



QUALITY ASSURANCE
AND ACCREDITATION CENTER

QAAC EVALUATION SURVEY RESULTS

DECEMBER

2023

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INTRODUCTION

The Quality Assurance and Academic Accreditation Center (QAAC) implements a holistic, systematic evidence-based quality assurance and accreditation system. The Center operates several independent surveys and evaluation systems to provide valuable and essential information for improvement and development.

This report presents the outcome of the QAAC Evaluation survey conducted during the first semester of 2023/2024 academic year. This survey assesses the quality assurance system and practices to support the decisions related to development process and enhancement.

RESPONDENTS PROFILE



81%
Overall Response Rate

34 Heads of Department and QA Directors participated in the survey, with response rate about (81%). Majority of the participants were Assistant Professor (77.4%).

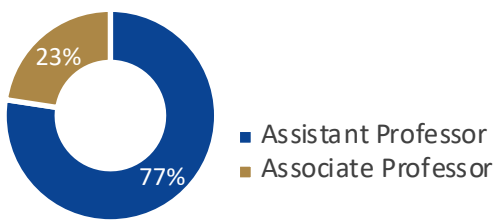


Figure (1) Academic Rank

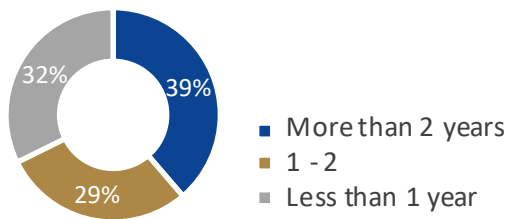


Figure (2) Number of years working as Head of Department/ QA Director

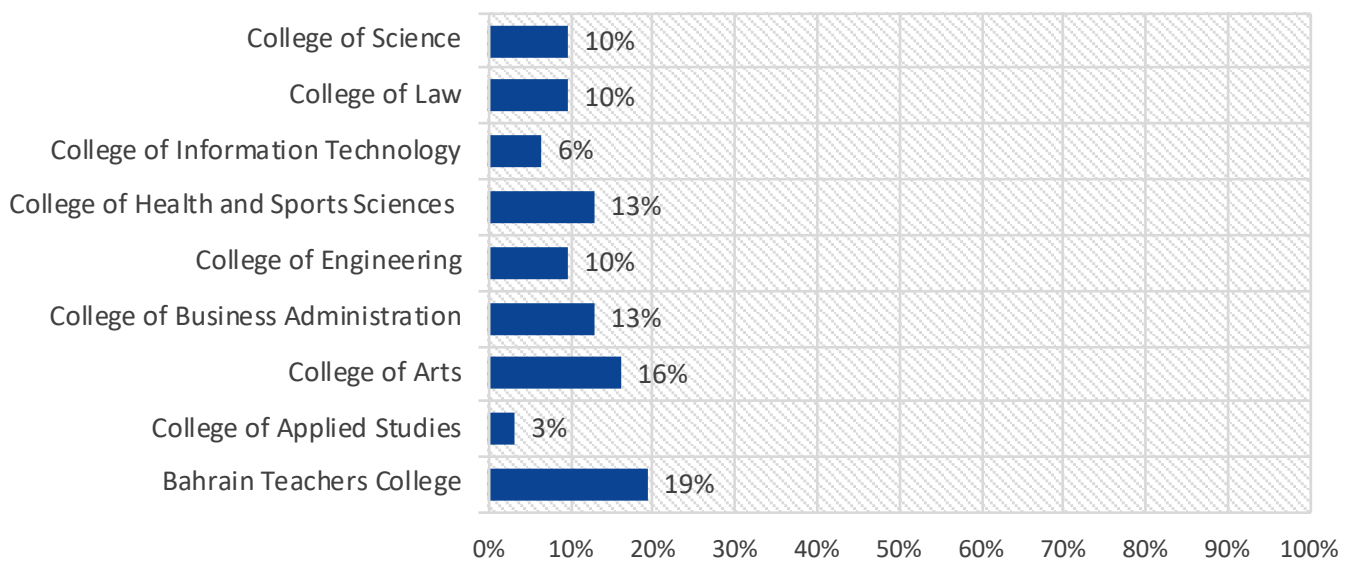



Figure (3) Response by College

SURVEY RESULTS

 **68%**
Overall satisfaction rate of Academic program Functions

Academic Program Results

According to the Figure above, the overall satisfaction rate of Academic program Functions is (68%). Internal Quality Review Process has the highest satisfaction rate (74%); however, New Program Proposal Application has the lowest (64%)

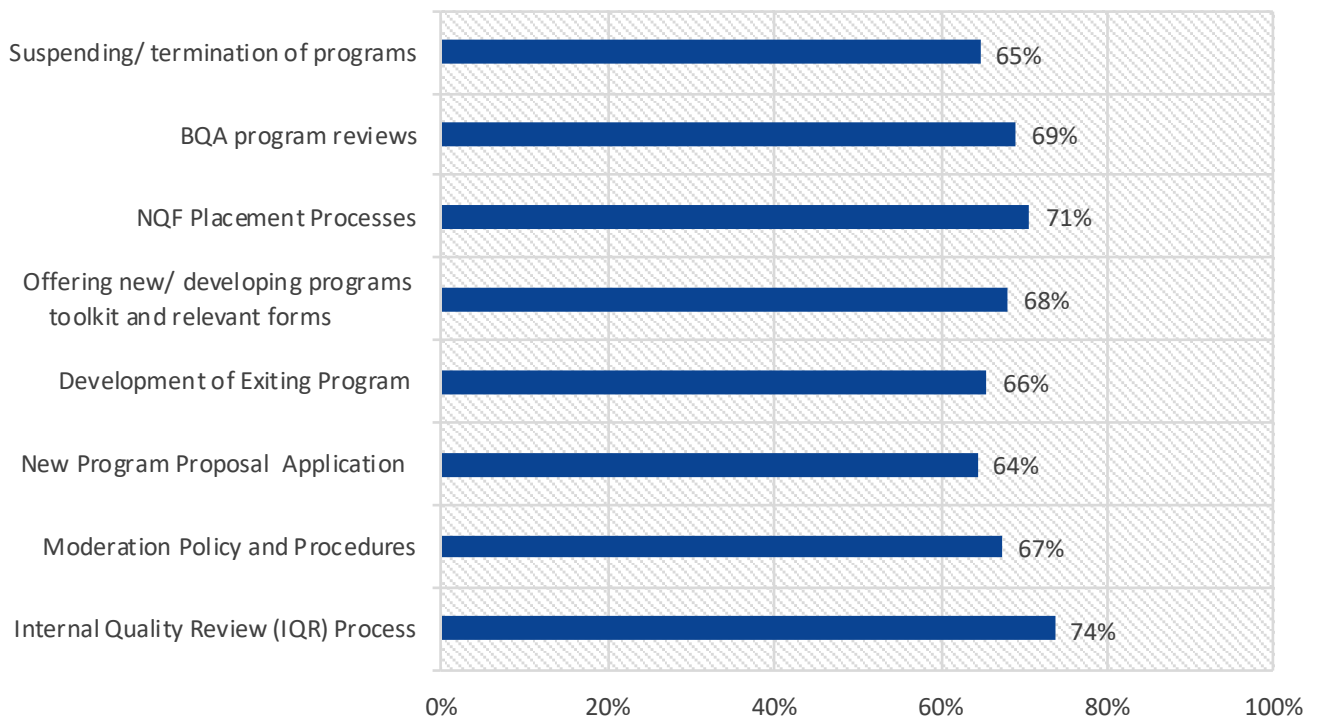


Figure (4) Overall Satisfaction of Program Level Functions



70%

Overall satisfaction rate of Institutional Performance Functions is

Institutional Performance Results

In reference to the figure (5), the overall satisfaction rate of Institutional Performance Functions is (70%). Institutional Review Procedures has the highest satisfaction rate (73%).

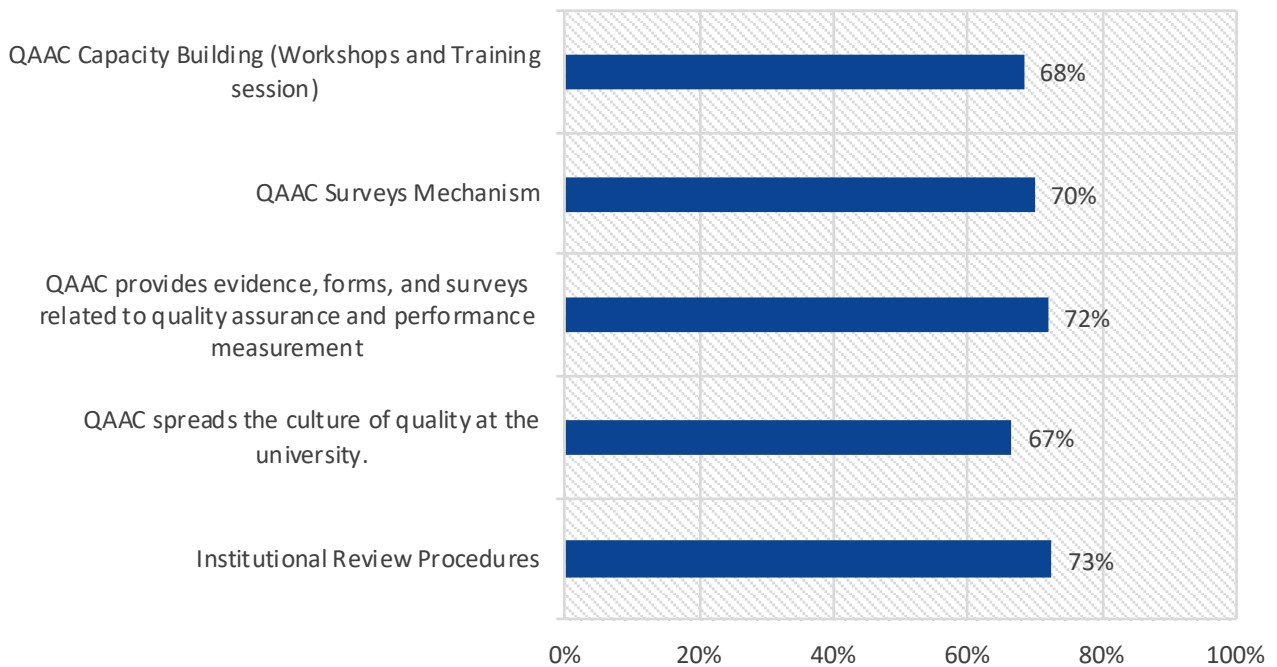


Figure (5) Overall Satisfaction of Institutional Level Functions

SURVEY'S FINDINGS BY FUNCTION

Academic Program Functions

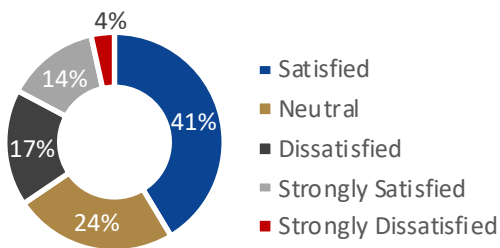


Figure (6) BQA Program Review

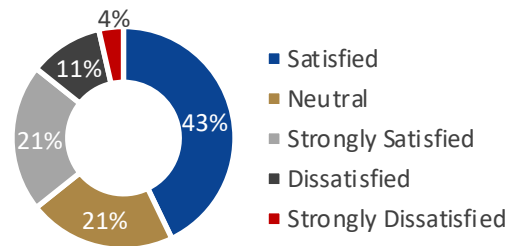


Figure (7) Internal Quality Review Process

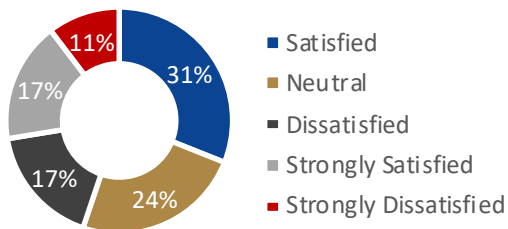


Figure (8) Development of Exiting Program

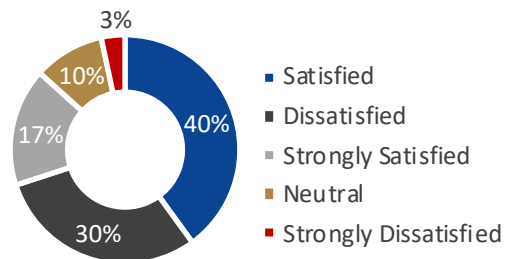


Figure (9) Moderation Policy & Procedure

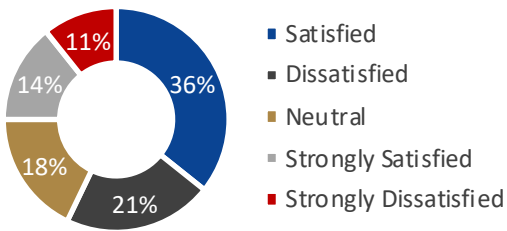


Figure (10) New Program Proposal Application

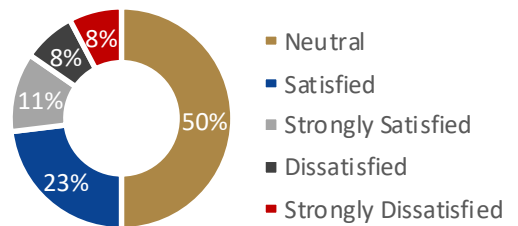


Figure (11) Suspending / Termination of Program

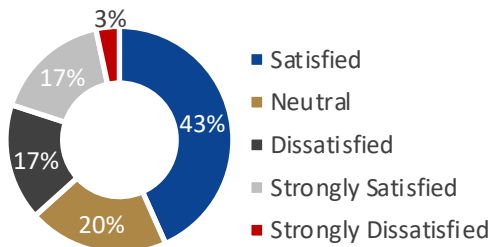


Figure (12) NQF Placement Processes

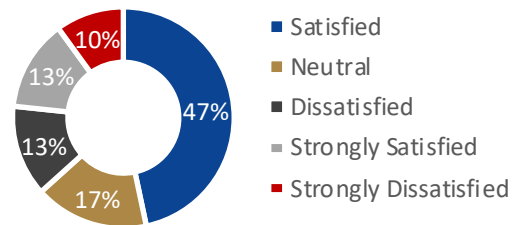


Figure (13) Offering New/Developing Programs Toolkit

Institutional Performance Functions

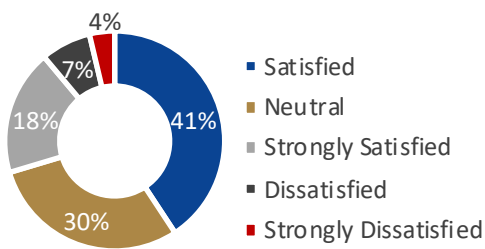


Figure (14) Institutional Review Procedures

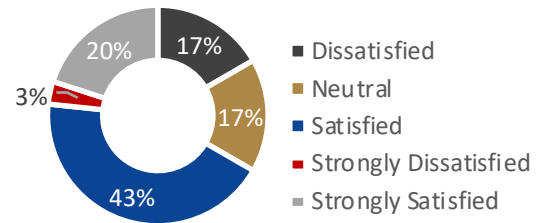


Figure (15) Surveys, forms and Evidence

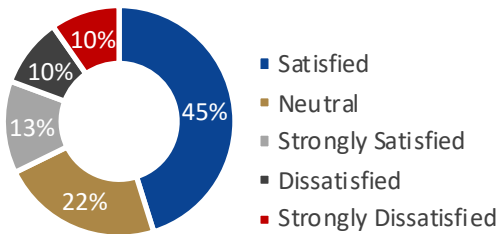


Figure (16) Capacity Building

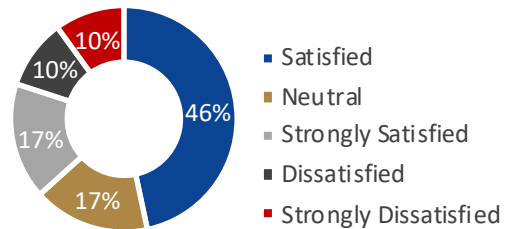


Figure (17) QAAC Surveys Mechanism

COMMENTS ANALYSIS

1. BQA PROGRAM REVIEWS:

- Having one review for each program either from BQA or International Accreditation body.

2. DEVELOPMENT OF EXITING PROGRAM:

- There should be a clear policy and procedure for developing programs, starting with writing the course description and CILOS.
- Some procedures need to be clarified and unified such as program benchmarking, and reasons for suspending an existing program.

3. EVIDENCE, FORMS, AND SURVEY:

- Establish a centralized SharePoint made available to all QA Directors and Heads of Department.
- More practical mechanisms for collecting evidence, and unifying forms.
- Having clear and unify templates for surveys.

4. INSTITUTIONAL REVIEW PROCEDURES & QUALITY CULTURE AT THE UNIVERSITY:

- Promote a culture of quality among university stakeholders.
- The Quality Team at the College should be well-trained and prepared to collaborate understanding the process, their responsibilities, and the tasks.
- Develop clear organizational structure for Quality Assurance bodies in colleges.