جامعة الجوف
Jouf University

CAMS
College of Applied Medical Sciences
Al Jouf University

كلية العلوم الطبية التطبيقية - جامعة الجوف

Program Quality System Manual

Department of Nursing

College of Applied Medical Sciences

Jouf University, KSA

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VISION رؤيــة
2030

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

IN THE NAME OF ALLĀH
THE MERCIFUL,
THE MERCY-GIVING

1. Glossary

Quality Assurance

Quality is process of regularly and systematically evaluating and reporting on evidence of student learning and program performance and using it to improve educational outcomes.

Academic Program

A set of courses and practical elements leading a student to award of an academic degree upon successful completion.

Courses:

Multiple units within the program through which the students achieve some of the learning outcomes through hours within the course plan. These courses can be requisite or elective.

Course:

Scientific content in one of the fields, which constitutes a set of knowledge and skills based on appropriate teaching strategies and evaluation tools. It helps achieve the goals and learning outcomes of the program.

Academic qualification:

A degree awarded to a student upon the completion of an integrated program such as the bachelor's degree.

Accreditation:

Accreditation is a peer process whereby a private, nongovernmental body grants public recognition to an institution or specialized program that meets or exceeds nationally established standards of acceptable educational quality.

Institutional accreditation:

The accreditation of an institution by the accrediting body for a specific period of time following verification of the minimum accreditation criteria in all aspects of the institution.

Program accreditation:

The accreditation of an academic program by the accrediting body for a specific period of time following verification of the program quality and achieving the minimum accreditation criteria of the accrediting body. Academic Standards

Academic Reference standard:

Reference points against which the standards and quality of the program will be compared, therefore, they displaying general expectations about achievement levels and general characteristics that must be met by a graduate of the program.

Academic Standard:

These are specific criteria approved by the institution; they are design from external national or international references and include the minimum skills and knowledge that are acquire by the program's graduates and supposed to be fulfill the institution's stated mission.

Action Plans:

The set of different activities that are design in clear sequence to accomplish specific goals.

Annual Report:

This is annual self-evaluation report for the educational institution that is prepare based on the reports of academic programs and the various activities that fulfill the mission of the institution.

Documentation:

This is process of achieving and recording work data in the institution. Therefore, this data can be analyze and yield results will use for designing action plans.

Effectiveness of Quality Management and Enhancement:

The efficiency of the quality system used within the organization and its ability to achieve the desired achievements and achieve the goal satisfaction of all beneficiaries**.**

Review:

This is process of reviewing and evaluating the programs and activities by internal auditing committee and by independent external individuals (Reviewers).

Saudi Arabian Qualification Framework (SAQF)

The SAQF is a framework that is intended to support the development of skills and competence for transforming economy, personal development, mobility and employability and drive career paths, including improved opportunities for transferability between academia, training and employment.

Learning Outcomes:

The knowledge and targeted skills acquired by students in a program courses or educational program.

Teaching strategies:

This is specific methods such as case studies, practical work, and class discussion, which are apply to develop students' knowledge and skills in various fields.

Students' achievement:

The level of students' performance within the educational institution, which reflects their achievement of knowledge and skills.

Key performance indicators:

These are variables use assess the program performance by comparing actual results with the planned ones.

SWOT Analysis:

SWOT (strengths, weaknesses, opportunities, and threats) analysis is a framework used to evaluate and study the current situation of an institution and to develop strategic planning. SWOT analysis assesses internal and external factors, as well as current and future potential.

National Commission for Academic Accreditation and Assessment (NCAAA):

NCAAA was established pursuant to High Order No. 7/B/6024 dated 9/2/1424H with a legal personality and administrative and financial autonomy. The Commission acted as the body in charge of academic accreditation and quality assurance in public and private higher education institutions

2. Introduction

Quality assurance process can rule out both strengths and weakness points of the program. It also helpful for designing and implementation of correction plans in order to improve the quality of academic program. Jouf University strategies direction undergoing for improvement the academic programs in order to applied the vision of 2030 in preparing well-qualified and distinguished cadres in all discipline. This mission will be reality through translation of the program mission, vision, goals into ILOS and their implementation monitor through program quality assurance system under guiding of Jouf University Deanship of Quality and Accreditation.

Program Mission:

The Jouf University bachelor of nursing program is committed to prepare competent nurses who are able to provide Evidence Based healthcare services, and conduct scientific research tailored to the wider community needs.

Program Vision:

The Jouf University Nursing Department will be a Nationally Recognized Centre of Academic Excellence by Providing Quality Nursing Programs within a Collaborative Learning Environment that Enhance Nursing Knowledge, Practice and Research.

Program Goals:

The Jouf University Bachelor of Nursing program goals are to:

1. Meet the demands of the healthcare industry for qualified and accredited professional nursing competencies, who can take responsibilities and make decisions.
2. Integrate advanced theoretical, research-based, scientific, and clinical knowledge into clinical practice to provide nursing care to diverse clients
3. Use research findings from nursing and other disciplines as a basis for clinical decision-making to improve practice and to formulate health policy.
4. Provide culturally competent health care providers to provide care for all persons regardless of race, sex, age, socioeconomic status, culture, health care beliefs, and religion.
5. Evaluate the health of local community through health education and community collaboration
6. Recognize the bachelor of nursing program as one of the top 200 international nursing programs on QS World University Rankings

3. Objectives Program Quality Assurance System

3.1. Main objective

To apply PDCA cycle (Plan – Do – Check – act) as shown in Figure 1.

Program learning outcomes (PLOs) and Achievement Goals

Learning methods, program design for Goals achievement

Plan

Do

Act

Check

Improvement of Overall Program Based on Assessment Results

Evaluate the program by internal and external reviewers to assess Goals achieve
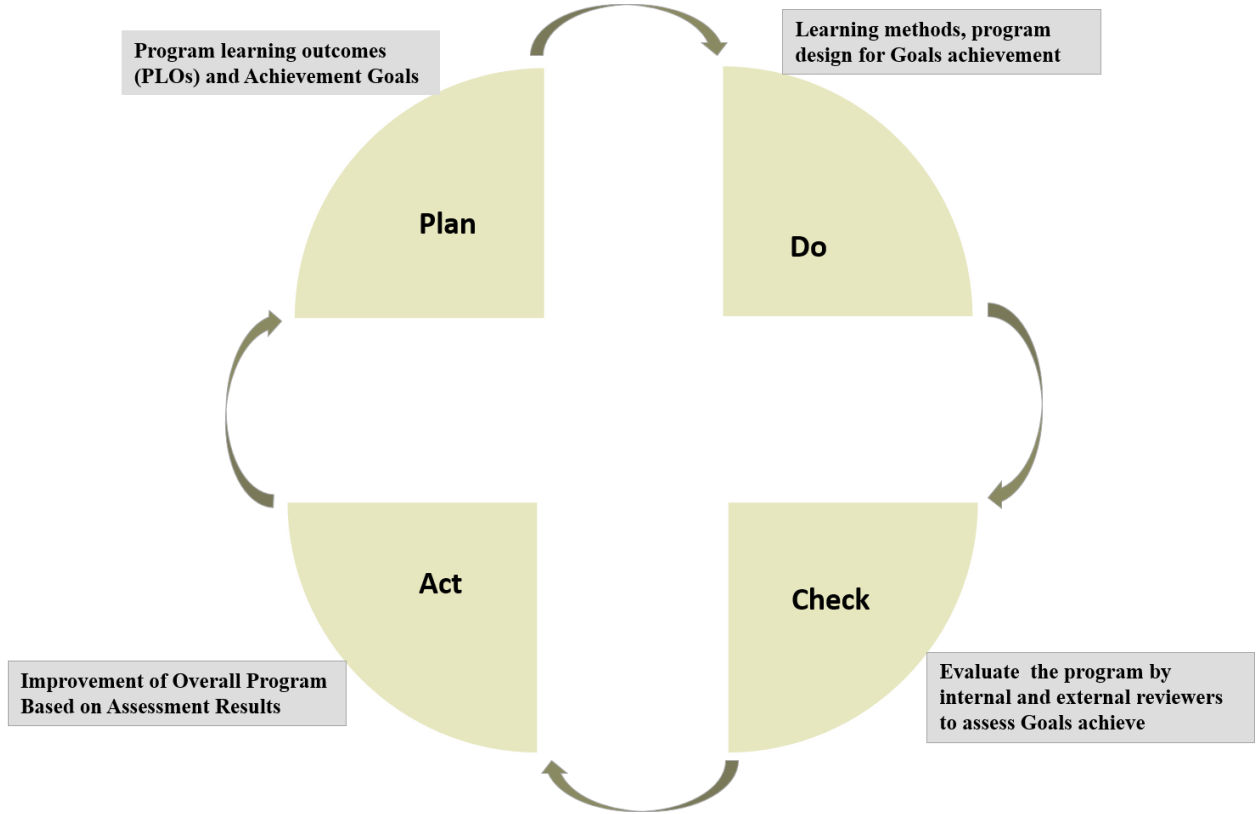
Figure 1. Program quality PDCA cycle

3.2. Specific objectives

1. Ensure excellence in quality practices in teaching and learning as well as its support services
2. Assessment of quality outcomes and determining the weakness paths of the program
3. Designation of correction plans and monitoring their implementation.
4. Documentation and achieving the quality records and reports

4. Organization Structure of the Quality Management System in the Department of Nursing:
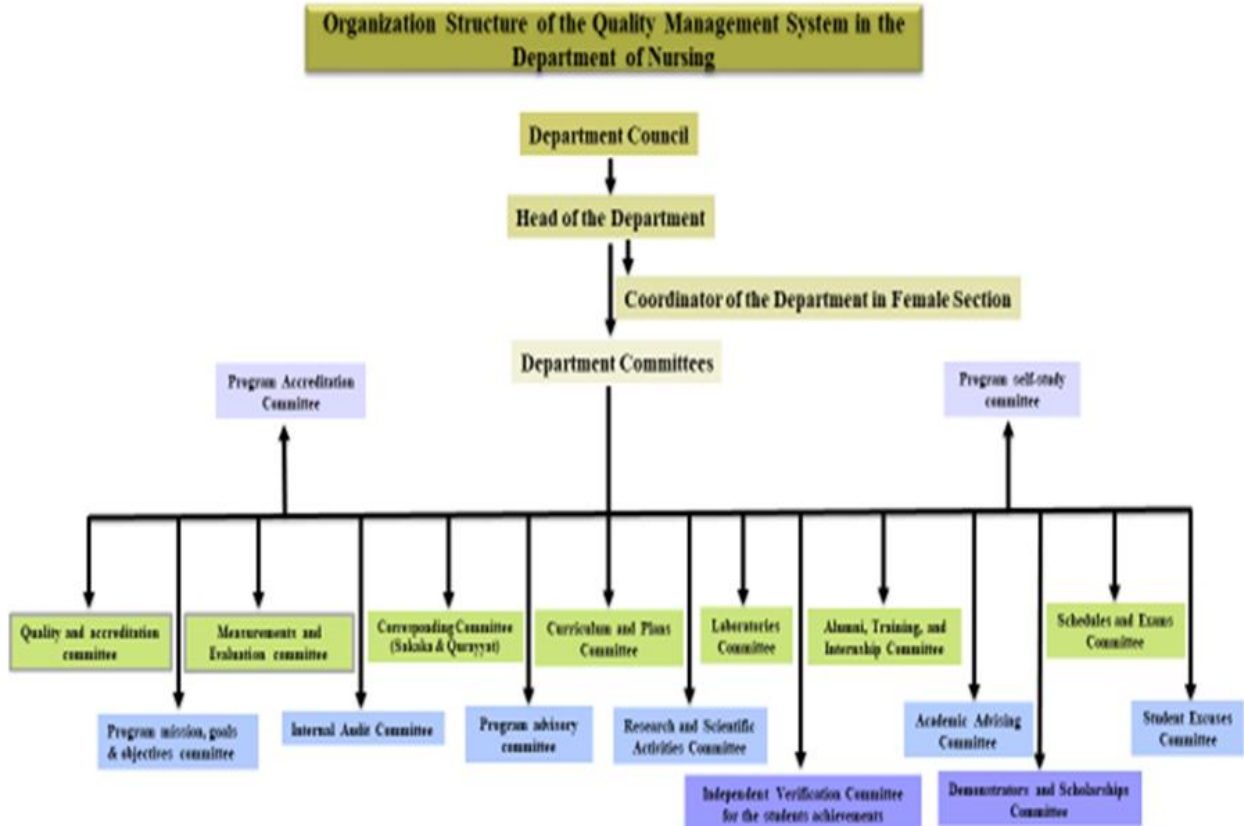

Figure 2: organization structure of the program Quality Management system

4.1. Department Council

Department council consists of assistant and associate professor in both campus (main & female) and is chaired by the head of the department. The department council is formed at the beginning of every academic year based on a decision by the president of University and recommendation of dean.

The department Council meets at least once a month, at the call of the chairperson, to study all critical issues of the department, set strategic directions, discuss regulations and operation

guidelines, and decide on all academic as well as non-academic issues. The department Council also reviews the policies, practices, and procedures of the department. The department council meetings are conducted using video conferencing facilities since the faculty members of the female branch are council members.

The topics discussed by the department council are referred from the head department. According to department procedures, the minutes of meetings and decisions of department have to be endorsed by the department council's approval. The decisions of the permanent or temporary committees are not final unless approved by the department council.

The Council meeting is considered official only if one-third of the members attend the meeting. No decisions are taken unless they gain the absolute majority of votes among the members who are present. However, if there is a tie in the voting, the Chairperson will have the deciding vote.

4.2. Head of the department

- Hold the responsibility for leading the department with vision, creativity and excellence.
- Provides collaborative and collegial leadership for the department.
- Designs and implements the academic plan as it relates to the department.
- Develops, implements, promotes, and evaluates curriculum.
- Supervises the management, development, and evaluation of curriculum for the department.
- With the help of the faculty members, recruits, supervises, and evaluates full-time and adjunct department faculty and support staff.
- Promotes and fosters professional development activities related to academic leadership, classroom instruction, instructional technology, and support staff development.
- Develops and implements department budget and planning documents.
- Works with department faculty to coordinates student program activities.
- Ensures the vitality, currency, and academic excellence of the department programs.

4.3. Department Committees

4.3.1. Quality and accreditation Committee

Duties of this committee includes:

- Provide the necessary assistance and support to all faculty members in the department to complete the quality documents and fulfill the department's quality requirements.
- Preparing workshops to spread the culture of quality in the department.
- Preparing a guide for the policies and systems of quality assurance in the department.
- Proposing, organizing, and monitoring the implementation and supervision of all quality assurance activities in the department.
- Reporting to the head of the department directly and periodically of the results and outputs of the quality assurance work.

4.3.2. Program Mission, Goals, Vision, and Objectives Committee

This committee is responsible for:

- Reformulation of the mission, vision, goals, and objectives of the bachelor of nursing program.
- Update the mission, vision, goals, and objectives of bachelor of nursing Program in line with the mission and vision of Jouf University and the requirements of the labor market.
- Carry out the tasks assigned to it by the head of the department

4.3.3. Internal audit Committee

Auditing and reviewing the following program documents:

- Program specification
- Courses specifications
- The final examination paper
- Courses reports
- The program learning outcomes
- Carry out the any tasks assigned to them by the head of the department

4.3.4. Program self-study Committee

- Prepare of study report for academic accreditation.
- Identifies all supporting materials needed to study report.
- Validate the evidences for self-study reports.
- Follow up the achievement of self-study re ports
- Works with other faculty to prepare the annual program reports.
- Carry out the any work assigned to it by the head of the department.

4.3.5. Program accreditation Committee

- Performing the academic accreditation activities in Nursing Department.
- Find out the suitable national and international accreditation bodies.
- Organizing seminars and workshops to spread the concept and requirements of national and international accreditation.
- Monitor the completion of forms and documents require for the academic accreditation.
- Carry out any tasks assigned to it by the head of the department

4.3.6. Measurements and Evaluation Committee

- Prepare Key performance indicators (KPIs) reports of the program.
- Identifies all supporting materials needed for KPIs reports.
- Conduct the statistics of surveys for quality assurance activities.
- Prepare the correction plans based on feedback of surveys and reports
- Distribute the culture of assessment and evaluation in order to improve the level of the educational process in the department.
- Integration, cooperation and coordination with the unit of measurement and evaluation at the College and University in order to achieve the general objectives of the unit.
- Perform the tasks assigned to it by the head of the department.

4.3.7. Curriculum and Plan Committee

- Developing and updating the program study plans
- Reviewing the program and courses specifications

- Evaluating the requests for transfer to the department and supervise the equivalence of courses between the various plans.
- Contributing to the development and modernization of learning and teaching methods.
- Carry out any work assigned to it by the head of the department.

4.3.8. Research and Scientific activities Committee

- Preparing the plan of research priorities in the department and coordinating with the relevant bodies of the University.
- Create scientific activities and workshops periodically for the faculty members and students.
- Recommend the cooperative scientific research centers and scientific societies related to nursing field.
- Preparing a database for the research of independent study in the department.
- Preparing a database for the research and scientific works published by the faculty members in the department.
- List the scientific and research projects of the faculty members that are sponsors by University or other funding body.
- Carry out any tasks assigned to it by the head of the department

4.3.9. Corresponding Committee   (Sakaka & Qurayyat)

- Review of academic achievement of both branches
- Discus the collaborative activities of branches and similarities of academic working
- Coordinate with head of departments regarding improvement plans for academic process.

4.3.10. Laboratories Committee

- Supervise the processing of laboratories equipment preparation.
- Prepare the lists of laboratories needs and studying the offers submitted by the companies.
- Follow-up of the approved companies with regard to supplying the laboratories equipment and reagents.

- Continuous follow-up of malfunctions and coordination with the competent authorities regarding the maintenance and operation of the laboratory equipment.
- Prepare periodic reports on the activities held on the laboratories.
- Prepare and following up the schedules of faculties, technicians, and assistants.
- Carry out any tasks assigned by the head of the department.

4.3.11. Independent verification Committee for the students achievements

- Determine the standards for the students' achievement.
- Compare the course learning outcomes with the exam questions.
- Measuring learning outcomes and their compatibility with periodic and final exams.
- Periodic follow up of key performance indicators measurements.
- Carry out any tasks assigned by the head of the department.

4.3.12. Alumni, Training, and Internship Committee

- Determine the availability of health facilities for the students training and solve any difficulties facing them.
- Division and distribution of students to hospitals for training and coordination to provide greater opportunities to cover all specializations.
- Prepare reports of follow-up the students in internship year from their places of training.
- Follow-up the reports of the training supervisors in hospitals about the students practical performance.
- Follow up the students evaluation reports from the different departments of the hospitals.
- Prepare reports from observations of the training and internship supervisors in the concerned hospitals.
- Follow up the completion of the internship program for male and female students and coordinate with the central training committee in the college.
- Carry out any tasks assigned by the head of the department.

4.3.13. Academic Advisory committee

- Establish a plan for academic advising in the department.
- Monitor the implementation of the academic advising plan.
- Distribution of new students to the academic advisors.

- Discussing the most prominent students' problems that may affect their academic achievement.
- Awareness of the students with importance of academic counseling and the importance of communicating with the academic advisor.
- Inform the students with the rules and regulations of the university.
- Carry out any tasks assigned by the head of the department.

4.3.14. Demonstrators and Scholarships Committee

- Helping teaching assistants to find admission to study masters or doctoral degrees in universities that meet the regulations and policies of the Jouf University.
- Prepare a detailed annual report on the scholarship status of the department according to the subspecialties and submit it to the head of the department.
- Follow-up on scholarships from teaching assistants and lecturers during their studies. Provide the necessary advice to the scholarly teaching assistants and delegated lecturers.
- Establishing a database for teaching assistants, lecturers and scholarships.
- Carry out any tasks assigned by the head of the department.

4.3.15. Schedules and Exams Committee

- Prepare department's lectures schedules and announcing them during the first week of the semester.
- Distribution of courses to the faculty members based on their specializations.
- Determine the timetable for the quarterly and final exams.
- Inform the students with rules and instructions of the exams.
- Receiving the requests for re-correction of exam and proposing the formation of re-correction committees.
- Propose the course coordinators.
- Carry out any tasks assigned by the head of the department.

4.3.16. Students Excuses Committee

- Receiving the absent excuses of students submitted by academic advisor.

- Judgment of received the excuses based policies issued by Vice Rectorate for Educational Affairs at Jouf University.
- Writing recommendation to accept or reject the excuse.
- Follow up the attendance of students and determine the deprived of them in the event of passing the specified percentage of absence, which is 25%.

5. Program Quality Control System
5.1. Program and Courses Specifications
5.1.1. Program Specification

Program specification main objective is to provide platform for the planning, monitoring and improvement of the program by faculty members responsible for its delivery. It contains sufficient information to demonstrate that the program will meet the requirements of the Standards for Quality Assurance and Accreditation of Higher Education Programs, the SAQF, and specific requirements for nursing program professional accreditation.

The program specification prepared according to the template (T4) (https://www.ju.edu.sa/en/administrations/deanships/deanship-of-quality-academic-accreditation/from/), which designed by NCAAA. The specification include general descriptive information about the bachelor of nursing program, mission, Goals, and program objectives, which are aligned with College of Applied Medical Sciences and Jouf University's mission and goals. It also contains the learning outcomes that should be acquired by the students and the methods of teaching and student assessment strategies (direct and indirect) for their achievement of learning outcomes in different domains of learning. Moreover, the program specification also include plans for ongoing evaluation of its effectiveness and planning processes for improvement.

5.1.2. Course Specification

The course specification is prepared after approval of program specification and before a course delivery on the first time. Nevertheless, it can be subjected to modification according to the major or minor comments provided by internal and external auditors. The purpose of course specification is to make clear roadmap for the course as part of the package of arrangements courses to achieve the intended learning outcomes of the program. Course specification includes the course identification and general information, objectives, description, and topics to be deliver to the

students. It also contains learning domains, and intended learning outcomes (ILOs) matching with that of the programs and are keeping with the National Qualifications Framework (NQF). Furthermore, course specification includes teaching strategies and the methods of assessment of the students for each ILOs. Course Coordinator in coordination with the course instructors will held the responsibility for preparation of course specifications according to the template (T4) (https://www.ju.edu.sa/en/administrations/deanships/deanship-of-quality-academic-accreditation/from/), which designed by NCAAA and on the light of program specification. Course specification is use as reference for preparation course teaching plan.

5.1.2.1 Course Teaching Plan

The Vice Rectorate for Educational Affairs at Jouf University requires the preparation of a course teaching, which will be uploaded along with course specification, and learning outcomes measurement plan to students at beginning of each semester through blackboard. The course plan will be prepare (T5) form

(https://www.ju.edu.sa/fileadmin/Vice_Rector_for_Educational_Affairs/%D8%A7%D9%84%D9%86%D9%85%D8%A7%D8%B0%D8%AC/%D9%86%D9%85%D8%A7%D8%B0%D8%AC_%D8%A7%D9%84%D8%AE%D8%B7%D8%B7_%D8%A7%D9%84%D8%B3%D9%86%D9%88%D9%8A%D8%A9/4.pdf), which contains:

- Course general information such as course name, code, credit hours, No. building and classroom, and date of lecture.
- Main references for the course
- Other Learning sources such as official scientific website or specialize journal website.
- Evaluation process, which include methods of evaluation, time (week and date), and marks distribution.
- Debarred: This contains No of absent hours that Debarred the student from attending the final test
- Course contents distribution per week
- Distribution of teacher office Hours: Usually 6 hours/week
- Finally, authorized signatures (course instructor, head of the department, and dean of the college).

5.2. Course and Program Reports

5.2.1. Course Report

By end of each semester, course instructor should prepare course report according to the template (T5) (https://www.ju.edu.sa/en/administrations/deanships/deanship-of-quality-academic-accreditation/from/) and course coordinator will prepare report for its own division and gather reports from instructors to make a combined course report for all divisions. The course report include summary course general information of the course, analysis of students grades achievements and students of evaluation of the course. It also includes average of ILOS achieved by students compared with program ILOS target benchmark. Improvement plans are determined according ILOS score.

5.2.2. Annual report of the program

The annual report of the program is prepared after the completion of the first and the second semester of the academic year, in which the progress of the graduated class within four years is shown and the number of graduates of male and female determined, and the percentage of employment for graduates in the government and private sectors are also presented.

Student achievement for the current academic year for all levels and it also contains a report of students 'evaluation of the courses, in which an overview of the teaching and learning standard for self-study is presented, as well as the benchmark of learning outcomes for the next year for the course reports. It also presents in the program report the evaluation of performance indicators and improvement plans for them. After its completion, the course report for the program at the headquarters is combined with the branch in Qurayyat to prepare a combined report.

Preparation of the annual report of the program according to the template (T6) (https://www.ju.edu.sa/en/administrations/deanships/deanship-of-quality-academic-accreditation/from/) which designed by NCAAA.

5.3. Field experience specification and reports

Field experiences specification include ILOS required for the field of bachelor of nuring. Field experiences ILOS is transformation of knowledge covered in advance levels into practical skills. Filed experience prepared according to the template (T8) (https://www.ju.edu.sa/en/administrations/deanships/deanship-of-quality-academic-accreditation/from/). It will carry out in health setting in public under supervision of nursing specialists. Field experience will be evaluated by direct and indirect methods and results use for preparation of field experience report (see template t7) (https://www.ju.edu.sa/en/administrations/deanships/deanship-of-quality-academic-accreditation/from/).

5.4. Course Files

Course file or portfolio, contains evidences for conducted course and used for consideration in the review of the program. Course file is divided into 17 chapters and provide broad knowledge about what have been done in the course in previous semesters. Course file chapters include course outline, Professor's office hours, course approval document, course specification, course report, evidences of course spec to the students in beginning of the semester, copy of teaching materials, sample of assessment materials, copy of key answers, evaluation of the exam paper, question bank, full record of results for all assessments, report of course evaluation by the students, sample of students activities, sample multimedia, internal auditing report for course specification and course coordinator response. Every course instructor will submit the course file to program coordinator by the end of each semester. Then, program coordinator will deliver all courses files to the internal auditing committee for reviewing.

5.5. Program's Key Performance Indicators

Key Performance Indicators (KPIs) are the key indicators of progress toward an intended result. KPIs provide a focus for strategic and operational improvement, create an analytical basis for decision-making, and focus on what matters most. It helps to measure what is intended to be measured to help inform better decision making. It also offers a comparison that gauges the degree

of performance change over time. KPIs can track efficiency, effectiveness, quality, compliance, behaviors, project performance, personnel performance, and resource utilization.

Department of Nursing, College of Applied Medical Science (CAMS) at Jouf University is committed to accomplishing the goals consistent with its stated vision and mission. Program KPIs provide the necessary quantifiable metrics to monitor progress in the department and are consistent with the University's mission.

Department of Nursing prepares a report for KPIs measurements annually. There are seventeen KPIs scales for the program that are evaluated for students' activities and faculty roles in the department's academic development. These indicators are prepared in accordance with the fundamental plans and objectives of the University. For the evaluation of students and faculty, workshops, training, seminars, blackboard activities, and questionnaire responses are monitored to document the program activities. The scales of KPIs are calculated as a percentage, ratio, or value and compared with the previous performance report. These indicators are prepared to record the actual benchmark compared to the target benchmark, internal benchmark, and external benchmark (Majmaha University and the University of Jeddah). The target benchmark is set in response to the actual benchmark of the recent year, and the internal benchmark is the actual benchmark of the previous year. For each indicator, the strengths, weaknesses, and recommendations are described for the future improvement perspective. Suppose there is a minimal level of achievement for any indicator. In that case, an action plan is proposed with recommendations to improve that indicator to achieve the target set by the Internal and the External benchmark.

5.6. Program's Self-study

A program self-study is a thorough examination of the quality of a program. The mission and objectives of the program and the extent to which they are to be being achieved thoroughly analyzed according to the standards for quality assurance and accreditation defined by the NCAAA. These standards are designed to support continuing quality improvement and to publicly recognize programs and institutions that meet required quality standards. The objective is to ensure good international standards in all programs offered in Saudi Arabia institutions. There are six standards evaluation scales have been determined for monitoring the quality assurance of the program. This document can also be used for planning, self- review, and support programmatic quality improvement strategies in higher education institutions.

This document provides Self-Evaluation Scales for programmatic quality assurance and academic accreditation standards, which include the following standards:

1. MISSION AND GOALS

2. PROGRAM MANAGEMENT AND QUALITY ASSURANCE

3. TEACHING AND LEARNING

4. STUDENTS

5. TEACHING STAFF

6. LEARNING RESOURCES, FACILITIES, AND EQUIPMENT

The quality assurance and continuous improvement of bachelor of nursing program is based on the self-evaluation carried out by program various units and committees based on the quality performance criteria. The faculty and staff responsible for the various activities in the program evaluate the level of performance. These are carry out according to each scale criteria and based on suitable evidence and proofs, with the support of performance indicators and benchmark comparisons with other programs of high-quality performance, especially in areas of high importance. This self-evaluation is supported by independent opinion through an independent evaluator or evaluators from outside the institution; to enhance the credibility, objectivity and accuracy of the evaluation.

References

Deanship of Quality and Academic Accreditation, Jouf University: website
https://www.ju.edu.sa/en/administrations/deanships/deanship-of-quality-academic-accreditation/home/.

Education and training Evaluation Commission, KSA: website
https://etec.gov.sa/en/productsandservices/NCAAA/Pages/default.aspx.

:Approved *:Department council minutes*	*9th*
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