

# Quality System Guide for EE Program

Version 2.0

09/01/2023



## Executive Summary

The Electrical Engineering (EE) program have just embarked on the beginning journey of accreditation but never ending as it is meant to be continuously improving. It is a tough and long journey ahead, and God willing, EE program with its unconditional and unconventional change commitment, will succeed through. Quality is a never ending journey of conscientious re-evaluations, reflections and re-directions towards continuous and sustainable improvements and innovations. The cooperation and commitment of each and every member of EE program is essential and critical to the quality quest of Najran University (NU) to be a world class university which one day in the not too far future is within its reach. NU success is the success of College of Engineering and EE program. As such, this Quality System Guide is only a mechanism that paves the way, but it is our will to walk the talk.

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## 1. Introduction

The Electrical Engineering (EE) Program was established in 2008 as one of the major departments of the College of Engineering, Najran University, which actively engaged in teaching diverse fields of Electrical Engineering. The program is offered at the new University Campus (named as University City) in Najran, Saudi Arabia. The curriculum of the program focuses on Power, Control, Electronics and Communication Engineering. The Bachelor of Electrical Engineering program is offered for male students only and limited to undergraduate level for the time being. The first batch graduated in 2013.

Detail information about EE Program for public and students are available on the official website of the College of Engineering. This information includes the college facilities, supporting staff and units, student activities, forms, and regulations. The URL of the college of engineering website is: <https://engineering.nu.edu.sa/en/home1> . All information about the program of Bachelor of Electrical Engineering is available on the website of the Electrical Engineering Department. This information includes program mission, program education objectives, program/student outcomes, curriculum, syllabus of all courses, teaching staff, facilities, advising and support services, regulations, forms, and other information and announcements for student and stakeholders "regarding all issues and activities conducted in the department". The URL of the Electrical Engineering Department website showing the Program Educational Objectives (PEOs) is:

<http://www.nu.edu.sa/en/web/engineering-college/electrical/objectives>

Najran University has established its Deanship of Quality & Development which provides guidelines and trainings related to accreditation and quality to all colleges in the University. The EE program has appointed a quality coordinator to manage the accreditation and quality activities in the department.

### Purpose

This guide aims primarily to clarify the continuous improvement approach in Electrical Engineering Program, through a process of self-evaluation, internal review and external reviewers (nationally and internationally accreditation bodies). This process mainly aims to evaluate following aspects of the program:

- Inputs of the program.
- Processes.
- Outputs of the program.

With a special attention to different measures and procedures- taken by the program- for acknowledging areas require further improvement to close the gaps between current and intended performance.

## Policy

In its pursue for quality EE program is committed to the followings:

- Act in accordance to quality policy of the University, and all related regulations and instructions stated by the Vice-rectorship for Development and Quality and Deanship of Development and Quality.
- Involve all members and stakeholders in all stages of its quality and continuous improvement process.
- Data and information based planning for improvement.
- Efficient implementation of improvement plans.
- Thorough collection and analysis of all valuable data related to different aspects of performance.
- Set priorities for improvement based on concrete data and information.
- Document, integrate, and communicate different results of the periodic and comprehensive evaluation of the program to related bodies and stakeholders.

And finally EE program ensures quality of its outcomes via full compliance with the accreditation standards.

## Related values and principles:

**Quality:** a commitment to identify and meet the needs and expectations of the learners and different stakeholders, and achieve full compliance with the accreditation standards.

**Continuous Improvement:** regular monitoring of different aspects of the performance and the services offered for the purpose of improving to achieve intended targets, should be at the heart of any quality assurance process.

**Transparency:** related information and data are accurately and timely introduced to those responsible for/ and affected by different activities and processes of the program.

**Consistency:** using the same set of tools and implementing the same rules and procedures applied to different aspects of the program.

**Accuracy:** use the right tool for collecting and analysing data to inform decision making.

## 2. Vision, Mission and Goals of the EE Program

### Vision:

Leading department in electrical engineering education, applied research and community services.

### Mission:

To provide the students a conducive environment for academic learning that produces qualified electrical engineers to adequately meet the national requirements, and address the community challenges through research, and advanced technologies.

### Goals:

- Provide high quality electrical engineering education recognized nationally and internationally.
- Conduct excellent applied scientific electrical engineering research, contribute to solving electrical engineering problems and meet nation's needs.
- Engage with profession and community and continue to develop professionally, socially and personally.

### Program Educational Objectives are to empower our students with the require knowledge and skills to:

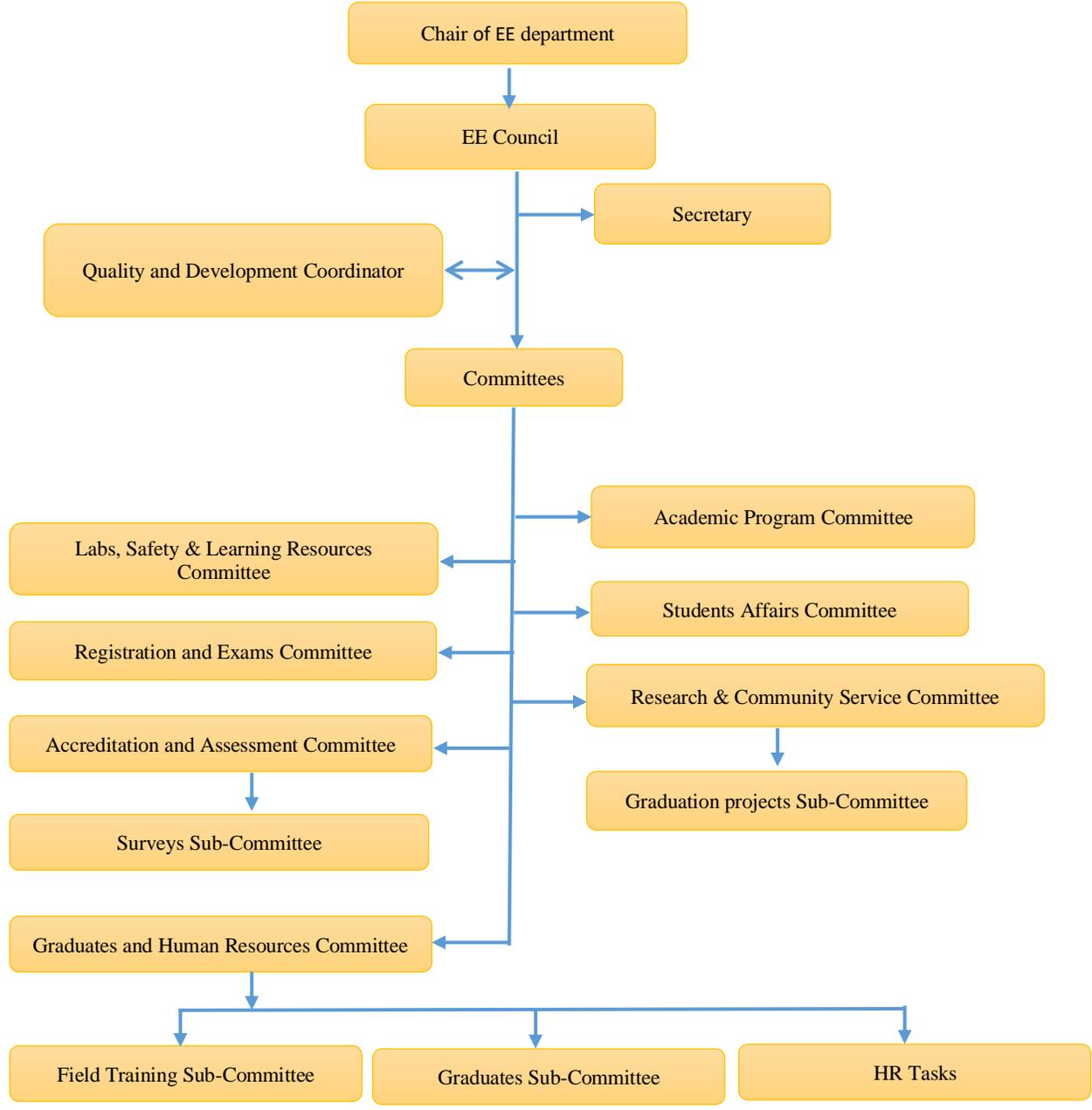
- Technically compete in their respective electrical engineering field and conceive, design and execute broad range of electrical engineering tasks locally and globally.
- Meet industry's expectations in electrical engineering with excellent communication and leadership skills.
- Contribute to the society through providing innovative solutions for electrical engineering problems and function on multi-disciplinary teams.
- Pursue their electrical engineering professional development through self-learning and advanced graduate studies if qualified and interested.
- Uphold professional and social ethics necessary in fulfilling their responsibilities towards the Almighty, clients and the society, and contribute to sustainable development of the Kingdom.

### 3. Program Administration and Committees

The program administration starts at the level of the college council. The Dean has the responsibility of management at the college level, while the chair of the department has the responsibility of managing the department. The program is led by the Chairman who is a well-qualified senior member of faculty and has a good experience in administration. The chair is supported by various committees to deal with different matters of administration, quality management and academic issues. The assignment of these committees aims to involve all faculty members in running the department and associate them in the decision-making process. These committees deal with different matters of administration and academic issues (e.g. teaching load, student affairs, research affairs, community services, laboratories and equipment, learning resources and facilities, quality assurance and accreditation). Different members of the committees oversee and monitor matters related to their responsibilities and report the shortcomings and advice on measures for improvement to the EE council.

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Electrical Engineering Department – Organizational Chart



## Responsibilities and tasks for different committees:

### 1. Accreditation and Assessment Committee (AAC)

1. Preparing and reviewing academic accreditation reports.
2. Promoting and establishing a quality culture in the department.
3. Adopt a standard level of quality that complies with national and international standards.
4. Developing the skills of academic and administrative staff in the department in the field of quality.
5. Conducting comparative performance studies (Benchmarking).
6. Organizing programs and events in the field of academic accreditation.
7. Support communication between the department and other scientific and academic departments in the college and beyond.
8. Conducting self-evaluation studies of the department to obtain (or renew) the National or International accreditation.
9. Follow-up the work of quality committees in the department and coordinate the work between them.
10. Receiving periodic and annual reports from the qualitative committees of the quarterly and annual report numbers of the department.
11. Preparing reports on the regularity of the work of the quality committees and submitting reports to the chairman and the collage Vice-Deanship for Development and Quality.
12. Propose an operational plan for the department with the appropriate performance indicators.
13. Any other work and tasks assigned to the member by the committee chairman or the committee reporter.

### Surveys (sub-committee)

14. Distribution of various student questionnaires (course questionnaires, second-year course questionnaires and graduate students' questionnaires) on schedule.
15. Inform and guide students on how to complete these questionnaires objectively.
16. Collect student questionnaires and send them to the ACC for data analysis.
17. Follow-up the results of student questionnaires and prepare periodic reports.

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18. Submit a quarterly and annual report on the results of the questionnaires and their observations to the department's quality evaluation and development committee.
19. Submit all periodic reports to the ACC.
20. Any other work and tasks assigned to the committee by the Chairman or AAC.

## 2. Academic Program Committee

1. Developing of academic programs and scientific curricula in accordance to the needs of the community and the labor market.
2. Prepare report on the status of courses in terms of availability and updating of course descriptions and adherence to models prepared by international academic accreditation and the National Academic Accreditation Authority.
3. Propose and develop the study plans for the graduate program in the department.
4. Update and modify and develop the study plan in the department.
5. Review the characterization of courses and measure their suitability and achievement of national and international accreditation requirements and proposals made by faculty members.
6. Propose mechanisms to review and evaluate the proposals for improvement and development submitted by the faculty members for all courses taught in the department.
7. Propose and develop mechanisms to consider requests of transfer to the department from other departments of the college or from other colleges in the university or from departments and colleges in other universities.
8. Propose and develop mechanisms to equalize and calculate courses for transferable or transferred students.
9. Follow-up the implementation of the new resolutions after they have been approved and prepare a report on the success of the proposed development in providing the actual needs of students to ensure the proper preparation of the labor market.
10. Prepare a report on the difficulties of applying these proposed decisions and submit it to the ACC of the department to take appropriate steps.
11. Follow-up and update course description forms at the beginning of each semester and group them in the prepared file.
12. Identification of the training needs for faculty members and students to implement E-Learning appropriately.
13. Any other work and tasks assigned to the committee by the Chairman.

### 3. Labs, Safety & Learning Resources Committee

1. Ensuring the readiness of the classrooms and facilities assigned to the department in the college and reporting any defects and following up the repair procedures.
2. Ensure that there is periodic maintenance of the Labs and replace the damaged equipment or components at the end of each semester.
3. Ensure that there is periodic maintenance of the Labs and replace the damaged at the end of each semester.
4. Equipping laboratories with the necessary furniture as well as appropriate educational and guidance methods.
5. Monitoring the need of laboratories for devices and tools.
6. Preparing and equipping the department's needs of teaching methods and techniques and following up their modernization and maintenance.
7. To ensure the needs of the department for classrooms, meetings and facilities for all activities of the department and students.
8. Update and develop public safety measures and crisis and disaster response plans.
9. Ensure that security and safety measures are implemented by all employees of the department and students.
10. Supervising laboratory readiness for teaching and applying scientific research to students.
11. Identify each laboratory with a sign in the name of the lab and the names and personal pictures of the masters supervising this Lab.
12. Dissemination of security and safety guidelines for each laboratory
13. Follow-up of the department's orders with the college administration of scientific equipment and laboratory equipment
14. An inventory of the number of books and volumes of the program at the Central Library of the University
15. Organize various visits to faculty and student representatives to libraries.
16. Ensuring the availability, updating, and increasing the availability of students' scientific resources
17. Submit all periodic reports to the ACC.
18. Supervising the department's website.
19. Any other work and tasks assigned to the committee by the Chairman or AAC.

#### 4. Students Affairs Committee.

1. Preparing, updating and distributing the academic guidance annually booklet for students at the beginning of the semester with the publication of an electronic version of it on the college's website.
2. Raising and following-up student awareness of supporting services and activities provided by the college and the university.
3. Organizing awareness lectures for students to inform them of the laws and regulations adopted in the department.
4. Ensure that faculty members are committed to providing the entire summary of the course, its contents, objectives, evaluation methods, timings, and distribution of grades in the first lecture for each course.
5. Ensure that students know the office hour of faculty members and ensure that faculty members perform their teaching hours for guidance.
6. Organizing awareness lectures for the new faculty members in the department on student affairs regulations and supporting their abilities so that they can perform their guidance functions successfully.
7. Preparing and implementing mechanism for Identifying weak students and advising.
8. Preparing and implementing mechanism for Identifying talented and gifted students and sponsor them.
9. Provide career and professional guidance to students.
10. Submit all periodic reports to the ACC.
11. Any other work and tasks assigned to the committee by the Chairman or AAC.
12. Propose extra-curricular student activities annually and supervise the proposed activities.
13. Prepare an annual report on all extracurricular student activities and submit it to the ACC to write the quarterly and annual report on the activities of the department.
14. Forms sub-committees to carry out the committee's tasks and follow up on their implementation.

#### 5. Research & Community Service Committee

1. Prepare a research database. Prepare annual reports on the results of the department in scientific research. Preparing the scientific research plan for the department so that it receives the research interests of the faculty members of the faculty and considers future interests. Evaluating projects, research, and consultancy at the community level in

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- southern Saudi Arabia. Providing and working designs and consulting to the local community. Encourage and support scientific research.
2. Urge scientific publication in world-class scientific journals.
  3. Consider the research provided by the faculty members in the department. Consider the participation of faculty members in seminars and conferences and develop a mechanism for doing so. Organize seminars and participate with different sections. Holding workshops and courses at the college and department level. Holding workshops and courses at the community level.
  4. Preparing mechanisms to encourage and motivate the employees of the department to raise the level of performance. Preparing mechanisms and incentives for students to encourage them to improve their academic achievement. Preparing and proposing awards and incentive awards for the employees of the department in various fields.
  5. Submit all periodic reports to the ACC.
  6. Develop a plan for community service activities and activities that the department intends to undertake.
  7. Preparing a full file with community service activities for the department in previous school years.
  8. Limiting the participation of faculty and students to community service activities.
  9. Measure the extent of community satisfaction with the services provided by the program.

**Graduation projects sub-committee tasks:**

10. Encourage students' participation in scientific research.
11. Preparing and evaluating the instructions of graduation projects for programs, registration procedures, monitoring of results and preparing the necessary models.
12. Preparing a database of graduation projects in the department and its supervisors.
13. Preparing a mechanism to evaluate graduation projects and a mechanism for evaluating and following-up students.
14. Forming and announcing committees and dates for discussing graduation projects.
15. Urge scientific publication in world-class scientific journals. Encourage students' participation in scientific research.

**6. Registration and Exams committee**

1. Setting the mechanism of admission of students in the program and the conditions of admission, considering the regulations and instructions of Najran University and the Ministry of Higher Education.

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2. Preparing lists of the names of the students of the department and preparing statistics and percentages of students in the college according to the levels and years.
3. Coordination with the Deanship of Admissions and Registration to prepare the study schedules and coordinate with other departments and colleges to teach the common subjects.
4. Preparing and publishing final exam schedules and resolving conflicts and problems.
5. Preparing the schedules of observations for the final exams and making sure that the examinations are conducted to the fullest and to do what is necessary to do so.
6. Preparing and developing a mechanism and procedures to ensure the quality of examinations and achieve them to standard specifications and ensure their review in order to determine the effectiveness of quality mechanisms and coordination with the AAC to determine the strengths and weaknesses in the mechanisms of examinations and the extent of compliance of the faculty with the specifications and procedures of examinations and evaluation and propose ways of improving.
7. Preparing and developing the mechanism and instructions of examinations and control committees and supervising their implementation and preparing reports on them for the agent of the faculty and the AAC.
8. Preparing a mechanism to review the examinations and their results and the level of quality of the correction process and the results.
9. Ensure that the classrooms are ready for examinations in terms of chairs, lighting, air conditioning and everything that is needed.
10. Review the transfer of scores from inside the book to the external statement of the answer books.
11. Reviewing and matching the external statement of the answer books with the detailed disclosure of students 'grades in all the final exam questions.
12. Review and match the final transcript with the grades on the book.
13. Signing the external statement of the answer books
14. Signing the detailed transcript of the students 'grades in all the final exam questions.
15. Handing over answer books with the detailed statement of students 'grades, with an official signature of the academic advisor in the department to archive them.
16. Any other work and tasks assigned to the committee by the chairman department, or quality unit.

## 7. Graduates and Human Resources Committee

1. Evaluation of faculty position applications. Review and update faculty needs for the department.
2. Preparing a mechanism to support distinguished faculty members who provide exceptional contributions and services to the department.
3. Creating a mechanism to evaluate the performance of faculty members and department employees and linking them with rewards.
4. Examining the papers of the applicant for promotion to the rank of associate professor and the rank of professor and verifying that the legal conditions and procedures are fulfilled.
5. Selection of arbitrators to evaluate the applicant's research for promotion.
6. Checking applicants' files for promotion before uploading them and ensuring that the candidate meets the conditions and regulations.
7. Preparing transparent disciplinary mechanisms and procedures to activate the role of accountability and accountability for the department's employees, preparing an ethics document for the department's employees, coordinating with committees in other departments in the college and approving it.

### Graduates sub-committee tasks:

8. Establishing and periodic updating of a database of department graduates.
9. Developing communication programs, whether electronic or otherwise, to document the relationship between graduate students and employers.
10. Establishing an effective mechanism to provide employment opportunities for graduates in their specialization fields.
11. Contacting public and private sectors to find opportunities for training and qualifying students for work during the summer classes.

### Field Training sub-committee tasks:

12. Consider field training requests and related matters.
13. Preparing and developing instructions and procedures for field training for programs, evaluating students and monitoring the results and models related to all this.
14. Prepare a database of trained institutions accredited by the college to train students, including the names of the institutions addressed and methods of communication.
15. Preparing a contract document and a cooperation agreement between the college and institutions that have a desire to accept the college students for training.

16. Preparing standard models for field training reports and assessment.
17. Forming and announcing committees and dates for discussing field training reports.

#### 4. Quality Assurance and Continuous Improvement Process in EE Program:

The approach used in EE Program is based on the following principles:

- Quality is the role and responsibility of all members of the EE Program as Quality is a single holistic process that creates and delivers value to the society and community.
- Quality cuts across boundaries of all units that should contribute and commit to the same quality standards with the administrative units supporting and overseeing the direct quality actions affecting performance of the program and college and institution.
- Quality brings about and enhances sharing of data, information and knowledge and learning from each other to bring about a learning environment in EE Program.
- Quality is a seamless set of actions and activities that synergizes the policies, processes, procedures and people of the program as a single holistic entity with a singular set of mission and goals that streamlines and unifies the program towards its commitment to the society and communities.

There are four key steps (Plan, Do, Check and Act) of the quality cycle in the EE department which are described through the Figure 2.

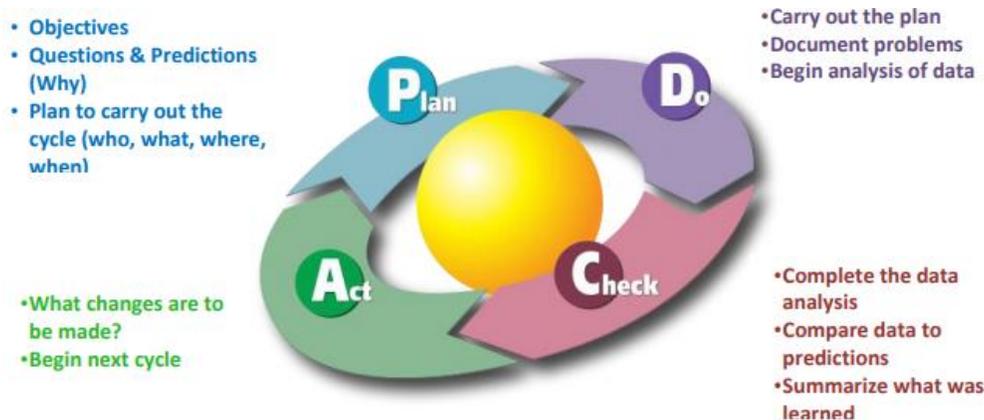
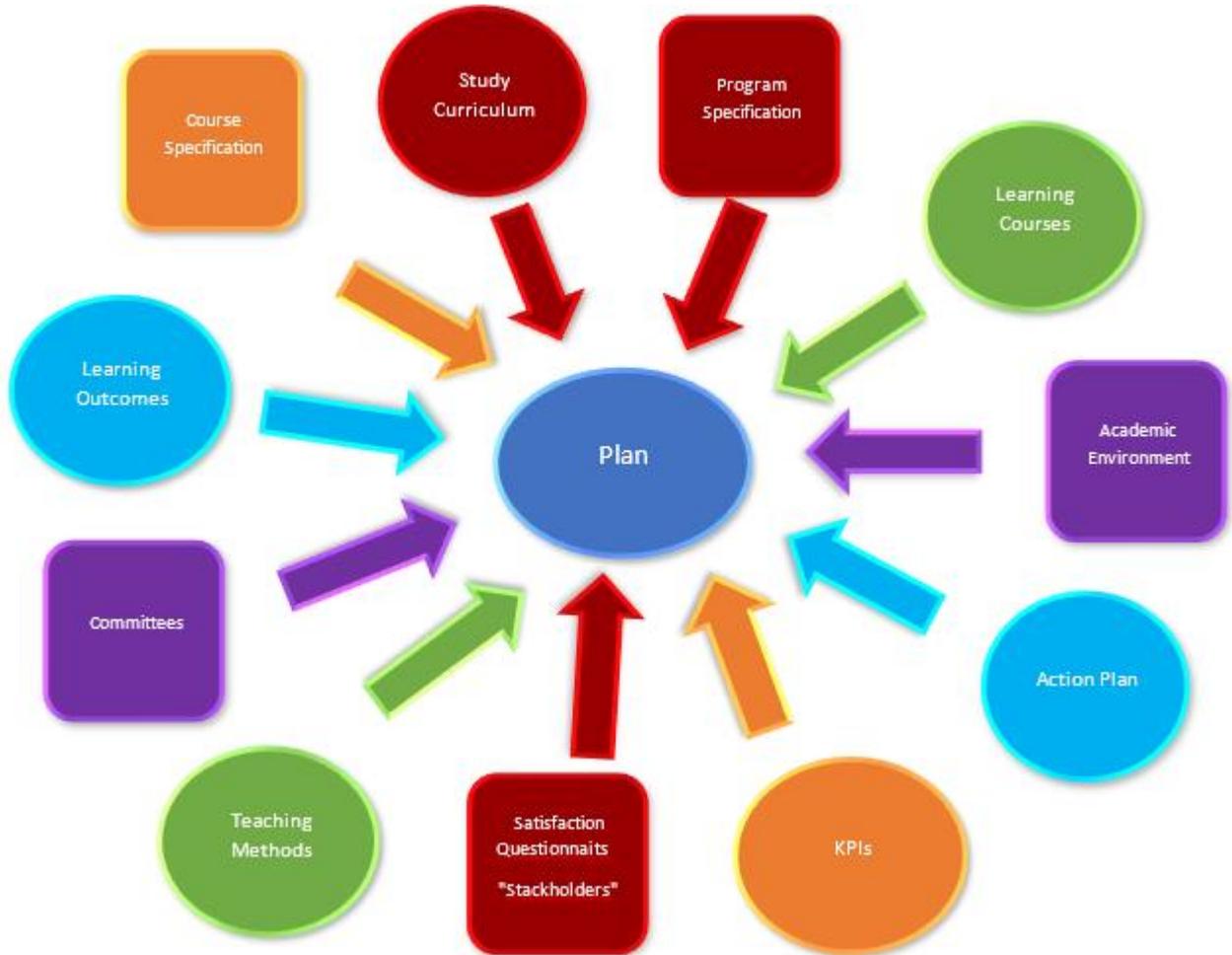


Figure 2. Key Steps of the Quality Cycle

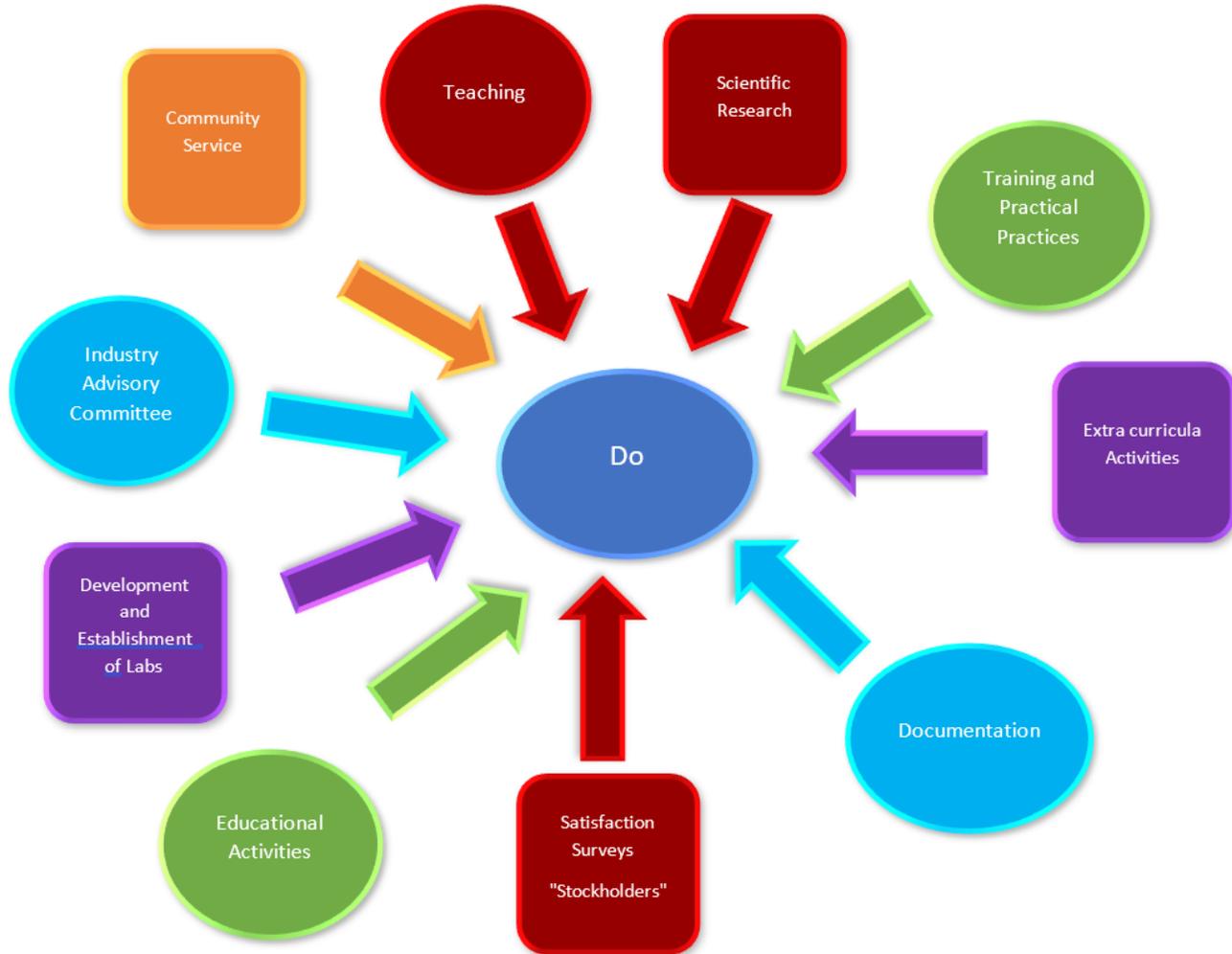
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#### 4.1. Plan



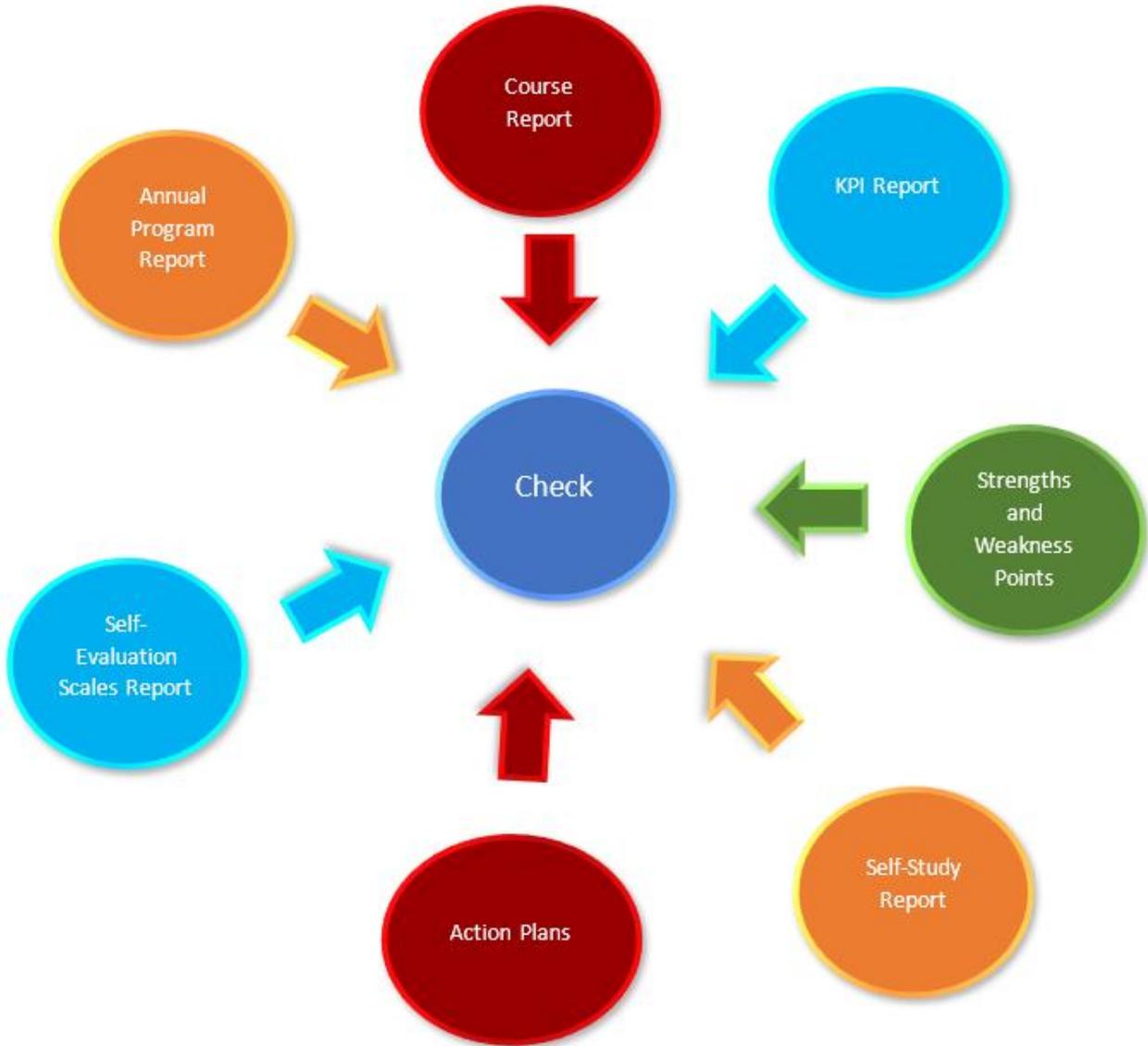
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4.2. Do

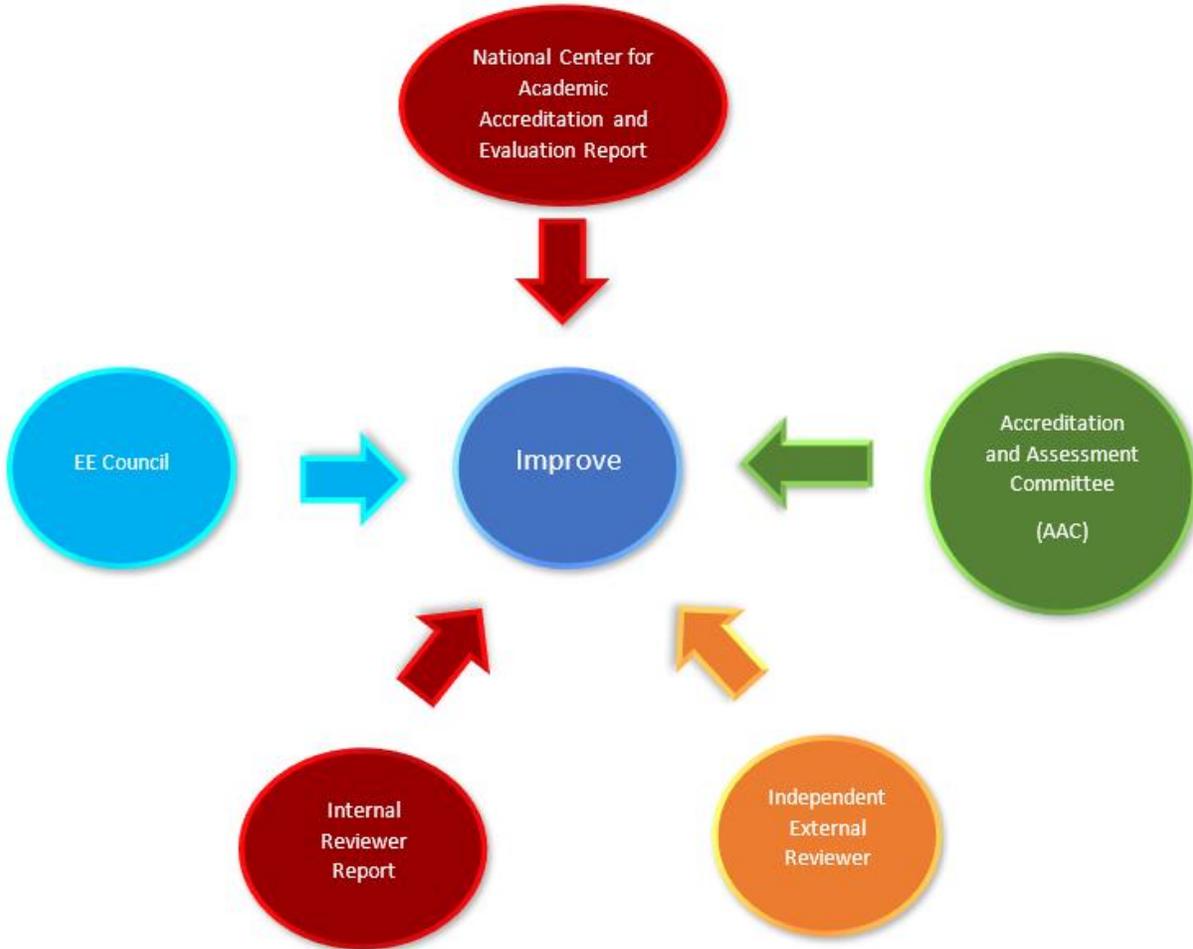


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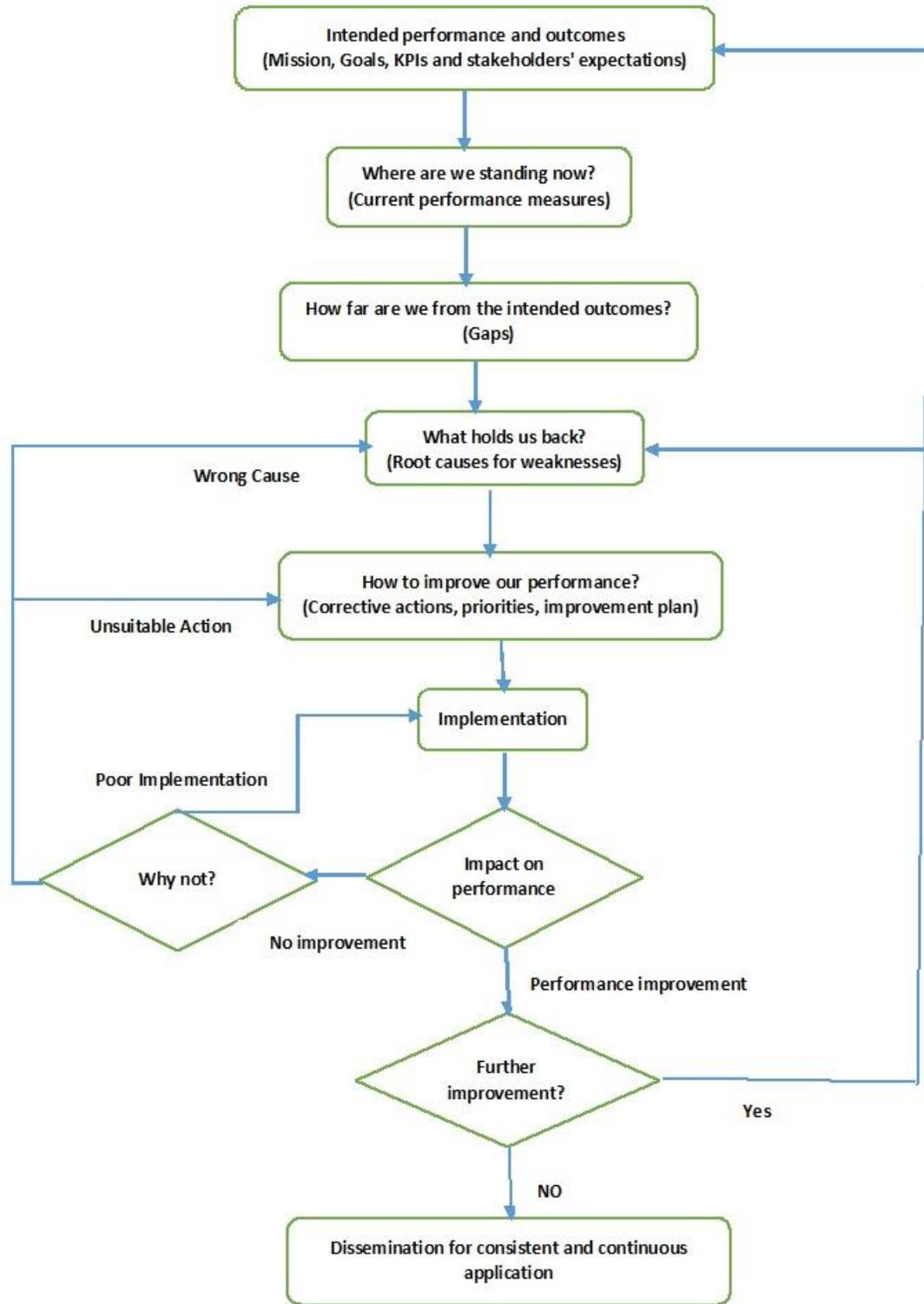
### 4.3. Check



#### 4.4. Improve



The quality improvement process in EE department is illustrated in the following Figure:



#### 4.5. Annual and comprehensive program evaluation for EE program:

Program evaluation is conducted annually- *via* course reports and annual program reports- for monitoring progress towards achieving program goals and objectives and the results of this evaluation inform the annual improvement plans of the program, while comprehensive evaluation of the program is conductive by the end the full cycle of the program "using NCAAA templates for self-evaluation scales and self-evaluation report " and results are used for the purpose of accreditation/ reaccreditation.

#### Reports for EE annual evaluation:

##### a- Course reports:

- The course report is prepared by the course instructor just after declaring the results of the final exam.
- Chair of the department assigns reviewers in each semester to review each course report.
- The course instructor sends the course report to the reviewer.
- The reviewer reviews the course report within 07 working days.
- If reviewer finds any discrepancy, he gives comments to the course instructor for improvement/ correction. The course instructor addresses the comments and send it again to the reviewer.
- If the course report is ok, then the reviewer sends it to the quality coordinator of the department.
- The quality coordinator evaluates the action plans recommended by the course instructor and assigns the responsibilities to the relevant people for the implementation and improvement in next semester.
- The quality coordinator submits all course reports to chair of the department.
- Chair of the department submits the course reports to the EE council for the approval.
- The course reports are passed to the relevant course instructors in the next semester for implementation of recommended actions.

##### b- Annual Program Report (APR):

- The APR is prepared, reviewed and approved by AAC in each academic year within 04 weeks after the end of the academic year.

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- The APR is submitted to chair of the department.
- The EE chairman presents the APR to the program council for approval.
- The program chairman evaluates the action plans mentioned in APR (based on assessment and evaluation results and annual KPIs report) and assigns responsibilities to the relevant committees for the continuous improvement.

c- Reports for achievement of CLOs and PLOs "Formative":

Course Learning Outcomes (CLOs) are set for each course, which is mapped with the program learning outcomes (PLOs). PLOs are termed as student outcomes (SOs) also. At the beginning of the semester, each instructor of the respective courses reads the course specification where he plans the teaching strategy, assessment and evaluation methods, etc. At the end of the semester, instructor performs the assessment directly using the software CLOSO and indirectly using surveys. The administrator of the software set the mapping prior to the data entry by instructor. If any of the SOs is not achieved (i.e. does not attain the intended target), an improvement plan is proposed for the following semester. As this continuous improvement plan is implemented every semester with minor modifications, it can be termed as small loop with minor modifications. The mechanism has been described in the Figure 3.

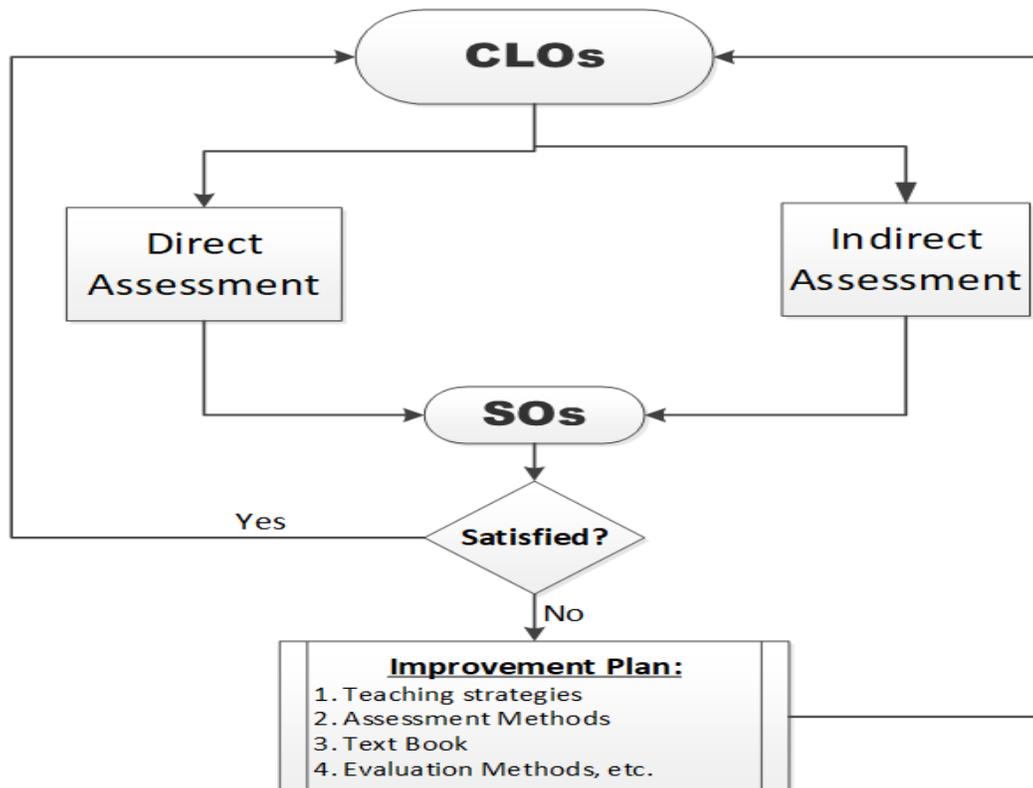


Figure 3. Evaluation for CLOs and SOs "Formative"

## Reports for EE comprehensive evaluation:

### a- Report for achievement of PLOs "Summative":

Major modifications are performed usually in every 3 to 4 years assessing the average of the SOs. In this case, the surveying results of the stakeholders, employers, and independent reviewers are considered. Major improvement comprises of curriculum, recruitment of specialized faculty members, resource management, etc., the mechanism is described in the Figure 4.

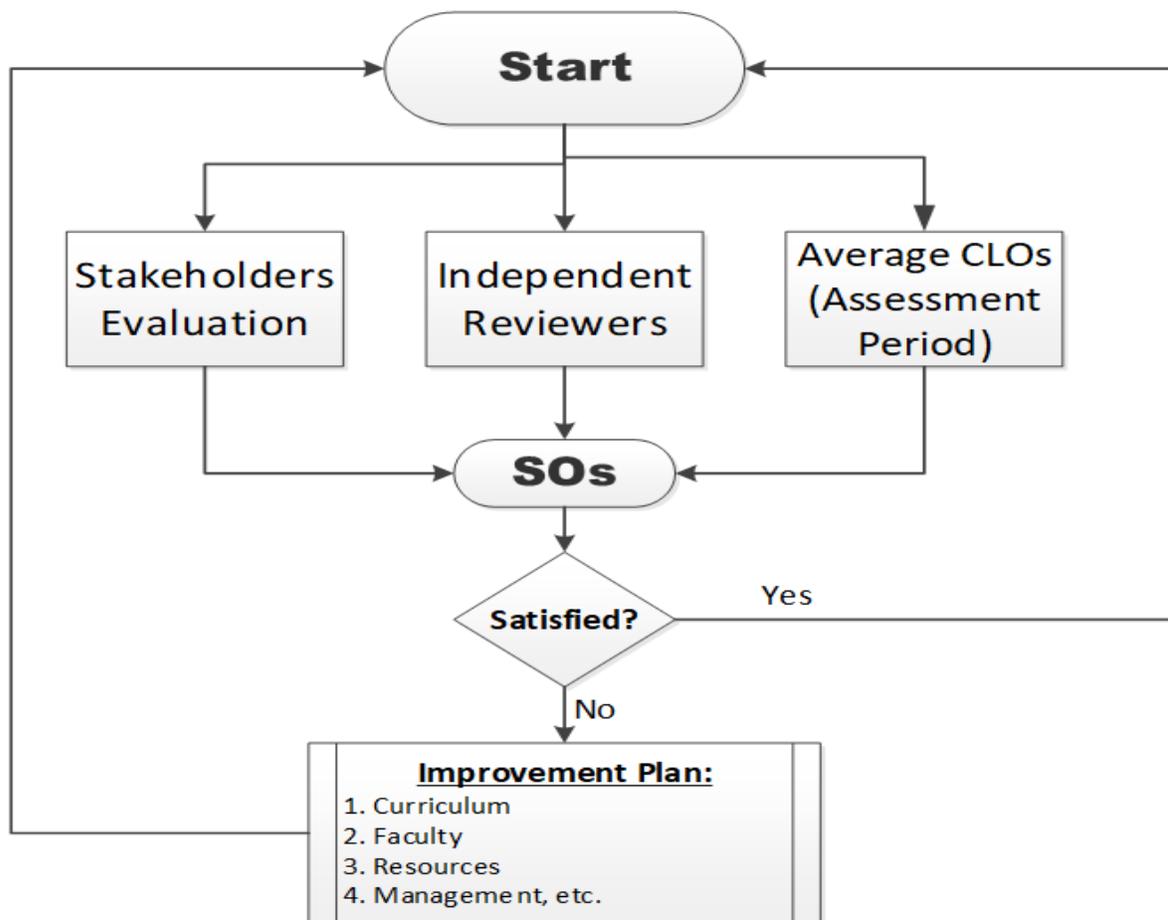


Figure 4. Summative evaluation for SOs.

**b- Self-study report:**

The comprehensive evaluation of the program is an evaluation of all aspects of the program's performance "inputs, processes and outputs", as the evaluation is carried out using NCAAA templates for self-evaluation scales (SES) for academic programs and Self-study report (SSR).

The overall evaluation process goes through several steps as follows:

- 1- Forming self-evaluation committees and determining their tasks and terms of reference.
- 2- Filling the template of self-evaluation scales and related evidences and appendices for each standard "in paper and electronic form".
- 3- Preparing the program self-study report and its attachments in paper and electronic form (the attachments of the self-study report include the following: report of the latest external review of the program (if any) and the program's response to the recommendations contained therein, detailed information and data of faculty members and teaching staff in the program (including name, gender, nationality, qualification, academic rank, general specialization, speciality, university in which he graduated, list of courses he taught during the current year), report on the program's self-evaluation procedures (including the members of committees and assigned tasks, the title of each member, and a description of the procedure for evaluating each standard), an integrated analytical report of the program's key performance indicators (including performance trends and benchmarks), the independent opinion report for the program's self-study. The program should take into account the following NCAAA notes during preparation and before submitting its report for accreditation/reaccreditation: All submitted attachments are closely related to what was stated in the report, short descriptive names should be used to determine the content of each attachment, and it is preferable not to attach with the self-study report files that are related to (photos, long messages, emails, notes, questionnaires, notes as these can be made available for viewing during the visit of the external reviewers team to the program).
- 4- Fulfilling all NCAAA eligibility requirements for program accreditation.
- 5- Conducting internal review for the self-study report and related documents and eligibility requirements for accreditation. The process of internal review is to be conducted by the assigned internal auditor from the Deanship of Development and Quality, and the program is committed to respond to the internal audit notes before submitting its files for independent review.
- 6- Independent reviewing of self-study documents and eligibility requirements for accreditation, is carried out by an independent expert or team from outside the university whose members have experience in both the academic field of the program and the field of quality and accreditation "at least one of the team members should have an academic

experience in EE). The program is committed to respond to all the recommendations of the independent review team and take measures/ set improvement plans in the light of the recommendations contained in the report before submitting the documents to NCAAA for accreditation / reaccreditation "Independent Reviewer report must be attached with the submitted program documents".

7- External reviewing of the program: the process is carried out by experienced team assigned by NCAA which includes experts in quality and academic accreditation in addition to specialists in the academic field of the program. The team reviews the program's fulfilment of the accreditation requirements and the quality of its compliance with the program's accreditation standards by examining its files, documents, attachments and supporting evidences. The external review team also sets schedule with the program to conduct a field visit through which the quality of infrastructure, equipment, laboratories and learning resources is assessed, during which meetings are held with the program administration, program employees and different sectors of internal and external stakeholder to verify consistency with what is mentioned by the program in its SSR and related documents.

8- The program's external review report includes a number of recommendations and suggestions, the program is committed to prepare an improvement plan for all of them within a time frame that depends on the program's priorities for improvement, where the program plan is submitted to NCAAA and after its approval the program is committed to start implementation. Program progress towards achievement of its improvement plan is internally monitored by internal auditors from the Deanship of Development and Quality before being submitted to NCAAA.

9- In the light of the final report of the external reviewers, NCAAA decides to either grant the program full accreditation for five years, or a conditional accreditation for 2 years, or reject the program accreditation. In the case of conditioned accreditation the program is required to submit a request to eliminate the accreditation conditions supported by evidences for implementing the related improvement plans. In all of the three afore mentioned cases the program continues to apply its quality management system and continuous improvement of performance *via* planning, implementation, follow-up and evaluation of performance and takes improvement/corrective measures to ensure the continuous development and improvement of the program and its outcomes.

10- The program is committed during all stages of preparation for accreditation/ reaccreditation to coordinate with the Academic Accreditation Unit at the Deanship of Development and Quality.

Flow chart for **comprehensive program evaluation** is illustrated below:

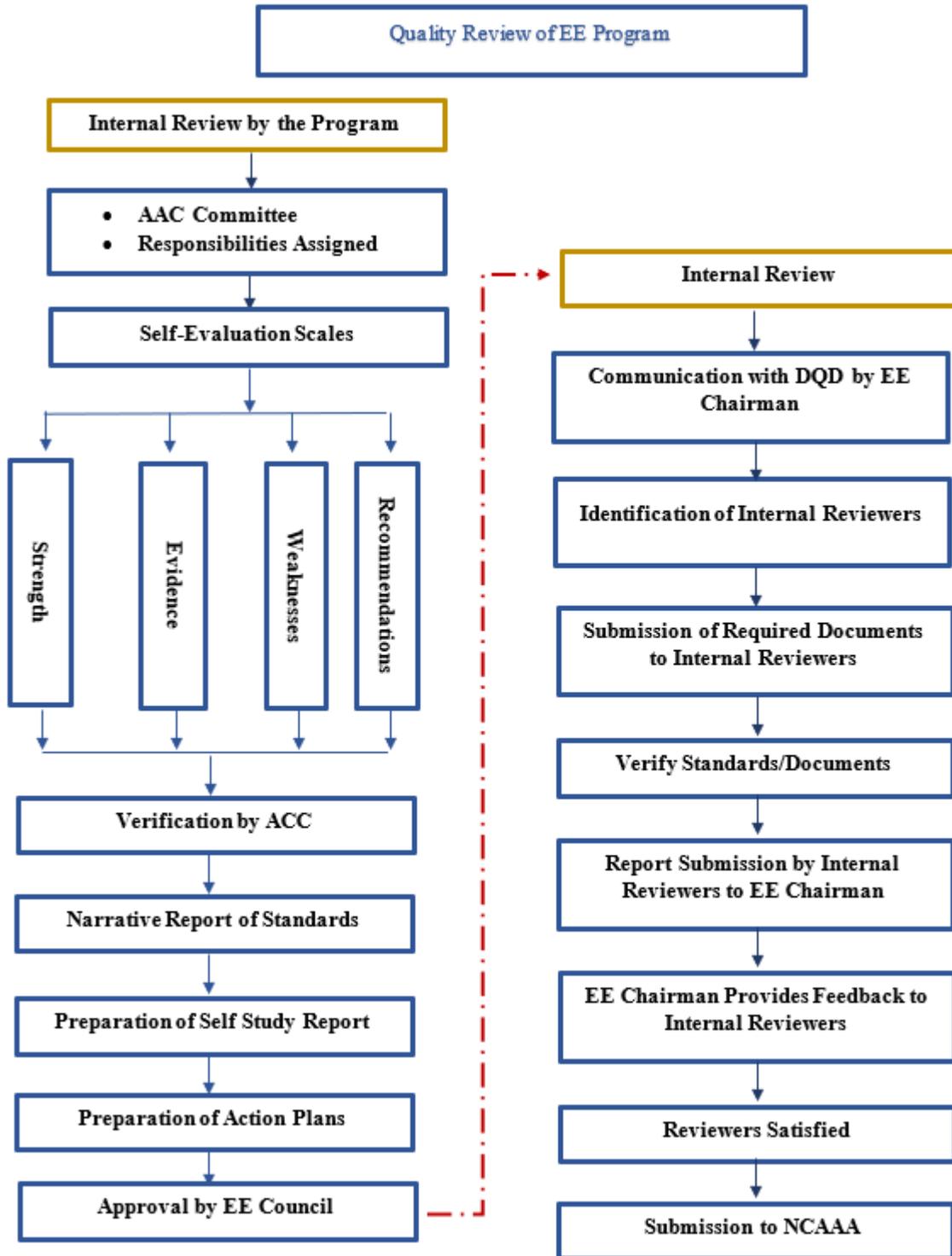


Figure 5. Flow chart for EE comprehensive program evaluation process

#### 4.6. Key Performance Indicators of the EE Program

##### A. KPIs of NCAAA

NCAAA Standards	KPI Code #	*Key Performance Indicators	**Targets	Measurement Tools	Time for implementation
-1- Mission and Goals	KPI-P-01	Percentage of achieved indicators of the program operational plan objectives	90%	Data collection form	End of academic year
	KPI-P-02	Students' Evaluation of quality of learning experience in the program	80%	Five-Scale questionnaire	During the last quarter of each academic year
-3- Teaching and Learning	KPI-P-03	Students' evaluation of the quality of the courses	80%	Five-Scale questionnaire	By the end of each semester
	KPI-P-04	Completion rate	80%	Data collection form	End of academic year after approval of the exams results
	KPI-P-05	First-year students retention rate	100%	Data collection form	End of academic year after approval of the exams results
	KPI-P-06	Students' performance in the professional and/or national examinations	N.A	N.A	N.A
	KPI-P-07	Graduates' employability and enrolment in postgraduate programs a) employed b) enrolled in further study	50% 10%	Data collection form	During the 3 <sup>rd</sup> quarter of the academic year
	KPI-P-08	Average number of students in the class	15	Data collection form	During the 1 <sup>st</sup> quarter of the academic year after relative stability of students.

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NCAAA Standards	KPI Code #	*Key Performance Indicators	**Targets	Measurement Tools	Time for implementation
	KPI-P-09	Employers' evaluation of the program graduate's proficiency	80%	Five-Scale questionnaire	During the 3 <sup>rd</sup> quarter of the academic year
-4- Students	KPI-P-10	Students' satisfaction with the offered services	80%	Five-Scale questionnaire	During the 4 <sup>th</sup> quarter of the academic year (before the final exams)
-5- Teaching Staff	KPI-P-11	Ratio of students to teaching staff	15:1	Data collection form	During the 1 <sup>st</sup> quarter of the academic year after relative stability of students.
	KPI-P-12	Percentage of teaching staff distribution	4 Professor (20%) 6 Associate Professor (30%) 10 Assistant Professor (50%)	Data collection form	During the 1 <sup>st</sup> quarter of the academic year.
	KPI-P-13	The proportion of teaching staff leaving the program	≤ 10%	Data collection form	During the 1 <sup>st</sup> quarter of the academic year.
	KPI-P-14	Percentage of publications of faculty members	80%	Data collection form	During the 2 <sup>nd</sup> quarter of the academic year.
	KPI-P-15	Rate of published research per faculty member	1:1	Data collection form	By the end of the 2 <sup>nd</sup> quarter (end of the cycle for funded research projects)
	KPI-P-16	Citations rate in refereed journals per faculty member	10:1	Data collection form	During the 3 <sup>rd</sup> quarter of the academic year

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NCAAA Standards	KPI Code #	*Key Performance Indicators	**Targets	Measurement Tools	Time for implementation
-6- Learning Resources, Facilities, and Equipment	KPI-P-17	Satisfaction of beneficiaries with the learning resources	80%	Five-Scale questionnaire	During the 4th quarter of the academic year (before the final exams)

\* This set of KPI's are subjected to changes according to changes in NCAAA standards, always refer to the new versions from NCAAA program KPI's at:

<https://etec.gov.sa/ar/productsandservices/NCAAA/AccreditationProgrammatic/Documents1/KPIs/Program%20KPIs%20V2019-Eng.pdf>

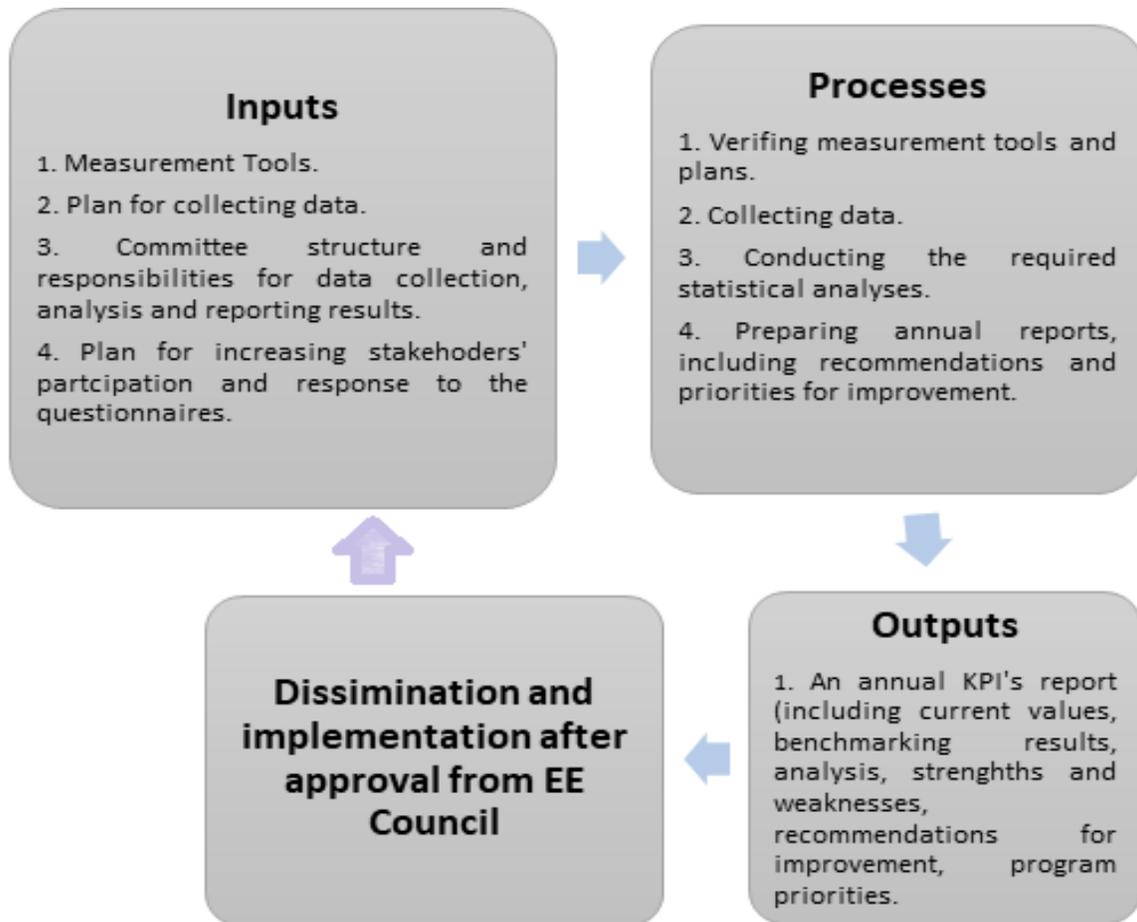
\*\* The targets are subjected to changes in the light of the annual evaluation results for The KPI's "after discussion and approval by EE council".

### B. Additional KPIs for the program

KPI Code #	Key Performance Indicators	Targets	Measurement tools	Time for implementation
KPI-V-01	Ratio of Saudi teaching staff in the program.	60%	Data collection form	During the 1 <sup>st</sup> quarter of the academic year.
KPI-V-02	Number of published research articles	16 (At least one article for every staff member)	Data collection form	During the 3 <sup>rd</sup> quarter of the academic year
KPI-NU-01	Proportion of courses in which student evaluations were conducted during the year.	80%	Five-Scale questionnaire	By the end of each semester

### KPIs Measurements:

Measurement tools and plan for implementation are reviewed by Performance Measurement Unit (PMU) at the university level to verify consistency. The following diagram illustrates the cycle for annual monitoring of program KPI's.



## 5. Documentation

Proper documentation provides an environment where each program committee/member understands the following:

- **Direction:** What needs to be accomplished? what is its purpose? Why is this important? How it contributes to the achievement of program/ college/ University goals and mission?
- **Instructions:** How the work is performed? What are the related policies? rules and regulations?
- **Responsibilities:** Who is responsible for running? Who is responsible for following it up?
- **Measurements:** What are the measurement tools? Intended targets? How well was an activity executed? And Why?

### Program procedures for document management:

#### First: Good Documentation Practices:

The following practices are to be applied to all program documents before saving them in folders:

- Any document should include the name of the college/department/program at the head of the document, a title indicating the content, number of the pages, the signature of the committee members responsible for its preparation, and the issuing date of the document.
- Documents related to policies/procedures/mechanisms/systems should include the title of issuer, date of approval, version number.
- All documents must commit to the approved visual identity of Najran University.
- Documents must be saved as PDF files after verifying all of the above.
- Verified consistency of the name of the uploaded PDF file with the title of the document inside and with the content.
- In case of having more than one PDF file related to the accreditation standard, each file should bear a name indicating its internal content, and all files should be included in a folder bearing the name of the standard (the title of the files should be abbreviated - as much as possible - to indicate their content).
- All the folders for accreditation standards must be kept in a compressed file indicating the year in which the included documents refer to.

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- The head of each committee is responsible for ensuring that all of the aforementioned documentation practices were properly followed before files are included in their related folders.

**Second: Good Documentation Controls:**

- Follow all policies approved by Najran University related to documentation, visual identity, circulation and others.
- Approval of all documents before saving them in electronic and paper files.
- Reviewing and updating documents according to the approved cycle of the program for review and update, and re-approving them before saving them in files, indicating the date of approval and the version number, and arranging them sequentially in their file.
- Providing updated documents/evidences of the program and its decisions in paper and electronic formats to facilitate the viewing and review process.
- Keeping canceled documents and mark them in a separate file to prevent misuse of them.
- Following up on the completion and periodic updating of different documents, evidences and records of the program (reports and evidences for implementation of the annual operational plan activities, reports and evidences of program self-evaluation measures, documents of continuous improvement, meeting minutes.....etc.).
- Disposing old documents in accordance with the general policy of the university for keeping and disposing documents, in which the period of retention of documents and the mechanism for their disposal are determined.

Prepared By AAC

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