



APP

**KING SAUD BIN ABDULAZIZ UNIVERSITY FOR HEALTH SCIENCES
ADMINISTRATIVE POLICY AND PROCEDURE**

NUMBER	: 003-P-V01-14
TITLE	: PROGRAM / STUDENT EXPERIENCE EVALUATION
ORIGINATING DEPT	: DEANSHIP OF QUALITY MANAGEMENT (DOQ) AND CORPORATE EDUCATIONAL TECHNOLOGY SERVICES (EDUTECH)
ORIGINAL DATE	: November 17, 2014

1. STATEMENT OF PURPOSE

- 1.1 King Saud Bin Abdulaziz University for Health Sciences believes in continuous improvement philosophy and works toward maintaining and improving the quality of programs and students' learning experiences. Therefore, End-of-Program and Student Experience Evaluation are some of the ways that KSAU-HS used to get valuable student feedback, which is one of the requirements of NCAAA. In addition, Student involvement in this process is critical to enhance the general quality of teaching and learning.
- 1.2 There will be a University wide program and student experience evaluation system, which is administered through an agreed upon process and maintained by the Deanship of Quality Management and Survey Center at Corporate Educational Technology's systems for collecting program and student experience evaluation data from students for all programs subject to evaluation which subsequently forwarded to DOQ.
- 1.3 Program and Student Experience evaluations, as one indicator of teaching quality indicator, are used to:
 - a. Help program instructors improve the future delivery of programs; and
 - b. Address students' concerns about different aspects of programs
- 1.4 This APP aims to establish a policy and applicable procedures governing program and student experience evaluation surveys at all colleges of KSAU-HS.

2. APPLICABILITY

This APP applies to all Program / Student Experience Evaluation Surveys (PES / SES) of KSAU-HS.

3. RELATED REFERENCES

- 3.1 NCAAA Program Specification
- 3.2 NCAAA Program Report
- 3.3 NCAAA Program Evaluation
- 3.4 NCAAA Student Experience Evaluation

- 3.5 Minutes of the Steering Committee for Quality Assurance and Academic Accreditation

4. DEFINITIONS

- 4.1 **KSAU-HS:** King Saud bin Abdulaziz University for Health Sciences
4.2 **UNIVERSITY:** King Saud bin Abdulaziz University for Health Sciences
4.3 **DOQ:** Deanship of Quality Management
4.4 **NCAAA:** National Commission For Academic Accreditation and Assessment
4.5 **QAAA:** Quality Assurance and Academic Accreditation
4.6 **EDUTECH:** Corporate Educational Technology Services
4.7 **Program:** All undergraduate and graduate programs listed in the University Calendar
4.8 **Program Evaluation:** The evaluation of programs conducted annually at the end of the program by means of the Program Evaluation Questionnaire
4.9 **Program Evaluation Questionnaire:** The questionnaire devised in accordance with this policy for the purpose of evaluating the effectiveness of the specific program
4.10 **Program Evaluation Results:** The results of both the numerical quantitative and qualitative written comments gathered by means of the Program Evaluation Questionnaires
4.11 **Program Instructors:** The members of academic staff/faculty responsible for presentation of any specified program
4.12 **Student Experience:** The students experience in the university during their studying

5. POLICY

- 5.1 All programs must be evaluated.
5.2 Any exception to conducting the survey must be approved by the Deanship of Quality Management.
5.3 All Program/Student Experience Evaluations Questionnaires should follow the NCAAA format.
5.4 Any alteration and modification on surveys must be approved by Deanship of Quality Management and then by the QAAA steering Committee

6. PROCEDURE

- 6.1 The Student Experience and Program Evaluation Questionnaire for each program should not exceed 30 questions.
6.2 The Program/Student Experience Evaluation Questionnaire should consist of two parts:
a. Closed-Ended questions (mandatory), and
b. Open-Ended questions (optional)
6.3 All mandatory questions should be answered on a scale from 1-5 where:
a. 1= Strongly disagree,
b. 2= Disagree
c. 3= Neutral
d. 4= Agree
e. 5= Strongly agree
6.4 Survey access should be opened 3 weeks before the end of the academic year of the program and closed in the last day of the academic year of the program.
6.5 After logging into the student information system, students will not be able to access their accounts till they complete the survey.
6.6 Collecting and analyzing the data will be within 4 weeks after the end of the academic year of the program.

- 6.7 Colleges that have Block/Module Based Programs should notify the EduTech and Deanship of Quality about their academic calendar two months prior to the beginning of academic year.
- 6.8 Collecting the data will be within two weeks after the end of the Block/Module.
- 6.9 Deanship of Quality Management, Vice President of Educational Affairs and Vice President of Development and Quality Management Affairs will have full access to all the data, while each dean will have access to their colleges' data.
- 6.10 Each college/program should provide a feedback report in the system within two months that received approval of the curriculum committee.
- 6.11 Survey analysis should be analyzed and discussed at the College QAAA Committee level and/or Curriculum Committee Areas for improvement and action plans should be addressed and entered to the system within two months.
- 6.12 Each QAAA Committee at each college should document a follow up for the action plan.
- 6.13 EduTech will generate a compliance report two months after the end of each program that will be reviewed by the Deanship of Quality Management and presented to the Programs QAAA committee.
- 6.14 Qualitative written comments and numerical quantitative results may be used by individuals if presented in aggregate form.
- 6.15 All program/student experience evaluation results presentation should be anonymous and confidential.

7. CONTACT OF DEPARTMENT FROM REGION

Direct inquiries about this policy are to be forwarded to:

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8. RESPONSIBILITY

The Deanship of Quality Management, Corporate Educational Technology Services and Colleges are responsible for the coordination, implementation and monitoring of this APP.


9. APPROVALS

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