



جامعة البحرين  
UNIVERSITY OF BAHRAIN

# ANNUAL REPORT

QUALITY ASSURANCE AND  
ACCREDITATION CENTER

2021/2022

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## ABOUT QAAC

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The QAAC was established in the academic year 2009-10 as an essential part of University of Bahrain's commitment to promoting quality of education. The QAAC is a key contributor in offering the best academic services and programs to our students for many years to come. We hope that today will be an occasion to celebrate our past accomplishments, renew friendships and extend our networks, and jointly explore current and future opportunity to collaborate for promoting quality assurance.

### VISION

To make the University an eminent institution renowned for its national and international quality standards in Teaching, Scientific Research, and Community Engagement.

### MISSION

To support the University in achieving its strategic vision by disseminating the culture of excellence and continuous quality improvement, and to support endeavors to achieve national and international accreditation.

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## EXECUTIVE SUMMARY

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During the academic year 2021-22, the QAAC continued reinforcing the internal quality assurance system by reviewing/creating policies and procedure, by monitoring their implementation through internal reviews and by offering a number of capacity building workshops.

### The main achievements for the academic year 2020-2021 are:

- 9 programs underwent external reviews and 17 programs underwent internal quality reviews;
- 5 programs were successfully placed at level 8 of the National Qualification Framework (NQF);
- 2 quality assurance guides were published;
- over 200 faculty members received training in quality assurance and accreditation systems and practices;
- 4 policies were created or revised;

# INSTITUTIONAL QUALITY

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## INTERNAL QUALITY REVIEW

The Internal Quality Review is an academic quality improvement process conducted as a rolling plan of peer reviews, in which academic programs and quality management systems at the College and Department levels are reviewed.

In the academic year 2021-22 the following programs were internally reviewed:

COLLEGE	PROGRAM
College of Science	Master in Nutrition and Dietetics
	Master in Environment & Sustainable Development
College of Arts	BA in Tourism
	BA. Mass Media
	Master in Mass Media
College of IT	BSc in Network Engineering
	BSc. in Computer Engineering
College of Engineering	Master in Engineering Management
College of Business Administration	Master of Business Administration (MBA)
	B.Sc. in Banking and Finance
	B.Sc. in Islamic Banking and Finance
	B.Sc. in Accounting
	B.Sc. in Business Management
	M.Sc. in Accounting
	M.Sc. in Finance
	B.Sc. in Marketing
M.Sc. in Human Resources Management	

## EXTERNAL PROGRAM REVIEW

In the second semester of the academic year 2021-22, 10 programs from College of Business Administration underwent program review by the Education and Training Quality Authority (BQA). The BQA program reviews are specialised exercises, which focus on the academic standards of each program, its delivery and quality assurance arrangements.

A full Review Report for each program that contains an overall judgement and recommendation for improvement is available on the BQA website.

Substantial improvement plans have been put in place for the academic programs that demonstrated shortcomings during the review. The Quality Assurance Offices at the Colleges monitor the implementation of the plans to ensure sufficient and appropriate progress.

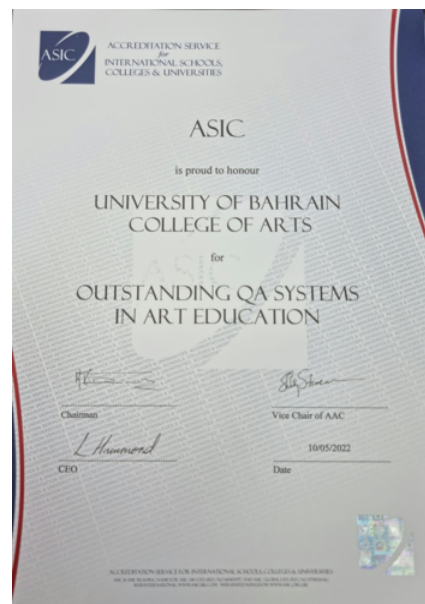
PROGRAM	REVIEW DATE	OUTCOME
Master of Business Administration (MBA)	16-18 May 2022	Limited Confidence
B.Sc. in Banking and Finance	15-19 May 2022	Pending
B.Sc. in Islamic Banking and Finance	15-19 May 2022	Pending
B.Sc. in Accounting	24-28 April 2022	Pending
B.Sc. in Business Management	9-11 May 2022	Confidence
M.Sc. in Accounting	24-28 April 2022	Pending
M.Sc. in Finance	15-19 May 2022	Pending
B.Sc. in Marketing	9-11 May 2022	Confidence
M.Sc. in Human Resources Management	16-18 May 2022	Limited Confidence

## PROGRAMS ACCREDITATION

### COLLEGE OF ARTS HAS OBTAINED THE INTERNATIONAL ACCREDITATION (ASIC)

The College of Arts at the University of Bahrain has obtained the International Accreditation Certificate from the British Accreditation Agency (ASIC), achieving the highest rating, which is the Premier Institution, after meeting all the quality Assurance and evaluation standards in the following areas: Learning and Teaching, Quality Assurance and Enhancement, Student Welfare ,Premises and Health and Safety , Management and Staff Resources ,Awards and Qualifications ,Marketing and Student Recruitment and Systems Management and Compliance with Immigration Regulations.

Its is worth to mention that ASIC is recognized by UKVI in UK, is a member of the CHEA International Quality Group (CIQG) in USA and is listed in their International Directory, is a member of the BQF (British Quality Foundation), are affiliates of ENQA (European Network for Quality Assurance) and are institutional members of EDEN (European Distance and E-Learning Network



# NATIONAL QUALIFICATION FRAMEWORK

During the academic year 2021-22, 5 programs were successfully placed at level 8 of the National Qualification Framework (NQF) after fulfilling the qualification placement requirements.

- B. Sc. in Mathematics (College of Science)
- B. Sc. in Statistics and Operational Research (College of Science)
- B.Sc. in Computer Science (College of Information Technology)
- B.Sc. in Computer Engineering (College of Information Technology)
- B.Sc. in Information Systems (College of Information Technology)

The NQF is considered one way to bridge the gap between the labor market and learning outcomes. Programs gaining placement are ensured to have appropriate levels of educational attainment and/or skills and relevance to market needs and occupational levels.

In total, 41 academic programs offered by UoB are placed in the NQF.



# QAAC SURVEYS

## COURSE EVALUATION SURVEYS

Comparing to last year, in the first semester of the Academic Year 21-22, the Course Evaluation results showed a good improvement with satisfaction rate equal to 84.3% (4.22/5.0) and average response rate of 47%. (Fig.01 )

In addition, more than 97% of the faculty received an overall satisfaction rate of above 70%. (Fig.01 )

84.4% (4.22/5.0). However, the response rate decline to 48% (Fig.01)

The complete results of the surveys can be found in the Course Evaluation Reports for Sem 1 and Sem 2, 2021-22, published in the QAAC website.

In reference to the Course Evaluation report for the second semester, the overall satisfaction in all colleges remain stable with very slight change of average satisfaction rate

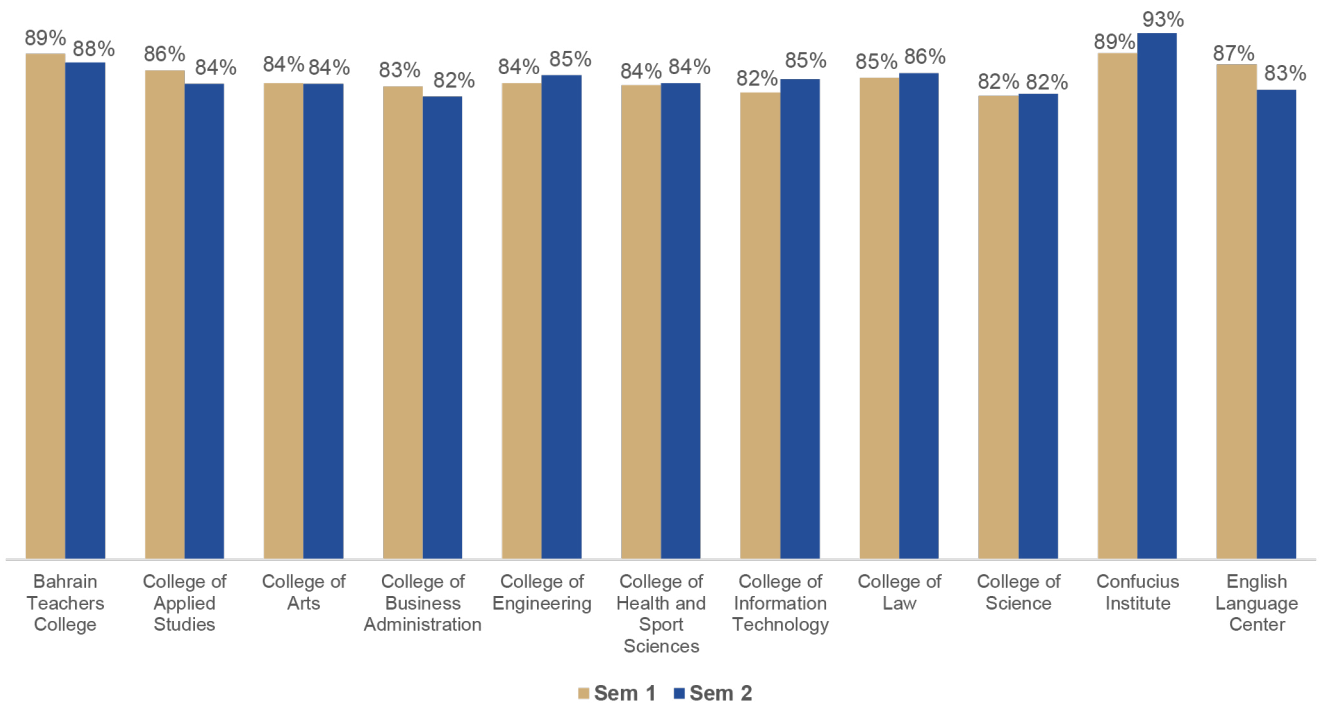


Figure 01: Overall Course Satisfaction by Colleges

The Course Evaluation Trend analysis shows a stable student satisfaction level in the last 4 years.

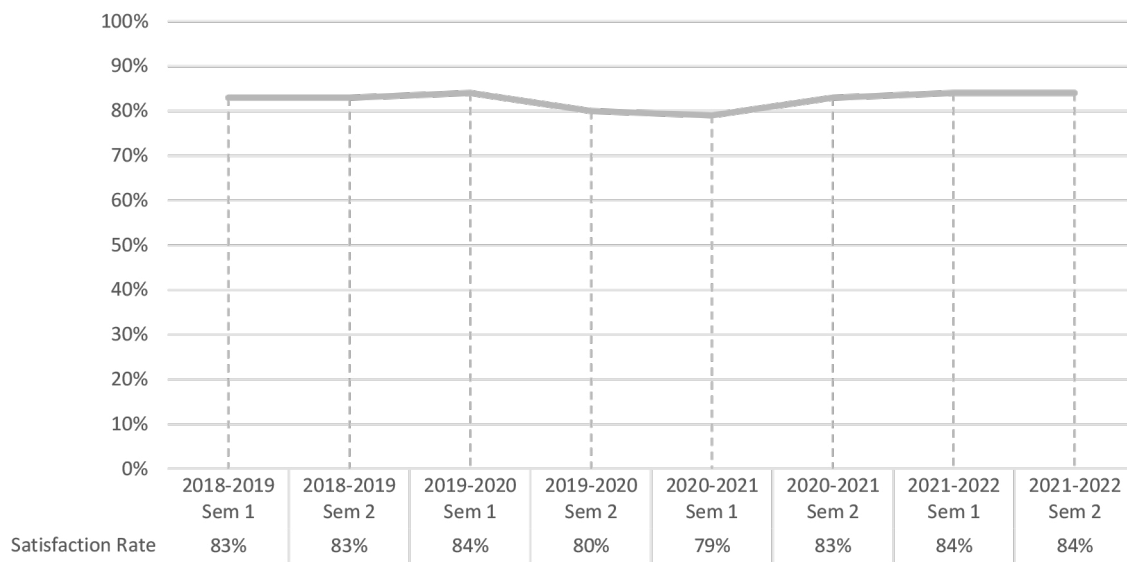


Figure 02: Course Evaluation Trend Analysis

### SENIOR EXIT SURVEY 2021

Annually, the University of Bahrain (UoB) conducts the Senior Exit Survey, a survey of graduating senior students regarding their experiences at the university. The survey contains questions related to advising, admission and registration, curriculum and instruction, facilities and learning resources as well as their overall program experience and plans. The results of this survey provide valuable insights into the effectiveness of various aspects of the UoB's provision and assist the university in preparing to meet the needs of future students.

In 2021, the Senior Exit Survey was completed by 3398 graduating students. Comparing to the last report and the figure above, the overall program experience showed improvement with high satisfaction rate (above 80%) for all colleges. In addition, the overall satisfaction level of Advising improved and achieved average rate (above 71%).

This year, the average satisfaction with curriculum and instructions is (about 80%)

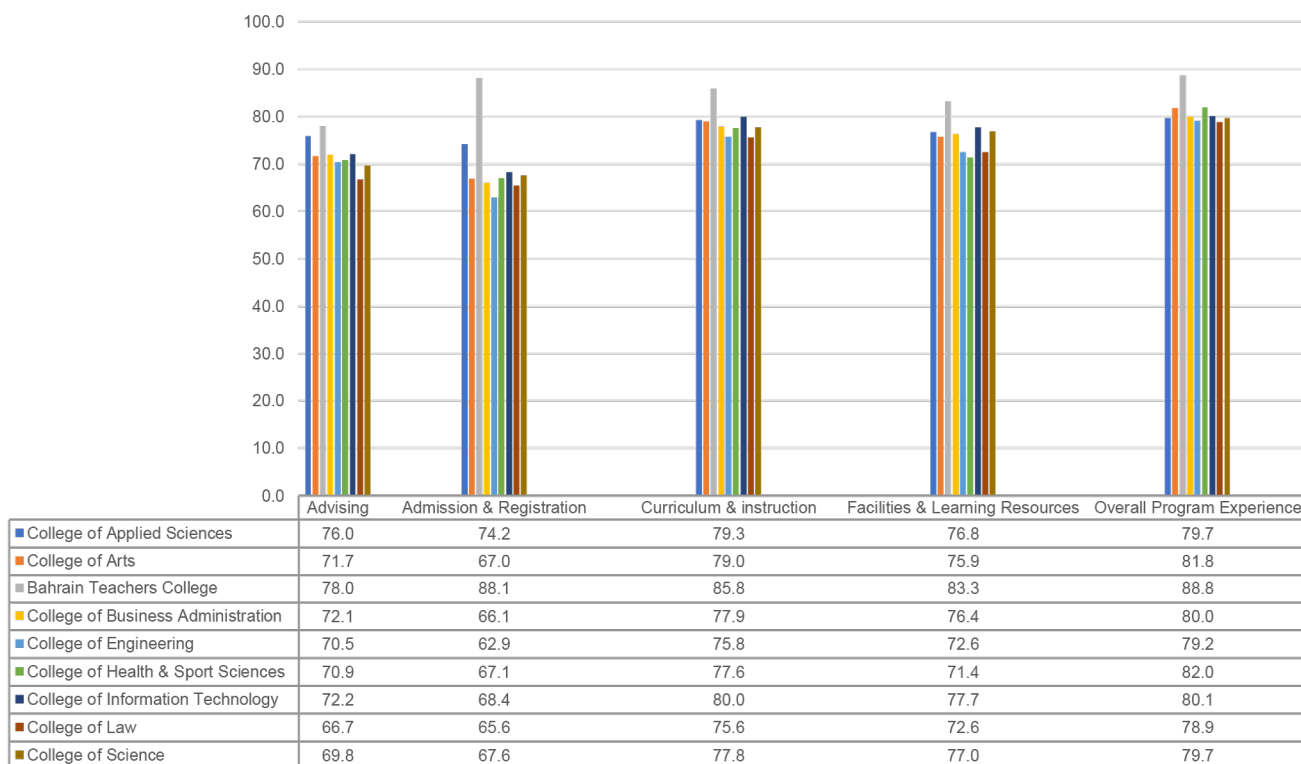


Figure 03: Summary of Results per College - Senior Exit Survey Report 2021 / 2022

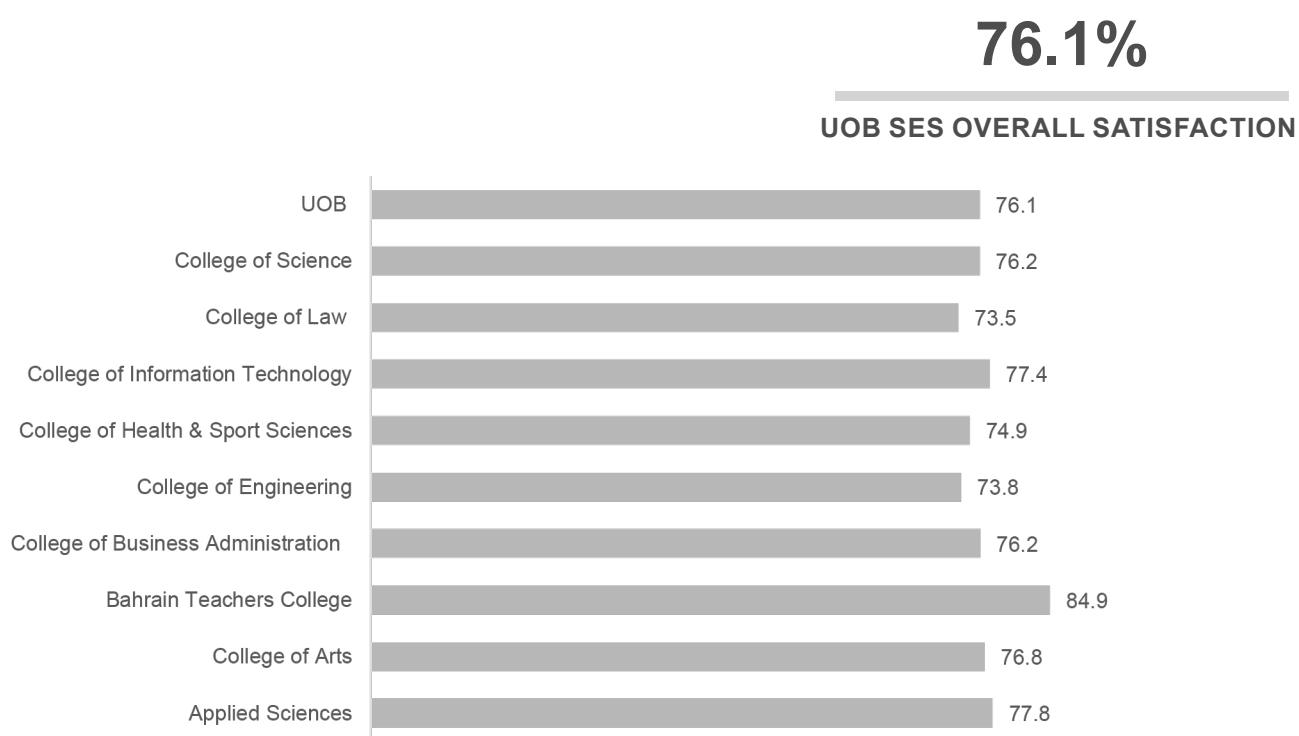


Figure 04: Overall SES Satisfaction

The trend analysis of the UOB SES Overall Satisfaction rate shows a constant increase in the students' satisfaction in the past 5 years.

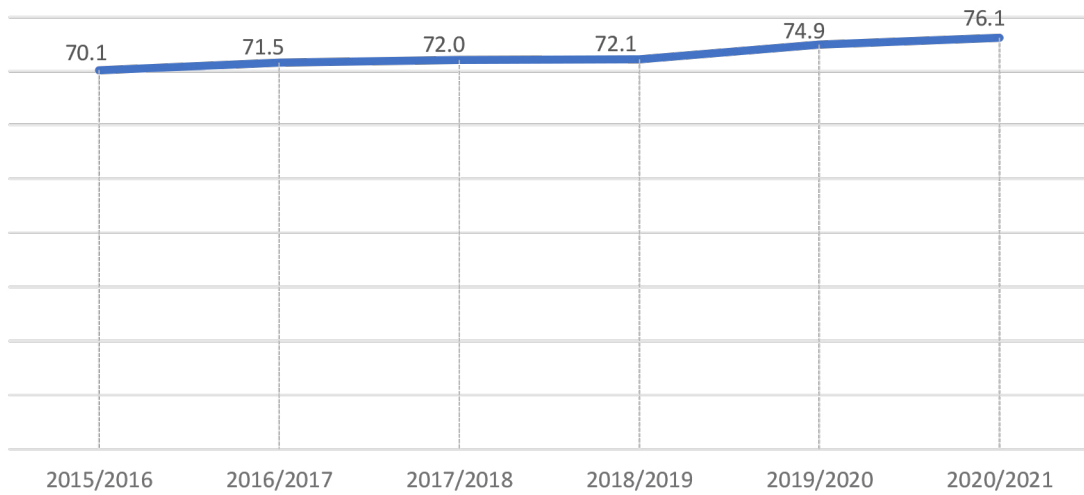


Figure 05: UOB SES Overall Satisfaction Trend

## CAPACITY BUILDING

QAAC and the Quality Assurance Offices at the Colleges organized a number of capacity building and awareness events. In addition to events within the University, faculty

members attended workshops and conferences organized by external entities.

ORGANIZER	WORKSHOPTITLE	DESCRIPTION/ OBJECTIVES OF THE WORKSHOP	WORKSHOP LECTURER	DATE OF WORKSHOP	NUMBER OF ATTENDEES
College of Business Administration- QAO	Academic Advising Session	This session was dedicated to introducing Academic Advising through SIS during the session the facilitator first introduced the Academic Advising rules and the role of advisor followed at UOB. Then, the facilitator of the session demonstrated via SIS on how the advisor can filter and identify the student at risk and how to communicate with them through SIS. The facilitator also, introduced the Academic Clinic tools which can be used along with the SIS (e-form and MS booking).	Dr. Sara Al-Faihani (Academic Clinic Coordinator)	8-March 2022	Mandatory all faculty
College of Business Administration- QAO	Experiential Learning Session	This session was dedicated to introduce the concept of experiential learning covering the benefits of introducing such concept in the courses, type of experiential learning, practical example of experiential learning from the literature of some disciplines ( such as accounting, management and finance). The session ended with a discussion sharing the best practice of some courses with implemented (EL).	Dr. Rabab Hasan (Experiential Learning Coordinator)	15- March 2022	Mandatory all faculty

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Capacity Building

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ORGANIZER	WORKSHOPTITLE	DESCRIPTION/ OBJECTIVES OF THE WORKSHOP	WORKSHOP LECTURER	DATE OF WORKSHOP	NUMBER OF ATTENDEES
College of Business Administration- QAO	Harvard Business Publishing Education – Information Session.	The college of Business Administration at the University of Bahrain in collaboration with the Harvard Business Publishing Education, held a workshop through the QAAO at the college to the faculty members to learn about the teaching methods and to stay updated with the latest practices on enhancing the learning opportunities by focusing on the integrating of case studies, experiential learning and simulations in the curriculum. The faculty also was granted premium access which allows them to use all of the educational resources available in HBP.	Mr. Dviwesh Mehta (From HBP)	22- March 2022	Mandatory all faculty
CHSS QAA Committee	Orientation Session to the QAAC Excel File and Course Description Form	Familiarizing the faculty with the uses and features of the QAAC excel file for grades, and the various sections of the course description form (syllabus) (English)	Mrs. Sheeba Thomas	01-Dec-21	12
CHSS QAA Committee	Using Excel for grades	Familiarizing the faculty with the uses and features of the QAAC excel file for grades, and the various sections of the course description form (syllabus) (Arabic)	Dr. Manar Altamimi	13 Dec 2021	18
CHSS QAA Committee	E-portfolio management using the SharePoint	Arranging, storing, and archiving the content of the courses portfolios electronically using the SharePoint (English)	Dr. Mohamed Abdulla	01-Mar-22	25

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Capacity Building

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ORGANIZER	WORKSHOPTITLE	DESCRIPTION/ OBJECTIVES OF THE WORKSHOP	WORKSHOP LECTURER	DATE OF WORKSHOP	NUMBER OF ATTENDEES
CHSS QAA Committee	Using SharePoint	Arranging, storing, and archiving the content of the courses portfolios electronically using the SharePoint (Arabic)	Dr. Mohamed Abdulla	01-Jun-22	18
CHSS- Integrated Sciences Department	Best Practices for Live Proctoring	Applying the best approaches and tricks for live (synchronous) proctoring (Arabic and English)	Dr. Rabab A.Wahab, Mrs Fatema Abdulla, Mrs Safiya Albaharna	28 Dec 2021	20
College of Arts- QAO	The Current practice of Quality Assurance and academic accreditation	This workshop aims to raise awareness about quality issues in general and international accreditation standards in particular	Dr. Amani Alhalwachi- Director of QA office College of Arts	31-Oct 2021	42
College of Arts- QAO	Modern visions of Academic programs at the Faculty of Arts	This workshop aims to increase the awareness of faculty in the college about the latest academic programs and international curricula	Chairman of the Academic Programs Committee at the Faculty of Arts- Dr.Madni Osman	2- Nov 2021	49
College of Arts- QAO	Peer Observation of Teaching Policy	This workshop aims to introduce the policy of peer observation	UTEL- Dr.Hayat Yousif	8-Feb 2022	78

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Capacity Building

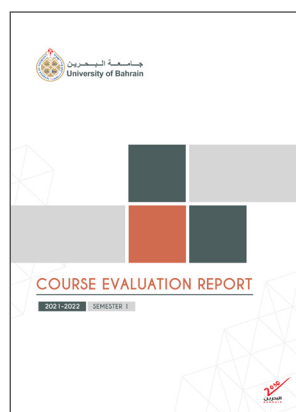
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ORGANIZER	WORKSHOPTITLE	DESCRIPTION/ OBJECTIVES OF THE WORKSHOP	WORKSHOP LECTURER	DATE OF WORKSHOP	NUMBER OF ATTENDEES
BTC QAO	NQF Placement Workshop	To orient the participants on completing the NQF mapping scorecards and application forms	Dr. Mohamed Abdulla & dr. Hessa Alfadhel	22 – 23 June 2020	15
BTC QAO	CILO-PILO Analysis of Achievement Sheet Workshop	To assist QA members at department and college levels of how to describe and interpret the CILO-PILO statistical outcomes	Dr. Madani Othman	26 June 2022	20
BTC QAO	Final Course Report Workshop It was delivered in English and Arabic	To help coordinators provide feedback that is of a qualitative nature on the assessment and performance of the students by ranking CILOs based on their reflection and perception and proving justifications and recommendations	Dr. Mervat Albufalasa	20 June 2022	All BTC faculty
BTC QAO	CILO-PILO Achievement Workshop It was delivered in English and Arabic	To assist coordinators to fill out the sheets and provide the PILOs scores	Dr. Abdulghani Alhatemi	05 Jan 2022	All BTC faculty
BTC QAO	Moderation Workshop	To discuss the moderation policy, guidelines and procedure to ensure the smooth implementation of moderating all courses	Dr. Mervat Albufalasa	24 Oct 2021	All BTC faculty

## QAAC PUBLICATIONS

### COURSE EVALUATION REPORTS 2021/2022:

The course evaluation survey provides an institutional system for collecting feedback on key elements of teaching, learning, and students experience. Feedback is obtained and utilized to improve academic courses and programs, learning environments, and teaching and learning.



### SENIOR EXIT SURVEY REPORT 2021/2022:

Providing a quality undergraduate education is one of University of Bahrain primary goals. Therefore, to measure the success of that goal, the Quality Assurance & Accreditation Center is managing the process of conducting a Senior Exit Survey (SES) at the end of every semester. This Report presents students' satisfaction about teaching and learning, advising, admission, registration, facilities, learning resources, curriculum, and the overall experience of the program.



### ACADEMIC RISK MANAGEMENT GUIDE:

This document is designed to offer a direction for the control of academic risk within the programs. The guide is meant to increase awareness about how risks may impact academic programs and how to put in place plans to minimize these risks.

### GUIDELINES FOR ACADEMIC PROGRAMS MARKET STUDY:

This guide will help those tasked with proposing or updating programs by outlining the key data to look for, how to collect these data, and where they can find it.

## OTHER INITIATIVES

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### REVISION/CREATION OF THE FOLLOWING POLICIES:

- **STUDENTS' OUTCOMES ASSESSMENT POLICY**  
The Student Learning Outcomes Assessment Policy outline the University of Bahrain's systematic process of gathering, using, and analysing information about student learning outcomes and educational objectives to make informed decisions about courses and programmes.
- **INTERNAL QUALITY REVIEW POLICY AND PROCEDURE**  
The purpose of the Internal Quality Review (IQR) Policy is to set out the mechanism to conduct the periodic review of the effectiveness of the quality assurance mechanisms for the management of the related academic programmes.
- **ASSESSMENT MODERATION POLICY**  
This policy describes the University's approach to ensure that assessment is fit-for-purpose, rigorous and fair through moderation of assessment.
- **ANNUAL AND PERIODIC PROGRAM REVIEW POLICY**  
This policy establishes the mechanism that the University of Bahrain will follow to systematically review all academic programs and determine strength and weakness of the programs in order to articulate action plans for further development of the academic program.



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