



APP

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

NUMBER : 004-P-V01-14
TITLE : GUIDELINE FOR FACULTY EXPERIENCE SURVEY
ORIGINATING DEPT : DEANSHIP OF QUALITY MANAGEMENT (DOQ)
ORIGINAL DATE : January 28, 2015

1. STATEMENT OF PURPOSE

As part of the mission of KSAU-HS to provide excellence in innovative learning, this APP aims to establish a methodology towards improving the University's capability to support faculty members in both administrative and academic fields.

2. APPLICABILITY

This APP applies to Faculty members of KSAU-HS.

3. RELATED REFERENCES

- 3.1 NCAAA Manual, Standard #2 Governance and Administration.
- 3.2 Minutes of the KSAU-HS Steering Committee, on January 28, 2015

4. DEFINITIONS

- 4.1 **APP:** Administrative Policy & Procedures
- 4.2 **DOQ:** Deanship of Quality Management
- 4.3 **DQM:** Development and Quality Management Affairs
- 4.4 **EDUTECH:** Corporate Educational Technology Services
- 4.5 **Faculty:** Group of academic teaching staff at KSAU-HS
- 4.6 **Faculty Experience Survey:** An annual questionnaire developed as a baseline and utilized to improve the quality of services provided to Faculty members
- 4.7 **IQAS:** Internal Quality Assurance System

- 4.8 **KSAU-HS:** King Saud bin Abdulaziz University for Health Sciences
- 4.9 **NCAAA:** National Commission For Academic Accreditation and Assessment
- 4.10 **QAAA:** Quality Assurance and Academic Accreditation
- 4.11 **QAAA Steering Committee:** Quality Assurance and Academic Accreditation steering committee, responsible for the University's IQAS implementation

5. POLICY

- 5.1 All Faculty members are required to answer the survey.
- 5.2 This survey must be conducted on an annual basis and to be benchmarked for improvement purposes.
- 5.3 Any change of the questionnaire should be approved by the Deanship of Quality Management.
- 5.4 The Faculty Experience Survey Questionnaire must not exceed 30 questions.
- 5.5 The Scoring criteria are based on a scale from 1-6 where:
 - 1 = Strongly disagree
 - 2 = Disagree
 - 3 = Neutral
 - 4 = Agree
 - 5 = Strongly agree
 - 6 = Not Applicable

6. PROCEDURE

- 6.1 DOQ representative sends the survey to EDUTECH two months prior to the end of academic year.
- 6.2 EDUTECH representative sends the survey to all faculty members through E-mail system.
- 6.3 The survey should be available for four weeks.
- 6.4 EDUTECH representative collects data and sends the results to DOQ representative.
- 6.5 DOQ representative review the results and analyze them.
- 6.6 Dean of DOQ to notify QAAA steering committee about the results and proposed recommendations.
- 6.7 Dean of DOQ to submit results and propose recommendations to respective colleges in order to create corrective action plan(s).
- 6.8 Dean of respective colleges to notify DOQ about proposed corrective action plan(s).
- 6.9 DOQ representative documents the results for benchmarking purposes.

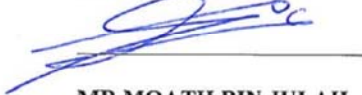
7. RESPONSIBILITY:

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



8. APPROVAL

PREPARED BY :



MR. MOATH BIN JULAIL

Quality Management Specialist, Deanship of Quality Management
King Saud bin Abdulaziz University for Health Sciences

16-3-2015

DATE

REVIEWED BY:



MRS. JOHARA GRAMISH

Policy Analyst I, Deanship of Development
King Saud bin Abdulaziz University for Health Sciences

16-3-2015

DATE



DR. ALAA AL-BEAYEYZ

Acting Director, Educational Technology Services
King Saud bin Abdulaziz University for Health Sciences

17/3/2015

DATE



DR. KHALED AL-JAMAAN

Dean, Deanship of Quality Management
King Saud bin Abdulaziz University for Health Sciences

6/4/15

DATE

APPROVED BY:



PROF. MOHAMED AL-MOAMARY

Vice President, Development and Quality Management
Chairperson, QAAA Steering Committee
King Saud bin Abdulaziz University for Health Sciences

06 APR 2015

EFFECTIVE DATE

Faculty Experience Survey-Appendix A

University Admin Tower
9th Floor, MC 3139
pdqm@ksau-hs.edu.sa



وكالة الجامعة للتطوير والجودة النوعية
Development & Quality Management Affairs

Deanship of Quality Management

Faculty Experience Survey

Faculty Experience Survey Objectives:

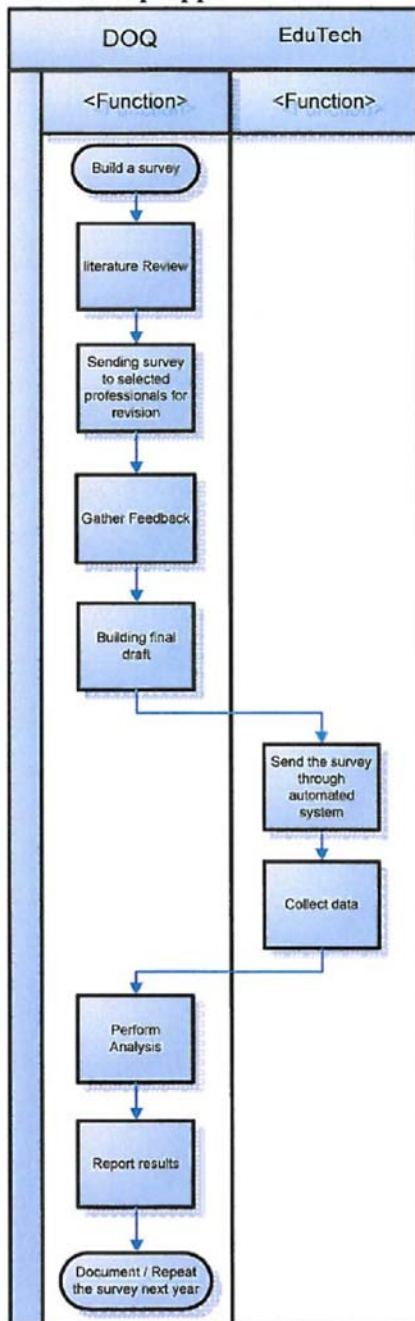
1. To create baseline data which will be benchmarked internally on an annual basis
2. To determine the amount of support the faculty are getting from Administrative and Academic fields
3. To ensure the availability of adequate resources and facilities
4. To measure the faculty's satisfaction regarding the University
5. To promote the culture of continuous improvement

Response Scale:

It is recommended that each item on the survey offer responses from a five point scale.
The recommended scale is:

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree
- 6 Not Applicable

Process Map-Appendix B



Faculty Experience Survey Timeframe - Appendix C

