/drive/folders/1CKaSAZdsP9lv7ITGfTo-ODoKT929wuy7?usp=sharing>



Program Key Performance Indicator

No	KPIs Code/ PLOs	KPIs	Target	Measurement Methods	Measurement Time
1	KPI-P-01	Percentage of achieved indicators of the program operational plan objectives.		By external evaluation	One academic year
2	KPI-P-02	Students' Evaluation of quality of learning experience in the program.		Survey	One academic year
3	KPI-P-03	Students' evaluation of the quality of the courses.		Survey	Each Semester
4	KPI-P-04	Completion rate.		Report provided by the Academic Affairs Unit	One academic year
5	KPI-P-05	First-year students retention rate.		Report provided by the Academic Affairs Unit	One academic year
6	KPI-P-06	Students' performance in the professional and/or national examinations.		By external evaluation (Survey)	One academic year
7	KPI-P-07	Graduates' employability and enrolment in postgraduate programs.		Alumni Survey	One academic year
8	KPI-P-08	Average number of students in the class.		Report provided by the Academic Affairs Unit	One academic year
9	KPI-P-09	Employers' evaluation of the program graduate's proficiency.		Survey	One academic year
10	KPI-P-10	Students' satisfaction with the offered services.		Survey	One academic year
11	KPI-P-11	Ratio of students to teaching staff.		Report provided by the Academic Affairs Unit	One academic year
12	KPI-P-12	Percentage of teaching staff distribution.		Report provided by the Academic Affairs Unit	One academic year
13	KPI-P-13	Proportion of teaching staff leaving the program.		Report provided by the	One academic year

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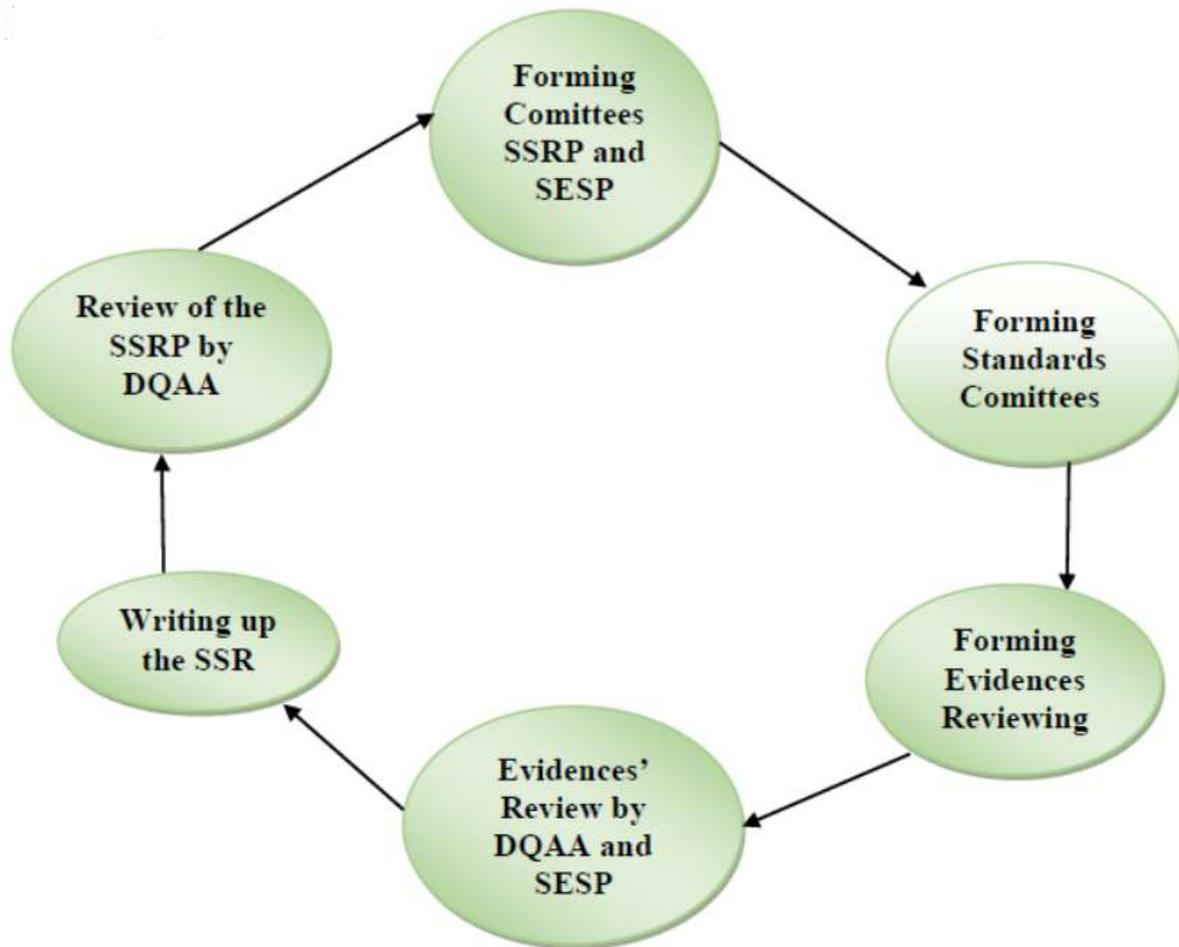


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				Department Council	
14	KPI-P-14	Percentage of publications of faculty members.		Report provided by Graduate Studies and Scientific Research Committee	One academic year
15	KPI-P-15	Rate of published research per faculty member.		Report provided by Graduate Studies and Scientific Research Committee	One academic year
16	KPI-P-16	Citations rate in refereed journals per faculty member.		Report provided by Graduate Studies and Scientific Research Committee	One academic year
17	KPI-P-17	Satisfaction of beneficiaries with the learning resources.		Survey	One academic year
18	KPI-P-18	Number of research groups in the program		Provided by Graduate Studies and Scientific Research Committee	One academic year
19	KPI-P-19	The number of funded research projects that the program's faculties obtain annually		Provided by Graduate Studies and Scientific Research Committee	One academic year
20	KPI-P-20	Percentage of students participating in extra-curricular activities			One academic year
21	KPI-P-21	Employers' satisfaction with the program's mission, vision and goals		Survey	One academic year
22	KPI-P-22	Percentage of students' graduation projects related to the surrounding community		Provided by Graduation projects Committee	One academic year



Procedures of Quality Assurance for Academic Accreditation of Program



Tasks of Program Accreditation Committees

- Attending workshops and meetings related to program accreditation at the university, in the college and in the department.
- Holding documented and approved meetings to discuss issues and requirements for program accreditation.
- Follow-up of the fulfillment of the documents of the requirements and standards for program accreditation according to the timeframe to fulfill the requirements and standards for Program accreditation for the undergraduate level received from the Deanship of Quality and Academic Accreditation.
- Communicating with the heads of the department committees charged with completing the required documents, following them up, and facilitating their task.
- Communicating with the quality consultants at the Deanship of Quality and Academic Accreditation for guidance and to facilitate the process of completing the required evidences, and documents.
- Reviewing the documents collected from the department committees and guiding to make the necessary modifications in coordination with the heads of the concerned committees.
- Submit all required forms and documents to the Deanship of Quality and Academic Accreditation after making sure that they are completed.
- Commitment to the tasks and instructions received by the Deanship of Quality and Academic Accreditation.