



جامعة السلطان قابوس

Sultan Qaboos University

College of Arts and Social Sciences

Tourism Department

Quality assurance Action Plan

Fall 2014

Quality Assurance Action Plan

In Academic Year 2013-2014, guided by Sultan Qaboos University (SQU) and the College of Arts and Social Sciences (CASS) mission statements, the department reformulated the following as part of the continuous improvement process adopted:

1. Tourism Department Vision, Mission, Objectives.
2. Tourism Undergraduate Program Vision, Mission, Educational Objectives, and Student Outcomes.

This was done taking into consideration Four Facts:

1. Affiliation to Sultan Qaboos University and the College of Arts and Social Sciences.
2. Affiliation to the Tourism and Hospitality Discipline.
3. Accreditation by the UNWTO TedQual program.
4. Employment Market needs and trends.

The program mission is translated into specific program educational objectives and student outcomes that are expected as a result of the educational process. Program educational objectives are consistent with the missions of the College and the University and the need of programs' constituents. See Table 1: University – College –Department – Program Vision Mission Objectives.

Vision Statement

Vision of the Tourism Department

The Tourism Department aspires to become a leading national, regional and international centre of excellence in tourism and hospitality teaching, research and community service.

Vision of the Tourism Program

The Tourism Department strives through excellence in teaching, to provide an outstanding tourism and hospitality education for its undergraduate program students, according to the international standards.

Mission Statement

Mission of the Tourism Department

The Tourism Department is committed to academic excellence, and distinction in research and community service through the provision of stimulating educational programs and learning activities in an environment that foster creative and critical thinking, effective communication skills and freedom of expression and social responsibility. Graduates are prepared to engage in life-long learning and to carry out tourism and hospitality career responsibilities with competence.

Mission of the Tourism Program

The Tourism Department undergraduate program is committed to academic excellence, integrity, and ethical behavior through the creation and dissemination of knowledge related to tourism and hospitality in an environment that fosters creative and critical thinking, effective communication skills, freedom of expression, and social responsibility.

Objectives

Objectives of the Tourism Department

1. Provide a high standard education suitable for individuals seeking employment as professionals in tourism and hospitality.
2. Supply the national, regional, and international tourist market with the professional human resources required in different fields of tourism and hospitality.
3. Cultivate in graduates the ability to communicate and work effectively in multicultural environments.
4. Study current cultural, economic, and social issues that shape and affect tourism and hospitality.
5. Assume a leading role in community service and social responsibility nationally, regionally, and internationally.
6. Provide students with opportunities through training to develop their skills, capacities, and creativity for personal and professional development.

Objectives of the Tourism Program (Undergraduate)

1. Provide students with academic foundation and real life experience for a successful career in tourism and hospitality.
2. Improve students' ability to exercise judgment and critically analyse situations and develop alternatives.
3. Develop students' leadership and management skills, capability for career planning, goal-setting, and team-building.
4. Develop students' understanding of tourism and hospitality laws and ethical aspects.
5. Improve students' written, oral, and non-verbal communication skills and usage of information technologies.

Table 1: University - College – Department - Program Vision Mission Objectives

	UNIVERSITY	COLLEGE	TOURISM DEPARTMENT	TOURISM PROGRAM (Undergraduate)
VISION	Sultan Qaboos University aspires to be an outstanding centre of science and research characterized by innovation and creativity, a university that is a source of Omani pride.	The College of Arts and Social Sciences at Sultan Qaboos University aspires to become a leading regional and international centre of excellence in teaching, research and community service.	The Tourism Department aspires to become a leading national, regional and international center of excellence in tourism and hospitality teaching, research and community service.	The Tourism Department strives through excellence in teaching, to provide an outstanding tourism and hospitality education for its undergraduate program students, according to the international standards.
MISSION	Sultan Qaboos University seeks to achieve excellence in all areas of teaching and learning, research and community service. It also seeks to promote the principles of scientific analysis and creative thinking, to participate in the production, development and dissemination of knowledge, and to interact with national and international communities.	The College of Arts and Social Sciences is committed to quality and intellectual distinction through promoting innovative learning and research environments that foster creative and critical thinking, artistic and communication skills, freedom of expression and social responsibility.	The Tourism Department is committed to academic excellence, and distinction in research and community service through the provision of stimulating educational programs and learning activities in an environment that foster creative and critical thinking, effective communication skills and freedom of expression and social responsibility. Graduates are prepared to engage in life-long learning and to carry out tourism and hospitality career responsibilities with competence.	The Tourism Department undergraduate program is committed to academic excellence, integrity, and ethical behaviour through the creation and dissemination of knowledge related to tourism and hospitality in an environment that fosters creative and critical thinking, effective communication skills, freedom of expression, and social responsibility.
OBJECTIVES	<ul style="list-style-type: none"> ● Higher Education <ol style="list-style-type: none"> 1. Graduation of alumni cohorts who value their cultural and Islamic heritage and are keen to strengthen their faith in God and their loyalty to the nation and the Sultan. 2. Preparation of Omani youth who are strong in morals, committed to scientific inquiry, qualified academically, and trained to be self-dependent and ready for continuous service to their country. 3. Preparation of creative and innovative Omani youth who are lifelong self-learners. 4. Provision of specialists and experts of Oman in diverse fields, taking into account the changing need of the marketplace and working within the framework of state policy on resource development. 5. Constant modernization of the educational process at the undergraduate and postgraduate levels. ● Research <ol style="list-style-type: none"> 1. Conduct research and studies, both theoretical and applied, to serve the community and contribute to the generation of scientific solution to social and economic problems. 2. Research linked to the Sultanate's comprehensive development plans and social vision. 3. Preparation of Omani scientists, researchers and experts capable of undertaking organized, systematic and innovative work in diverse areas of science, arts and technology. ● Community Service <ol style="list-style-type: none"> 1. Participation in community service and development through direct and continuous interaction with economic, social and cultural institutions, and the provision of scientific and technical advice to enable these institutions to utilize the University's skills and expertise. 2. Human resources development through continuous academic and training programs for social institutions and through the dissemination of scientific and human knowledge throughout the nation. ● Cooperation with Other Academic Institutions <ol style="list-style-type: none"> 1. International links and exchange with other academic institutions, particularly those in the Gulf Cooperation Council Countries. 2. Interaction with international academic experience in all areas of thought, science and culture. ● Performance Evaluation <p>The use of evaluation studies conducted by consultation teams, particularly in the following areas:</p> <ol style="list-style-type: none"> 1. Organization of the relationship between the University Council and the University's institutions in both academic and administrative spheres in a way that facilitates smooth operation and functioning. 2. Development of teaching programs and quality standards and the encouragement of student activities. 3. Training that develops academic staff skills and enhances performance; also the creation of appropriate incentives. 4. Development of academic research plans and programs and organization of research training. 5. Cooperation with leading international universities and institutions. 	<ol style="list-style-type: none"> 1. Provide students with opportunities to develop through training their skills, capacities, and creativity for personal and professional development. 2. Foster critical and effective communication skills that enable graduates to function productively in a wide range of employment domains and pursue postgraduate studies. 3. Cultivate a multicultural outlook and prepare students to deal with an increasingly complex globalized world. 4. Serve as a centre for innovation to increase the quality and the quantity of interdisciplinary research. 5. Promote the education of arts and other forms of cultural artifacts. 6. Reinforce strong and meaningful ties with Omani culture and heritage. 	<ol style="list-style-type: none"> 1. Provide a high standard education suitable for individuals seeking employment as professionals in tourism and hospitality. 2. Supply the national, regional, and international tourist market with the professional human resources required in different fields of tourism and hospitality. 3. Cultivate in graduates the ability to communicate and work effectively in multicultural environments. 4. Study current cultural, economic, and social issues that shape and affect tourism and hospitality. 5. Assume a leading role in community service and social responsibility nationally, regionally, and internationally. 6. Provide students with opportunities through training to develop their skills, capacities, and creativity for personal and professional development. 	<ol style="list-style-type: none"> 1. Provide students with academic foundation and real life experience for a successful career in tourism and hospitality. 2. Improve students' ability to exercise judgment and critically analyse situations and develop alternatives. 3. Develop students' leadership and management skills, capability for career planning, goal-setting, and team-building. 4. Develop students' understanding of tourism and hospitality laws and ethical aspects. 5. Improve students' written, oral, and non-verbal communication skills and usage of information technologies.

Student Outcomes (Intended Learning Outcomes – ILOs)

- **Outcome 1** Students will demonstrate unique knowledge related to operating a Tourism and Hospitality business in a diverse and global business environment.
- **Outcome 2** Students will demonstrate critical thinking skills and creativity required to effectively function in the tourism and hospitality industry.
- **Outcome 3** Students will demonstrate the ability to conduct all the duties required for working in the different departments of tourism and hospitality institutions.
- **Outcome 4** Students will demonstrate the ability to define, identify, and evaluate ethical versus unethical business practices.
- **Outcome 5** Students will demonstrate the ability to employ proficient written and oral communication skills, including the appropriate usage of technology for effective customer service and teamwork.

Both Program objectives and outcomes are to be assessed regularly. The results of objectives and outcomes assessment are used as feedback to make program improvements. Finally, a quality assurance and management process is in place to achieve success.

- The Tourism Department is in a mode of continuous development of its course objectives and learning outcomes and assessment procedures. Beginning in 2009, the objectives and Learning Outcomes have become an integral component of the department's commitment to continuous improvement of the curriculum. This effort has brought about a coalescing of the relationship between the department's undergraduate program vision, mission, objectives, course objectives and student learning outcomes.
- The program educational objectives review process entailed a thorough review of the undergraduate degree program.
- Its completion has involved the time and effort of the department faculty and support staff. The department members worked as a group in reformulating and updating the course objectives and learning outcomes and assessment procedures, this led to a better reflection and articulation of the program mission and educational objectives.
- Curriculum changes have been made to provide students more flexibility in defining the breadth and depth of their education within the course offerings of the department.
- Department Advisory Committee input helps to ensure a state-of-the-art level in education. Members of the advisory committee are: key external stakeholders and consultants selected from the local industry, business community, and government. The committee also includes faculty members with expertise in the field of teaching and research. The tourism department relies on leaders and innovators from the tourism and hospitality industry to aid in the development of its programs, to generate training opportunities, and to assist in the placement of graduates, input from business and community leaders is highly valuable.

Relationship of Student Outcomes to Program Educational Objectives

Table2: Student Outcomes - Program Educational Objectives Matrix

	KNOWLEDGE & UNDERSTANDING ATTRIBUTES	INTELLECTUAL/THINKING SKILLS	PROFESSIONAL & PRACTICAL ATTRIBUTES/SKILLS		COMMUNICATION & TRANSFERABLE SKILLS
	Objective 1	Objective 2	Objective 3	Objective 4	Objective 5
	Provide students with academic foundation and real life experience for a successful career in tourism and hospitality	Improve students' ability to exercise judgment and critically analyse situations and develop alternatives	Develop students' leadership and management skills, capability for career planning, goal-setting, and team-building	Develop students' understanding of tourism and hospitality laws and ethical aspects	Improve students' written, oral, and non-verbal communication skills and usage of information technologies
Outcome 1	■				
Students will demonstrate unique knowledge related to operating a Tourism and Hospitality business in a diverse and global business environment					
Outcome 2		■			
Students will demonstrate critical thinking skills and creativity required to effectively function in the tourism and hospitality industry					
Outcome 3			■		
Students will demonstrate the ability to conduct all the duties required for working in the different departments of tourism and hospitality institutions					
Outcome 4				■	
Students will demonstrate the ability to define, identify, and evaluate ethical versus unethical business practices					
Outcome 5					■
Students will demonstrate the ability to employ proficient written and oral communication skills, including the appropriate usage of technology for effective customer service and teamwork					

Mapping of Courses to Student Outcomes

Table3: Mapping of courses to student outcomes

How Outcomes are Addressed			Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5
S/n	Course Code	Course Title	Level	Level	Level	Level	Level
1	TOUR1001	Introduction to Tourism	Introduce	Introduce	Introduce	Introduce	Introduce
2	TOUR1060	Introduction to Tourism Guidance	Introduce	Introduce	Introduce	Introduce	Introduce
3	TOUR1080	Introduction to Hospitality	Introduce	Introduce	Introduce	Introduce	Introduce
4	TOUR1030	Tourism Authorities and Organizations (ARABIC)	Introduce	Introduce	N/A	N/A	N/A
5	TOUR2010	Tourism and Hospitality Legislation (ARABIC)	Introduce	Introduce	N/A	N/A	N/A
6	TOUR2011	Tourist Behavior	Introduce	Introduce	Introduce	Introduce	Introduce
7	LANC1016	Listening and Speaking Effectively	Introduce	Introduce	Introduce	Introduce	Introduce
8	LANC1017	Efficient Reading and Writing	Introduce	N/A	Reinforce	Reinforce	Reinforce
9	TOUR2050	Tourism Resources in Oman	Introduce	Introduce	Introduce	Introduce	Introduce
10	TOUR2040	Research Methodology in Tourism and Hospitality	Introduce	Reinforce	Reinforce	Reinforce	Reinforce
11	TOUR2091	Summer Internship (1)	Introduce	Introduce	Introduce	Introduce	Introduce
12	TOUR3021	Summer Internship (2)	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
13	TOUR 1111	French for Tourism (1)	Introduce	Introduce	Introduce	Introduce	Introduce
14	TOUR 1112	French for Tourism (2)	Introduce	Introduce	Reinforce	Reinforce	Reinforce
15	TOUR 1113	French for Tourism (3)	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
16	TOUR 1114	French for Tourism (4)	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
17	TOUR 1115	French for Tourism (5)	Reinforce	Reinforce	Emphasize	Emphasize	Emphasize
18	TOUR 1116	French for Tourism (6)	Reinforce	Reinforce	Emphasize	Emphasize	Emphasize
19	TOUR 1211	German for Tourism (1)	Introduce	Introduce	Introduce	Introduce	Introduce
20	TOUR 1212	German for Tourism (2)	Introduce	Reinforce	Reinforce	Reinforce	Reinforce
21	TOUR 1213	German for Tourism (3)	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
22	TOUR 1214	German for Tourism (4)	Reinforce	Reinforce	Emphasize	Emphasize	Emphasize
23	TOUR 1215	German for Tourism (5)	Reinforce	Reinforce	Emphasize	Emphasize	Emphasize
24	TOUR 1216	German for Tourism (6)	Reinforce	Reinforce	Emphasize	Emphasize	Emphasize
25	TOUR3300	Tourism Companies and Travel Agencies Operations	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
26	TOUR3310	Airlines Operations and Management	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
27	TOUR3330	Economics of Tourism	Introduce	Introduce	Introduce	Introduce	Introduce
28	TOUR3340	Event Management	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
29	TOUR3350	IT Applications for Tourism	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
30	TOUR4010	Human Resources Management for Tourism and Hospitality	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize
31	TOUR4021	Statistics for Tourism and Hospitality	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize
32	TOUR4210	Feasibility Study of Tourism and Hospitality Projects	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize
33	TOUR4300	Tourism Marketing	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize
34	TOUR4311	Managerial Accounting for Tourism	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize
35	TOUR4410	Tourism Planning and Development	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize

	How Outcomes are Addressed		Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5
36	TOUR4330	Graduation Project	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize
37	TOUR3201	Hospitality Management	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
38	TOUR3210	Food Production	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
39	TOUR3220	Service in Hospitality	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
40	TOUR3231	Front Office Operations and management	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
41	TOUR3250	Housekeeping Operations and Management	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
42	TOUR3260	IT Applications for Hospitality	Reinforce	Reinforce	Reinforce	Reinforce	Reinforce
43	TOUR4201	Managerial Accounting for Hospitality	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize
44	TOUR4240	Hospitality Marketing	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize
45	TOUR4220	Graduation Project	Emphasize	Emphasize	Emphasize	Emphasize	Emphasize

Level Key

Level	Introduce (I)	Reinforce (R)	Emphasize (E)
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Key Performance Indicators

Key Performance Indicators (KPIs) for assessing and evaluating the student outcomes, See Table 4 KPIs to Student Outcomes.

Table 4: KPIs to Student Outcomes

	How Outcomes are Assessed		Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5
S/n	Course Code	Course Title	Assessment	Assessment	Assessment	Assessment	Assessment
1	TOUR1001	Introduction to Tourism	Written Exam	Project	Project	Project	Project
2	TOUR1060	Introduction to Tourism Guidance	Project / Exam	Project	Project / Exam	Project / Exam	Project / Exam
3	TOUR1080	Introduction to Hospitality	Written Exam	Project	Project	Project	Project
4	TOUR1030	Tourism Authorities and Organizations (ARABIC)	Assignment / Exam	Assignment / Exam	N/A	N/A	N/A
5	TOUR2010	Tourism and Hospitality Legislation (ARABIC)	Presentation / Essay / Exam	Presentation / Essay / Exam	N/A	N/A	N/A
6	TOUR2011	Tourist Behavior	Presentation / Essay / Exam	Presentation / Essay / Exam	Presentation / Essay / Exam	Presentation / Essay / Exam	Presentation / Essay / Exam
7	LANC1016	Listening and Speaking Effectively	Presentation / Essay / Exam	Presentation / Essay / Exam	Presentation / Essay / Exam	Presentation / Essay / Exam	Presentation / Essay / Exam
8	LANC1017	Efficient Reading and Writing	Presentation / Essay / Exam	N/A	Presentation / Essay / Exam	Presentation / Essay / Exam	Presentation / Essay / Exam
9	TOUR2050	Tourism Resources in Oman	Project	Project	Project	Project	Project
10	TOUR2040	Research Methodology in Tourism and Hospitality	Project / Quiz	Paper	Presentation / Peer Evaluation	Presentation / Peer Evaluation	Project / Presentation
11	TOUR2091	Summer Internship (1)	Report / Oral Exam	Report / Oral Exam	Report / Oral Exam	Report / Oral Exam	Report / Oral Exam
12	TOUR3021	Summer Internship (2)	Report / Oral Exam	Report / Oral Exam	Report / Oral Exam	Report / Oral Exam	Report / Oral Exam
13	TOUR 1111	French for Tourism (1)	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam
14	TOUR 1112	French for Tourism (2)	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam
15	TOUR 1113	French for Tourism (3)	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam
16	TOUR 1114	French for Tourism (4)	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam
17	TOUR 1115	French for Tourism (5)	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam
18	TOUR 1116	French for Tourism (6)	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam	Project / Written-Oral Exam
19	TOUR 1211	German for Tourism (1)	Project	Project	Project	Project	Project / Written-Oral Exam
20	TOUR 1212	German for Tourism (2)	Project / Exam	Project / Exam	Project / Exam	Project / Exam	Project / Exam
21	TOUR 1213	German for Tourism (3)	Project	Project	Project	Project	Project
22	TOUR 1214	German for Tourism (4)	Project	Project / Exam	Project	Project	Project / Exam
23	TOUR 1215	German for Tourism (5)	Project	Project	Project	Project	Project
24	TOUR 1216	German for Tourism (6)	Project / Written Exam	Project	Project	Project	Project / Oral Exam
25	TOUR3300	Tourism Companies and Travel Agencies Operations	Training	Assignment / Presentation	Class Tasks / Exam / Presentation	Class Tasks / Exam / Presentation	Class Tasks / Exam / Presentation / Assignments
26	TOUR3310	Airlines Operations and Management	Training	Class Tasks / Exam / Presentation / Assignments			
27	TOUR3330	Economics of Tourism	Assignment / Exam	Assignment / Exam	Assignment / Exam	Assignment / Exam	Assignment / Exam

	How Outcomes are Assessed		Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5
28	TOUR3340	Event Management	Assignment / Exam	Assignment / Exam	Assignment / Exam	Assignment / Exam	Assignment / Exam
29	TOUR3350	IT Applications for Tourism	Assignment / Exam	Assignment / Exam	Assignment / Exam	Assignment / Exam	Assignment / Exam
30	TOUR4010	Human Resources Management for Tourism and Hospitality	Written Exam	Project	Project	Project	Project
31	TOUR4021	Statistics for Tourism and Hospitality	Assignment / Quiz	Assignment / Quiz	Assignment / Quiz	Assignment / Quiz	Assignment / Quiz
32	TOUR4210	Feasibility Study of Tourism and Hospitality Projects	Project / Quiz	Project / Participation	Group Assignment / Peer Evaluation	Group Assignment / Peer Evaluation	Project / Presentation
33	TOUR4300	Tourism Marketing	Project / Quiz	Project / Participation	Quiz / Participation	Quiz / Participation	Project / Presentation
34	TOUR4311	Managerial Accounting for Tourism	Assignment / Exam	Assignment	Assignment / Exam / Quiz	Assignment / Exam / Quiz	Assignment / Exam / Quiz
35	TOUR4410	Tourism Planning and Development	Exam	Class Tasks / Assignment	Presentation	Presentation	Exam
36	TOUR4330	Graduation Project	Project / Group Assignment	Project / Individual Assignment	Group Assignment / Peer Evaluation	Group Assignment / Peer Evaluation	Project / Presentation / Minutes
37	TOUR3201	Hospitality Management	Assignment / Presentation	Assignment / Presentation	Assignment / Presentation	Assignment / Presentation	Assignment / Presentation
38	TOUR3210	Food Production	Assignment / Presentation	Assignment / Presentation	Assignment / Presentation	Assignment / Presentation	Assignment / Presentation
39	TOUR3220	Service in Hospitality	Assignment / Presentation	Assignment / Presentation	Assignment / Presentation	Assignment / Presentation	Assignment / Presentation
40	TOUR3231	Front Office Operations and management	Written Exam	Project	Project	Project	Project
41	TOUR3250	Housekeeping Operations and Management	Written Exam	Project	Project	Project	Project
42	TOUR3260	IT Applications for Hospitality	Written Exam	Project	Project	Project	Project
43	TOUR4201	Managerial Accounting for Hospitality	Assignment / Quiz	Assignment / Quiz	Assignment / Quiz	Assignment / Quiz	Assignment / Quiz
44	TOUR4240	Hospitality Marketing	Written Exam	Project	Project	Project	Project
45	TOUR4220	Graduation Project	Project / Oral Exam	Project / Oral Exam	Project / Oral Exam	Project / Oral Exam	Project / Oral Exam

Assessment Key

Assessment	Exam (Written / Oral)	Paper	Project	Other (Please state)	Not Applicable (N/A)
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Quality Assurance Plan

The department board has approved and adopted a “Department Quality Assurance Action Plan” which is composed out of three parts (See Tables 5, 6 &7):

1. Department Periodic Activities
2. Plan Domains KPIs
3. Tools of Monitoring Quality

Part One

Table 5: Department Periodic Activities

	Activity	Type	Semester		Frequency	Remarks
1	Department community service Report	CS	FL		1/Y	
2	Department community service plan	CS	SP		1/Y	
3	Research activities report	RC	FL		1/Y	
4	Department research plan	RC	SP		1/Y	
5	Best researcher appointment	RC	SP		1/Y	
6	Department committees formulation	SA	FL		1/Y	
7	Department representatives at college committees appointment	SA	FL		1/Y	
8	Appraisals & report compilation	SA	FL		1/Y	
9	Department advisory committee meeting preparation	SA	FL		1/Y	
10	Students extracurricular activities plan	SA	FL		1/Y	
11	Strategic plan tasks progress review	SA	FL	SP	Continuous	
12	Continuous improvement and accreditation meeting	SA	FL	SP	Continuous	
13	Department board meeting	SA	FL	SP	As Needed	
14	Department progress review according to Mission, Vision, and Objectives	SA	FL	SP	Continuous	
15	Department and college committees work follow-up	SA	FL	SP	Continuous	
16	Students' liaison committee meeting	SA	SP		1/S	
17	Department members training needs report	SA	SP		1/Y	
18	Staff CVs	SA	SP		1/Y	
19	Department book update and review	SA	SP		Continuous	
20	Summer training assessment meeting	TL	FL		1/Y	
21	Training plan and budget preparation	TL	FL		1/Y	
22	Schedule and teaching load sheet	TL	FL	SP	1/S	
23	Courses files collection and review	TL	FL	SP	1/S	
24	Student academic advising status report	TL	FL	SP	1/S	
25	Midterm & Final exams needs assessment	TL	FL	SP	1/S	
26	Pre results grades review meeting	TL	FL	SP	1/S	
27	Grades report review meeting	TL	FL	SP	1/S	
28	Teaching survey report	TL	FL	SP	1/S	
29	Best teacher appointment	TL	SP		1/Y	
30	Courses books status and needs assessment meeting	TL	SP		1/Y	
31	Study plans review and update	TL	SP		Continuous	
32	Summer semester schedule and teaching load sheet	TL	SP		1/S	
33	Summer training plan and distribution list	TL	SP		1/Y	

1/S	1/Y	Continuous	As Needed	CS	RC	SA	TL
Once per Semester	Once per Year	Ongoing Practice	Based on SQU Regulations	Community Service	Research & Consultancy	Steering Activity	Teaching & Learning

Part Two

Table 6: Plan Categories KPIs

KPI	Benchmark
1. TEACHING AND LEARNING	
1.1. Percentage of course section with 30 or less students	80 %
1.2. Percentage of courses assessed and evaluated	100 %
1.3. Growth in the total number of student enrolled	-
1.4. Percentage of undergraduate students achieving CGPA < 2.7	60 %
1.5. Percent of undergraduate students on probation	10 %
1.6. Percentage of student graduated within expected period of graduation of concerned cohort	75 %
2. RESEARCH AND CONSULTANCY	
2.1. Number of published articles per year in refereed journals per year	1 / Faculty Member
2.2. Number of refereed conference paper publications per year	1 / Faculty Member
2.3. Number of published books including book chapters over a period of 5 years	1 / Department
2.4. Number of International conferences organized over a period of 5 years	1 / Department
3. COMMUNITY SERVICE	
3.1. Number of training courses and workshops organized by the staff per year	1 / Faculty Member
3.2. Number of articles published or talks given in the public media by staff per year	1 / Faculty Member
3.3. Number of staff participations in national, regional and international committees per year	2 / Department
3.4. Memberships in regional and international Professional Societies	1 / Faculty Member
4. DEPARTMENT STEERING ACTIVITIES	
4.1. Number of students extracurricular activities done per year	2 / Year
4.2. Number of department meetings per year	6 / Year
4.3. Number of college committees (regular) participated in by staff per year	2 / Faculty Member
4.4. Number of college committees (Ad-hoc) participated in by staff per year	1 / Faculty Member
4.5. Number of students' liaison committee meetings per year	1 / Year
4.6. Number of stakeholders' advisory board meetings per year	1 / Year

Part Three

Table 7: Tools of Monitoring Quality

	Teaching	Research	Community Service	Steering Activities
Department Committees	■	■	■	■
College Committees	■	■	■	■
Courses Files and Courses Audit	■			■
Students' Liaison Committee	■	■	■	■
Appraisal of Academic Staff	■	■	■	■
Department Annual Report	■	■	■	■
Stakeholders' Advisory Board	■	■	■	■
External Ad-hoc Committees	■	■	■	■
Quality Assurance Action Plan	■	■	■	■