



Quality Assurance Manual

Department of English

Faculty of Languages and Translation

King Khalid University

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1. Introduction

The rapid growth in numbers in the past decade in both public and private colleges and universities in Saudi Arabia has necessitated the need for an effective quality assurance system. Private sector expansion reinforced the need for a national mechanism to ensure consistency in educational standards aligned with international highly-regarded educational systems. In 2004 the government, in recognizing the need for a quality assurance and accreditation system, established the National Commission for Accreditation and Assessment (NCAAA). Its responsibilities include establishing standards, criteria, and procedures for accreditation, reviewing and evaluating the performance of existing and new institutions, accrediting institutions and programs, and supporting quality enhancement.

Accordingly, a deanship of academic development and quality was established to implement quality assurance mechanisms in all academic and administrative units of the university, assess performance in all areas of institutional activity, enforce regulations that determine how work is efficiently implemented, as well as measure and evaluate performance against proven standards. In addition, the deanship has been charged with reviews, providing technical support, and advising all quality units of the university. Finally, the deanship is leading an effort to instill a quality culture to ensure that systems, processes, and outcomes exceed quality standards.

1.1 Defining Quality Assurance in Education

Quality is often described as the totality of features and characteristics of a service or product measured against standards -- the degree of excellence of something. In higher education, quality is evaluated based on the stated mission or purpose of the institution and how well goals and objectives are achieved. Quality in higher education is a multi-dimensional concept, which should embrace all its functions and activities: teaching and learning, learning resources, academic programs, research and scholarship, faculty and staff development, physical plant, equipment, and engagement with the community.

Quality assurance should take the form of internal self-evaluation and external review, conducted openly by independent specialists, if possible with international expertise, which are vital for enhancing quality.

1.2 The Significance of Quality Assurance

Quality assurance is a both a process and a framework that leads to the achievement of excellence and transparency. The process will ensure quality in the attainment of the university's mission and vision leading to university performance aligned with its purpose. The goal is for all institutional functions to perform at an optimum level including academics (teaching, learning, curricula), student support services, physical plant (buildings, classroom environment), research, and service to community and region. With continuous evaluation for quality in all areas, the university will be well-positioned to adapt to changes and provide the highest quality education to students.

Based on its desire to ensure a distinguished status at regional, national and international levels, King Khalid University is striving to implement quality systems and processes in all of its units.

1.3 Relationship of Quality Assurance to Accreditation

Quality assurance is a continuous process of monitoring outcomes and ensuring quality in all university endeavors. If done properly, institutions will constantly evolve and adapt to changing environmental and societal needs. Accreditation is based on an evaluation done at a specific point in time, highlighting institutional quality and outcomes that demonstrate alignment of purpose with performance. As such quality assurance can be considered as a prerequisite for accreditation, it is an ongoing process whereas accreditation is a snapshot of this activity.

Accreditation, at the institutional or program level through NCAAA, or through a specialty accreditor such as ABET normally leads to the awarding of certificate or recognition that the institution or program meets certain standards. When accrediting, quality assurance should be the guarantee that the standard measured in the accreditation process can be upheld in the long term. Thus accreditation cannot be said to be complete unless steps are enacted to ensure that the process is continuous and ongoing.

2. Committees Associated with The Quality Assurance System

2.1 Quality Assurance Committees at The University Level

2.1.1 Standing Committee for Quality Assurance

Membership: The Standing Committee for Quality Assurance is chaired by the vice rector for development and quality. Additional members of the committee include other vice rectors, senior administrators and others as deemed appropriate. The secretary of the committee is the vice rector of development and quality. In cases of a members' absence, an official delegate is named as representative.

Purpose: This committee is the highest standing committee for quality at KKU and is responsible for governing, reviewing, and approving the processes related to quality assurance in alignment with the university mission of teaching and learning, research, and community engagement. The committee carries out its work following these objectives:

- Communicate with deans and directors about quality activities, provide feedback on results of annual reports, plans, and performance assessments
- Make recommendations for improvement activities, and other program activities to the appropriate committees
- Disseminate information on unit performance to promote stakeholder empowerment and a culture of excellence
- Ensure that quality is upheld in all areas of the university, that standards are met, and the deans and directors maintain continuous, appropriate, and effective quality improvement programs through ongoing oversight activities and regular performance assessments
- Comply with all regulatory requirements, and to achieve and maintain accreditation and necessary certifications
- Annually review university-wide performance metrics for use in submissions to national and international ranking organizations
- Ensure that the appropriate resources are available to support the QA process

Other terms: The Standing Committee for Quality Assurance meets on a quarterly basis unless otherwise called by the chairperson. When not available, the chairperson may delegate the responsibility of chairing the committee to one of the vice rectors. A quorum of

two thirds of members is required to be present for the committee meeting to be held. Resolutions are approved by a simple majority vote. The secretary of the committee is responsible for the preparation of meeting agenda, finalization of minutes, documenting resolutions and ensuring their implementation. The secretary is also responsible for preparing regular reports to the University Council. Committee members are required to declare any conflicts of interest on issues that may arise, and maintain confidentiality, security and integrity of all the materials and decisions during and after their terms.

2.1.2 Steering Committee for Quality Assurance and Academic Accreditation

Membership: The committee is chaired by the dean of academic development and quality and reports to vice rector for development and quality. A vice dean will be the committee co-chairperson and secretary, who will also call the meeting in absence of the chairperson. Committee members should represent groups of colleges in similar fields rather than from each college with adequate representation from the women's colleges. The chairman may invite more members from additional colleges and departments when needed.

Purpose: The Steering Committee for Quality and Academic Accreditation is responsible for the university's quality assurance system and the processes of institutional and specialty accreditation. The Steering Committee acts also as a planning forum for quality assurance development and promotion for both internal and external driven purposes. Some of the major charges include:

- Build the quality assurance culture and provide the needed stakeholders' support.
- Conduct periodic reviews of the quality assurance system performance and make recommendations for improvement.
- Monitor, disseminate, and enforce standards and best practices to work towards continuous improvement.
- Expand the institution network with quality assurance expertise and liaise with quality assurance departments in other institutions.
- Develop practice guidelines and advisory statements when required.
- Enforce regularly all guidance and standards issued by the Council of Higher Education, NCAAA, and other accreditation bodies.
- Develop, unify and review report formats, benchmarks, KPIs, and processes to satisfy accreditation standards and other additional parameters as deemed necessary.
- Identify areas that require improvement and propose appropriate solutions.
- Oversee faculty and staff enhancement activities at the university level.
- Deal with additional matters related to quality and accreditation.

Other terms: The steering committee meets on a monthly basis unless otherwise called by the chairperson. The committee requires a fifty percent quorum and resolutions are reached by simple majority vote. The secretary of the committee is responsible for the preparation of its agendas, finalization of the minutes and resolutions, and ensures their implementation. The committee secretary will also prepare regular reports to be submitted to the Higher Committee for Quality Assurance. The committee has a renewable two-year term assuring that at least fifty percent of the members continue in any new formation. Members of the committee should report any conflict of interest and maintain confidentiality, security and integrity of all materials and decisions taken during and after their terms.

2.1.3 Awards Committee

Membership: This committee is chaired by the vice rector of development and quality and the secretary is the dean of development and quality. Membership includes faculty representatives from each academic or non-academic departments or deanships submitting nominations to the faculty council. The committee liaises with the faculty deputy for development and quality.

Purpose: The committee reviews files of student, faculty, and staff nominees and evaluates their qualifications according to standards and provided rules. Members review nominee files confidentially, eliminate incomplete files, and create a short list of candidates in each of six categories: student, faculty, and staff duplicated by male and female. After initial selections are made in committee, final names are submitted to the dean of academic development and quality for final selection.

2.1.4 Academic planning and curriculum committee

Membership: This committee is chaired by the vice dean for planning and curriculum within the deanship of quality and development. The secretary is appointed from a member of the deanship. Membership includes faculty representatives from each college including women's colleges and student representatives. The committee reports to the deanship of academic development and quality, college councils, and the university council.

Purpose: This committee provides a mechanism for the systematic review, evaluation, and change of the curriculum at the program and university level, in compliance with Ministry of Education and NCAAA standards.

The committee acts on curriculum matters involving:

- Changes in title, numbering, course content, and prerequisites for a course
- The designation of a sequence or group of courses as a minor or a program within the existing department(s) - whether by advisement or requirement

- The addition or deletion of a course in the offerings of a department
- The adoption of any policy regarding the acceptability or requirement of courses outside of a department for the completion of a program within a department
- Changes in requirements of a minor, a major, a degree, or a certification
- Development of new programs and/or degrees
- Ensuring that programs are updated so they are aligned with workforce needs

2.2 Quality Assurance Committees at The College Level

Each college or deanship will have a quality assurance (QA) committee and unit. The deanship of Academic Quality and Development plays the pivotal role of ensuring the consistency of the system and processes in all university colleges. The deanship will receive from QA units a set of reports, requirements, KPIs and benchmarks for review by the concerned committees prior to submission to the university rector and vice rectors.

2.2.1 The Quality Assurance Unit (QA)

Purpose: The QA unit aims to apply the principles and methods of continuous quality management and contributes to quality enhancement in a dynamic academic context in each college and deanship. All QA Units should follow the same guidelines and principles regardless of whether they deliver programs accredited by NCAAA or other accrediting bodies. The charges of QA Units include the following:

- Apply the principles of quality assurance based on the appropriate national accreditation bodies' standards (e.g., NCAAA) in different academic and non-academic units.
- Ensure that the requirements for program accreditation are met in a timely manner.
- Assure a systematic implementation of the curriculum or programs, best utilization of learning resources, optimal educational management, and monitor the outcomes of the academic programs.
- Ensure the implementation of a quality program against the appropriate national and international accreditation standards
- Submit applications for accreditation to be approved by the program Quality Assurance and Academic Accreditation Committee.
- Identify gaps in the program, curriculum, assessment and evaluation to suggest the necessary improvement plans to QA committee.

- Ensure and enforce the presence of quality culture.

Administration: A quality assurance officer will be appointed on a renewable two years' term from experienced faculty by the dean to lead the QA Unit. The selected officer should have a background in assessment, measurement, and quality assurance and they should be provided with adequate administrative support and release time. The officer is responsible for implementing the quality assurance system and observing any deviations or variations. The officer will also be responsible for conducting related accreditation activities in the concerned area. They will submit reports, liaise with QA units, and sit in the QA committee to represent their respective areas. The dean will inform the Deanship of Academic Development and Quality about any changes in leadership of the QA unit. The officer will report to their respective dean and liaise with the Deanship of Academic Development and Quality.

2.2.2 The Quality Assurance Committee (QAC)

Membership: The committee is chaired by the vice dean for development and quality with membership of faculty and staff. The co-chairperson and secretary of the committee is the QA unit chairperson (or equivalent). The membership will also include quality assurance officers and student representatives. A representative from the Deanship of Academic Development and Quality may attend as ex officio member.

Purpose: This committee governs the quality assurance in the colleges, deanships, and other units. The reports of the QAC committee should be a standing item in the executives' regular meetings in colleges and deanships. The charges of the committee include but not limited to the following:

- Monitor and enforce standards to enhance the quality of practice and reduce incompetence.
- Prepare the program applications for national and international accreditation processes.
- Lead the process of accreditation within the unit.
- Review reports, KPIs, and benchmarks submitted by different units.
- Review course and program specifications and reports
- Coordinate student learning outcomes assessment and provide annual reports through course and program reports.
- Create different working groups to handle specific accreditation standards or problem and improvement issues.
- Develop constructive dialogue with offices and committees particularly those responsible for academic curricula or training programs.
- Identify areas needing improvement and propose the appropriate solutions.

- Identify faculty and staff development ideas and programs.

Other terms: This committee has a two-year term and meets on a monthly basis unless otherwise called by the chairperson. In case of absence of the chairperson, the co-chairperson can call for regular meetings. A fifty percent quorum is required and resolutions are reached by simple majority vote. The secretary of the committee is responsible for the preparation of the agendas, finalization of minutes and resolutions, and ensures their implementation. The secretary will also prepare reports to be submitted to the college's council and program [or academic department] Quality Assurance and Academic Accreditation Committee. Members of the committee should report any conflict of interest and maintain confidentiality, security and integrity of all materials during and after their terms.

2.3 Quality Assurance Committees at The Program Level

2.3.1 Department Quality Committee (*English program*)

Membership: The committee is chaired by the head of the department/ chair of the program with membership of faculty. The co-chairperson and secretary of the committee is department quality coordinator. A representative from the college Quality unit may attend as ex officio member.

Purpose: This committee aims at giving care of the affairs of the development and quality by adoption of the standards of the National Commission for Assessment and Accreditation as a tool to evaluate quality. It has helped to ensure that assessment includes inputs, processes, outputs and performance of all strategic and routine activities. The role of the committee includes, but not limited to the following:

- Spreading the quality culture in the department.
- Supervising the strategic plan of the department and monitoring its execution.
- Suggesting the developmental plans of the department.
- Executing and pursuing the activities of the evaluation and the academic approval in the department.
- Suggesting the aim and outputs of the learning for the different department programs.
- Supervising the self – evaluation process of the programs of the department and preparing the reports of the self-study of the academic programs.

- Collecting the data and the information, in continuous way, about the requirements of the academic approval and the quality activities and applying them in the department.

Other terms: The Department Quality committee meets on a semester basis unless otherwise called by the chairperson. The committee requires a fifty percent quorum and resolutions are reached by simple majority vote. The secretary of the committee is responsible for the preparation of its agendas, finalization of the minutes and resolutions, and ensures their implementation. The committee secretary will also prepare regular reports to be submitted to the Higher Committee for Quality Assurance. Members of the committee should report any conflict of interest and maintain confidentiality, security and integrity of all materials and decisions taken during and after their terms.

3. Closing the Assessment Loop

The goal of the assessment loop is to build an integrated system for evaluating program learning outcomes, check the program give students the knowledge and skills specified in the program specification, and this is done through the stages and specific steps that will be mentioned in detail.

Closing the Assessment Loop means to measure, evaluate and analysis learning outcomes of the program, and use the results of the analysis in determining the necessary recommendations to make changes aimed at improving those outcomes, then re-evaluate these changes in a new cycle of assessment to the extent of its impact on improving student learning.

The aims of use Closing the Assessment Loop summarized in the following:

- Discuss the associated concepts of the assessment loop for the objectives and learning outcomes of the program.
- Knowledge of the successive stages of the assessment loop for the objectives and learning outcomes of the program.
- Complete the assessment loop models in its various stages.
- How to take advantage of the assessment loop in determining the program map, the program matrix, and plan time to measure the learning outcomes of the program.

- Determine the methods of measurement and evaluation of the program learning outcomes (direct and indirect), and how to analyze the data obtained at the level of the scheduled program.
- Take advantage of the measurement results to know the strengths and weaknesses of the program learning outcomes, and identify recommendations and actions that will improve the level of those outcomes and the learning process in general.

Stages of the assessment loop

3.1 Stage 1: Building Program Tree

1. Matrix consistency between the mission of the university college and message (
2. Matrix consistency between the mission and mission of the college program
3. Matrix consistency between the mission and the program objectives of the program
4. Mission and objectives of the program (Form 4).
5. Matrix consistency between learning outcomes and program objectives of the program.
6. Matrix consistency between learning outcomes and program learning outcomes National Authority.
7. Matrix learning outcomes program / courses (x Matrix)
8. Matrix learning outcomes program / courses (I, R, E Matrix) .
9. Tree (map) of the program (Form 9).

3.2 Stage 2: Course Learning Courses with The Program Learning Outcomes

1. Matrix consistency between learning outcomes with each course learning outcomes of the program.

3.3 Stage 3: Planning The Evaluation Process

1. Assessment methods used to measure the learning outcomes of the program.
2. Table of selected courses to measure learning outcomes of the program .
3. Schedule to measure the learning outcomes of the program.

3.4 Stage 4: Construction of Rubrics to Measure Program Learning Outcomes:

1. Identify the learning outcome to be measured.
2. Identify performance indicators of the learning outcome.
3. Performance or achievement levels (quantity and quality) to evaluate the performance indicators.
4. Description of performance levels for each indicator.

3.5 Stage 5: Close Evaluation Service

1. The results of measurement (evaluation) program learning outcomes (for each course of the selected courses).
2. Analysis of the results of measurement of program learning outcomes (for each course of the selected courses)
3. Recommendations and procedures for each program outcome
4. Total results of measuring learning outcomes of the program (for all selected courses).
5. Total analyzing the results of measurement of program learning outcomes (for all selected courses).
6. Total recommendations and procedures for improvement of all learning outcomes of the program.

The assessment loop cycle is illustrated in Figure 2. The phases and forms that have been used to build the program tree, plan the assessment process and close the assessment loop is shown in Appendix 1.

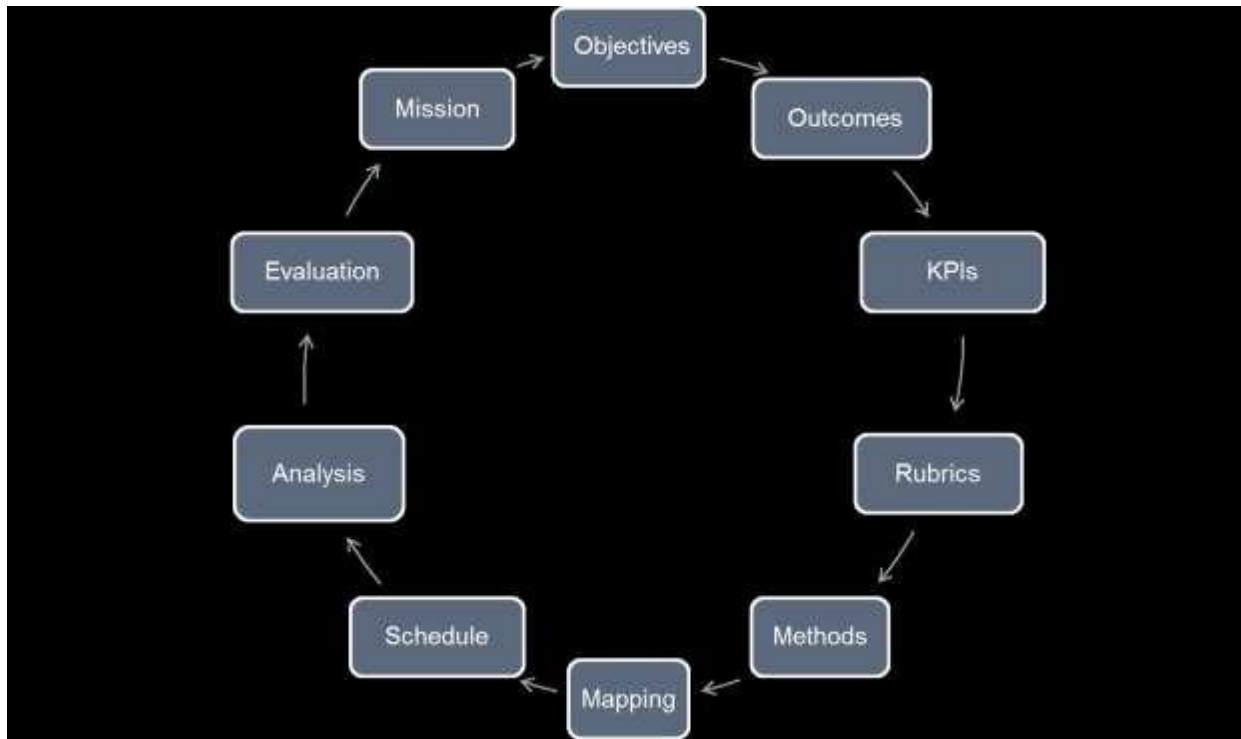
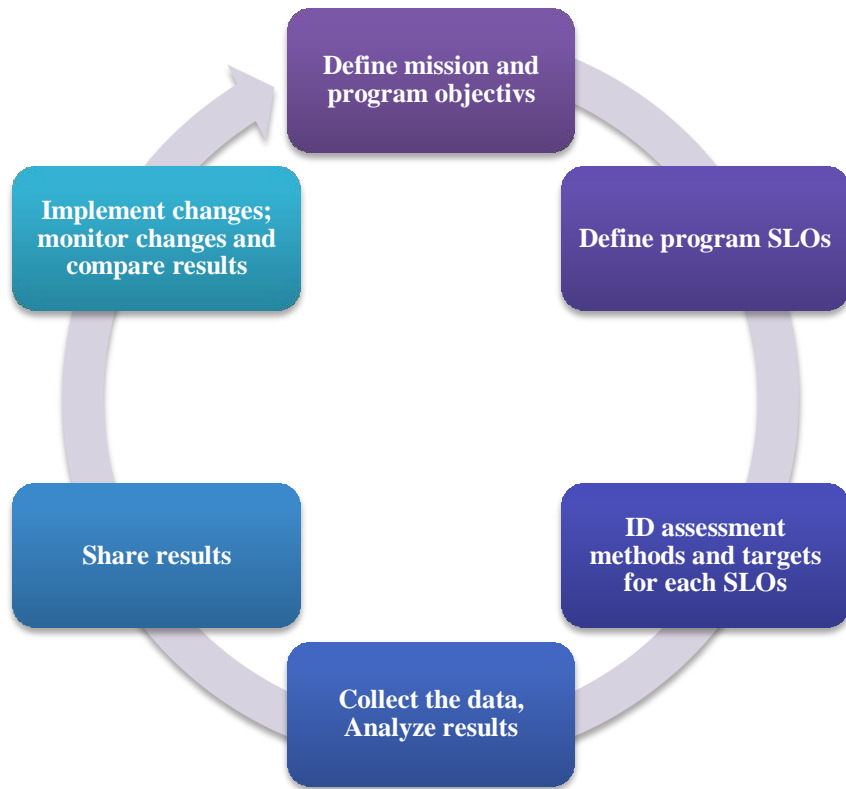


Figure 2. Closing the Assessment Loop

4. Student Learning Outcomes (SLOs) Assessment

College faculty and staff work together to teach students how to think critically, communicate clearly and improve their lives and communities through the attainment of their educational goals. Student Learning Outcomes (SLO) Assessment is a central element in the overall quality of teaching and learning and occurs at three levels: Institutional Learning Outcomes Assessment, Program Level Outcomes Assessment, and Course Level Outcomes Assessment. It provides faculty, the opportunities to monitor the attainment of learning outcomes and to receive feedback for ongoing improvement of academic programs. The goal of Student Learning Outcomes assessment is to improve student learning. The following flowchart illustrates the process that each academic course and program follow in monitoring and improving student learning. It follows six steps in a logical sequence. Assessment results are including in the annual course reports and the program reports.



5. Faculty

5.1 Faculty Hiring

The employment process is a very important aspect in gathering skilled workforce to drive the organization according to its needs. The University takes keen steps in recruiting competent faculty members in various needed areas of specialization. The recruitment process is a collective task done by the University, College and the department level administrations. . The university advertises the vacant positions through various national and international job portals, newspapers and taking support of job agencies. The university gathers all the CVs and filter them by various criteria and parameters based on skill set, experience, research, academic excellence, project works, accreditation work, professional certifications, funded research projects, studies/experience from reputed foreign universities and shortlist the candidates. The shortlisted candidates will be taken physical and/or online interview with the experienced panel of professors of the college. Later by analyzing all the aspects of the candidates the final selection is made.

Thus, by setting up standards of quality in recruitment process, the university is able to get experienced and qualified professionals to work for the organization.

5.2 Personal and Career Development

The University and the college provide an environment for a faculty member to grow professionally, academically by assisting the faculty members in research activities. The university / college conduct various workshops for skill development and advancement. Research seminars are organized by the college in order to improve the knowledge of the faculty members in various areas and the areas of expertise with a keen interest in collaborative work. The faculty members can use the lab infrastructure in developing projects and to conduct research. Dedicated labs are present for the development of projects with high speed internet connection. The new faculty members are assisted by the staff welfare committee in various aspects from arrival to settlement. By using the infrastructure and taking the advice of senior faculty members the existing and newly arrived faculty members will develop in this organization.

5.3 Support of Faculty Professional Development

The faculty professional development is primarily accomplished through workshops, seminars, conferences, professional publications, and committee service in professional societies. The University supports the College with a generous share of the available Teaching Assistant (TA) position at the University level for top Saudi graduates. Appointed TA's are required to pursue their MS and Ph.D. degrees in top ranked international universities within at most two semesters of their appointment. After earning their higher degrees, they return to their respective departments to serve as full-time faculty. In addition to this, the university also provides to each faculty leave to attend national and international conferences. Faculty staffs members are given financial support for transportation, conference registration fees and living allowances for the conference periods according to the university guidelines.

6. Facilities and Equipment's Assurance System

6.1 Computer Support and Instructional Computing Laboratory (ICL) Services

These services are provided by Technical Affairs Unit (TAU). This unit is directly supervised by the Dean of the College. It has subsections Software, Hardware, Network and Follow up. Each Section is responsible for its own task provided by the head of the unit to achieve the goal. It provides support to Laboratories, Classrooms, Academy Staff offices, Deanship and Management Offices and common facilities and unit.

6.1.1 Support Areas

The Technical Affairs Service (TAU) offers computer services, including computer software and hardware use, network and internet access, and technical consulting support to all students, faculty and staff.

Support Laboratories

It provides support to all laboratories, including Hardware/Software installation. It installs all the necessary software in all the computers which are required by specific subjects. It maintains the hardware of the PCs, projector and configure the computer to the King Khalid University domain.

Support Classroom

The TSU facilitates classroom with computer, internet connection, Multimedia Projector with Display Monitor and all classrooms are operated by Master Key which is provided to all the staff members who conducted classes.

Support Staff

It provides Hardware/Software support to new/old computers, printers and Scanners. It also configures the computers for wired/wireless Internet and connecting the computers to King Khalid University (KKU) domain.

Support Deanship and Management Offices

It provides Hardware/Software support to new/old computers, printers and Scanners. It configures the computers for wired/wireless Internet and connecting the computers to King Khalid University (KKU) domain. It also prepares the network infrastructure of the college council.

Support Common Facilities and Units

It supports Quality, Academic, Research, E-learning, Exams, Registration, Labs and Technical support, Library, copier machine room, etc. It supports Hardware/Software of new/old computers, printers and Scanners. It also supports configuring the computers for wired/wireless Internet and connecting the computers to King Khalid University (KKU) domain.

6.2 Accessibility Resources

English department ensures accessibility for many resources are available to the KKU website. Such as;

- Registration access
- Blackboard access
- Shamel access:
- Library access:
- Enjaz access:

6.3 Maintenance and Upgrading of Facilities

General Maintenance of Laboratories and equipment such as electrical, projector, cables and Computers (Hardware and Software) is carried out by Technical Affairs Unit, KKU. It has subsections Software, Hardware, Network and Follow up. Each Section is responsible for its own task provided by the head of the unit to achieve the goal. The unit is responsible for regular cleaning of laboratories to keep environment healthy. It also focuses on safety of students and security of labs by implementing many instructions to both faculty and students and policies discussed in Appendix C. For safety of students in the laboratories, necessary preventive steps are carried out such as electrical wires of computers are tightly tied and pass through the secure path provided in the table to prevent electrical shocks, fire extinguisher etc.

There is specific regulation or policy to carry out periodic or emergency maintenance of equipment in different laboratories. However, in order to maintain equipment in good operating conditions, the following measures are taken:

Maintenance Procedure by the Department:

1. All laboratory and equipment issues are directly informed to the TAU of the college by submitting the Maintenance Request Form. This unit is responsible to look into it and resolve the issue.
2. For any purchase of new equipment, lab purchase committee of the department is called upon and discusses the matter with them. This committee will further discuss the matter with the Head of Department and Dean of the college. Once it is decided to purchase new equipment, the committee will call upon the specific equipment suppliers and place the new purchase order. The department may request for equipment needed for addition and up gradation of labs and lecture hall as per recent trends/new electives. The budgets are drawn from college budgetary allocated to colleges and from Deanship of Graduate Studies budgetary which is part of the University budget.

Maintenance Procedure adopted by the TAU:

1. TAU has respective lab in-charges for maintenance of laboratories. If any issues of labs and equipment received, the maintenance request form will be directed to the respective lab in-charge. The lab in-charge will look into that issue and resolve it.
2. The Maintenance of computers is usually divided into two functions, preventive and trouble shooting. Microsoft Security Essential (MSE) Antivirus is installed in all the computers of the laboratories to prevent computers get infected with viruses. For extra precaution, deep freeze software also installed in all the computers to protect any malfunction to the computers. Hardware related issues are carried out by implementing necessary trouble shooting procedures, even if experience shown repeated malfunctions, and more failure are anticipated, then the computer will be replace from the store of TAU.
3. Periodic electrical switches, projector and computer cables and accessories (Keyboard & Mouse) maintenance is carried out in the laboratories.
4. Regular Cleaning also done by calling extra cleaners in the laboratories to keep environment healthy.

6.4 Library Services

To ensure that the Library achieves its mission, department has a librarian liaison who serves as a point of contact between the library and the Department..

Faculty can request items from the Library to support their research and teaching. The Library collection consists of books. Every semester notification is sent to all the faculty members to give indent for the books and requirement is sent to university administration to purchase those books.

The Libraries of the King Khalid University (KKU) form the largest information resource system in the Saudi Arabia. The Collections cover virtually all disciplines, from books and journals to manuscripts. Increasingly collections are digital and are accessible on the Internet via the library website: <https://sdl.edu.sa/SDLPortal/ar/A-ZeBooks.aspx>

Digital Library

A well-organized digital library provided by the university, through the university web site (<http://www1.kku.edu.sa/Library/Databases/Default.aspx>). By Using this link faculty members and students can access the research journals and e-books from IEEE, Science direct, ACM digital library, SDL digital library, Ovid SP, etc. This web site can accessed by only authorized persons who have the username and password provided by university administration.

7. Curriculum Review Process

Administrative and legal procedures to approve or run the study plan.

This is done by the following steps:

1. The department committee of plans and curriculum submit modified study plan to the council of the department, to study and propose amendments, if any.
2. The department council studied the plan, and if there amendments or observations it be returned to the department committee of plans and curriculum .
3. After the approval of the study plan recommendation of the department council, submit to the college committee of plans and curriculum for review and ensure compliance with the standards of the NCAAA, and they meet all the previous stages.
4. The plan presented to the college council for and discussion and recommendation lifted to the Deanship of Academic Development and Quality, or return it to the college committee of plans and curricula with a list of notes and suggestions; to return to the department.
5. The Plan is submitted to the Committee of Quality of academic programs at the Deanship of Academic Development and Quality to study its provisions and review; to ensure their quality standards and requirements for approval or return it to the college with providing reasons.
6. The Plan is submitted to the Committee of plans and curricula of the university; to verify that they meet the requirements and procedures set by such committee in accordance with the University's vision, mission and objectives, and in the case of non-fulfilled the plan shall be returned to the Deanship of Academic Development and Quality to return to college.
7. In the case of recommending approval of the study plan by the University committee of plans and curricula; submitted to the University Council for approval or return it to the University committee with providing justifications; to return to college.
8. In the case of recommending approval of the study plan by the University Council after confirming the safety of the procedure and meet the requirements and standards of the construction plan; considers the plan after that document is committed to all the

university colleges that offer the same program implemented without any amendments to the final form approved by the University Council.

8. Committees and Task

The Department of English is having committees to handle different tasks. The few committees with respective tasks are listed in Table 1.

S. No	Name of Committee	Definition	Task of the Committee
1	Department Council	The department council consists of the teaching staff members in it and every council has its validities in the academic affairs in the limits of the system and its rules.	<ol style="list-style-type: none"> 1. Recommendation of appointing the teaching staff members. 2. Recommendation of the acknowledgement of the study plan or amending them. 3. Recommendation of acknowledgement of the programs and the study curricula and the reported books and references in the department. 4. Forming the committee from among the teaching staff members when necessary. 5. Suggesting the admission rules and the transferring from and to the faculty. 6. Encouraging the department members to prepare the scientific researches and coordinating and spreading them.
2	Committee of Plans & Curricula	This committee aims at giving care to the development and the continuous updating of the curricula according to the need of the marketplace and putting the plans necessary for activating the	<ol style="list-style-type: none"> 1. Preparing periodical studies and the needs of the market place of the program presented to the department. 2. Studying the current position of the curricula and developing them according to the marketplace need. 3. Continuous update of the educational policies in the department and studying them. 4. Putting plans necessary for activating the demanded educational policies and overcoming the different education problems in the department.

		demanding academic policies.	5. Supervising the plans of the development and putting time schedules for its execution at the department level.
3	Exams Committee	This committee aims at giving care to the development and the continuous update of the different evaluation systems in the department.	<ol style="list-style-type: none"> 1. Studying the current state of the systems of evaluating the students at the department level. 2. Continuous development of the systems used for evaluation at the department level. 3. Putting complete model for the exam paper at the department level. 4. Studying the students' satisfaction of the different evaluation methods in the department. 5. Putting mechanism for internal and external revision of the systems of the exams in the department. 6. Putting a way for making complaints of the exams results and its continuous activation.
4	Committee of Students counseling	This committee aims at supervising the students' affairs from instruction, direction and the student's complaints in addition to the several activities.	<ol style="list-style-type: none"> 1. Directing and instructing the students in the department concerning the subjects and the necessary skills and monitoring the weak students and instructing them academically and psychologically. 2. Studying the problems of students and suggesting solutions to them. 3. Receiving the students' complaints concerning the curricula or teaching staff members. 4. Presenting suggestions concerning developing the academic programs in the department.

5	<p align="center">Committee of the Development and Quality</p>	<p>This committee aims at giving care of the affairs of the development and quality in the department.</p>	<ol style="list-style-type: none"> 1. Spreading the quality culture in the department. 2. Supervising the strategic plan of the department and monitoring its execution. 3. Suggesting the developmental plans of the department. 4. Executing and pursuing the activities of the evaluation and the academic approval in the department. 5. Suggesting the aim and outputs of the learning for the different department programs. 6. Supervising the self – evaluation process of the programs of the department and preparing the reports of the self-study of the academic programs. 7. Collecting the data and the information, in continuous way, about the requirements of the academic approval and the quality activities and applying them in the department.
6	<p align="center">Recruitment Committee</p>	<p>The academic recruitment committee is to assist in selecting the faculty with the best academic background and experience who can contribute to the efforts towards a quality education to the highest international standards</p>	<ol style="list-style-type: none"> 1. Prepare the requirements for the up-coming academic year. 2. Ensure all academic credentials of applicants being transmitted by the faculty recruitment office are valid (on campus education and well known universities) 3. Recommend candidates for interview and for hiring 4. Conduct on-campus interview, if possible or interview by Skype 5. Arrange Interview schedule for faculty candidates 6. Teaching experience preferred from well-known universities 7. All such information should be verified by respective academic committee members.

7	Time Table Committee	This committee for supervision on the statements of registering the students for curricula and opening the sections for preparing time tables of different faculty members based on their University work load norms and specializations.	<ol style="list-style-type: none"> 1. Supervising the process of registering the students for the curricula 2. To open number of sections of theory, labs, tutorials and projects based on statistics of previous semester registration of students in different subjects 3. To prepare time tables of various faculty members as per their specializations and designation norms 4. Handling the problems of registering the students in the faculty curricula.
10	Social Care Committee	This committee aims at giving care for all services presented by the department to the staff and to arrange an orientation programs for newly joined staff in the department.	<ol style="list-style-type: none"> 1. To arrange orientation programs for newly joined staff in the department 2. To arrange get together parties frequently to motivate staff academically and socially 3. To arrange fresher and send off party for newly joined and leaving staff of the department.

11	<p style="text-align: center;">Committee for E-learning, Web Development & Media</p>	<p>It is to supervise the work process in the electronic procedures in the faculty and supervising the activation of the best use of the technology in facilitating achieving the aims and strategic plans of the faculty and executing the policies and confirmed programs of the electronic transactions, the electronic learning and the aiding educational services and achieving the determined aims</p>	<ol style="list-style-type: none"> 1. Presenting support to the teaching staff members in the field of the electronic education 2. To arrange E-learning orientation program at the college level for newly joined staff in the department 3. Putting development plans of the unit 4. Coordinating with the electronic learning management concerning activating the electronic learning in the faculty 5. Evaluating the performance of the unit personnel 6. Monitoring the works of the electronic transactions and the electronic learning in the faculty.
12	<p style="text-align: center;">Project Committee</p>	<p>This committee to manage the final year project work</p>	<ol style="list-style-type: none"> 1. Collect project titles with abstract from the faculty members 2. Allocation of projects to the student group of three 3. Supervise the conduct of evaluation of projects done two times per semester for both project -1 & 2 4. Presentation of projects in the poster day 5. Submission of project assessment grades to the departmental exam committee

Glossary

In any discussion about quality assurance in higher education it is useful to define the terms and phrases that will be used. The following definitions are the commonly accepted ones and should be a useful point of reference for the manual.

Accreditation. Accreditation in higher education is defined as a collegial process based on self- and peer assessment for public accountability and improvement of academic quality. Peers assess the quality of an institution or academic program and assist the faculty and staff leading to quality enhancement.

Key Performance Indicator (KPI). A key performance indicator (KPI) is a type of metric used to evaluate the success of an institution or one of its units in a particular activity in which it engages.

Quality. In higher education this is an ongoing process ensuring the delivery of agreed standards. These agreed standards should ensure that every educational institution where quality is assured has the potential to achieve a high level of quality.

Quality Assessment. The process of evaluating the quality of educational experience in institutions, in particular the quality of the student learning.

Quality Assurance. The means by which an institution can guarantee with confidence and certainty that the standards and quality of its educational mission and vision are being achieved and enhanced.

Quality Audit. The process of examining institutional procedures for assuring quality and standards and whether the arrangements are implemented effectively and achieve stated objectives.

Quality Control. The verification procedures (both formal and informal) used by institutions in order to monitor quality and standards to a satisfactory standard and as intended.

Quality Culture. The creation of a high level of internal institutional quality assessment mechanisms and the ongoing implementation of the results. Quality culture can be seen as the ability of the institution and program to develop quality assurance implicitly in the day to day work and marks a shift from periodic assessment to embedded quality assurance.

Quality Enhancement. The process of positively changing activities in order to provide for a continuous improvement in the quality of institutional provision.

Standards. These describe levels of attainment against which performance may be measured. Attainment of a standard usually implies a measure of fitness for a defined purpose.

References

As the NCAAA is the national accreditation body, quality assurance processes are based on their criteria. The list below includes references that are utilized in ensuring compliance with high standards.

Quality assurance centers in post-secondary institutions

National Qualifications Framework for Higher Education in Saudi Arabia, November 2009

Self Evaluation Scales for Higher Education Institutions

Self -Evaluation Scales for Higher Education Programs

Eligibility requirements for an application for institutional accreditation, Form 3a

Eligibility requirements for an application for program accreditation, Form 3b

Standards for quality assurance and accreditation of higher education programs

Standards for quality assurance and accreditation of higher education institutions,

The following are documents produced by King Khalid University for the quality assurance process.

System for Analysis and Response to Course and Program Data and Program Related KPIs, King Khalid University. A

guidebook for preparing and developing academic plans and programs, King Khalid University,.

KPIs for BI system at King Khalid University,