

## Policies and Procedures

Policy Title	AUBH Quality Assurance/ Quality Improvement Policy	Policy Number	125
Section	Governance and Organization	Approval Date	4 June 2024
Subsection	General Policies	Authorizing Entity	BoT
Responsible Office	VP of Institutional Effectiveness and Accreditation Office	Effective Date	1 July 2024
Distributed To	BoD, BoT, All Faculty and Staff	Next Review Date	4 June 2026

### 1.0 PURPOSE

- 1.1 The purpose of this document is to outline the university's principles in relation to ensuring and further improving the quality of all the institution's academic and non-academic core functions.
- 1.2 American University of Bahrain (AUBH) is committed to ensuring that all aspects of the organization contribute to improving the quality of the students' experiences and supporting them in the achievement of their aspirations and goals.
- 1.3 The Quality Assurance/ Quality Improvement (QA/QI) processes support the continuous drive to reach and sustain excellence.

### 2.0 DEFINITIONS

- 2.1 AUBH                      American University of Bahrain
- 2.2 QA/QI                    Quality Assurance/ Quality Improvement

### 3.0 POLICY

#### 3.1 Quality Assurance Principles

AUBH is committed to ensuring that all aspects of the organization contribute to improving the quality of the student's experiences and supporting them in the achievement of their aspirations and goals. AUBH QA/QI processes are designed to:

- place the student at the heart of everything we do. Every employee of the University has an impact on the student's experience and, therefore has a responsibility to consider that impact and support students to achieve success
- contribute to AUBH's endeavors to achieve its vision and, mission statements, and strategic objectives as outlined in the Strategic Plan
- provide a framework for continuous improvement by setting high standards and targets for students and staff, and measuring performance against these standards and targets, including the use of relevant internal and external benchmarks wherever possible and reference to success stories of other comparable institutions.
- ensure that we deliver to pre-defined standards a consistent, efficient, cost-effective, and professional service that meets the needs of students, employers, and partners
- make self-assessment and quality improvement simple and central to the work of all teams across the institution whilst ensuring that all processes are robust and comprehensive.

#### 3.2 Quality Assurance/ Quality Improvement Strategy

3.2.1 AUBH's approach to ensuring the quality of its operations is based on evaluating the university's performance against a defined set of internal standards that are aligned with national standards set forth by the Higher Education Council (HEC) and the Education & Training Quality Authority (BQA), in addition to those set forth by the relevant US bodies that AUBH is accredited by or aims to seek accreditation from.

3.2.2 AUBH recognizes that Quality Assurance/ Quality Improvement (QA/QI) is a constant activity and requires dedication. All members of the AUBH community must be committed to quality through the implementation and adherence to the relevant practices, policies, and procedures in their everyday work. This, AUBH believes, will improve both business and program performance. In embracing continuous quality improvement, AUBH seeks to demonstrate the following:

- **Commitment**

This is achieved through the following:

- AUBH will allocate overall management responsibility for the implementation of the improvement plans to the Office of VP for Institutional Effectiveness and Accreditation.
- AUBH will maintain up-to-date policies and procedures in order to deliver the commitments of its quality improvement strategy.
- Improvement plans will be formulated based on relevant legislation and rigorous self-assessment processes across the organization, which will take into consideration the views of students, strategic partners, employers, and staff.

## Policies and Procedures

- The relevant AUBH councils (President Council, Deans Council, and University Council) will monitor the implementation of these plans and receive regular updates on the progress against the action points within them.

### ○ **Ownership**

AUBH will seek to demonstrate ownership by staff and students of its approach to quality improvement and give a high profile to this by means of the following:

- There will be regular communication and publicity to ensure awareness of the quality improvement strategy and improvement plans among students, faculty, staff, employers, Board members, and other relevant groups as appropriate.
- Opportunities are provided to students, faculty, staff, employers, directors, and others, working in partnership with AUBH to discuss, evaluate, review, and influence the quality improvement strategy.
- Staff orientation and development opportunities are carried out to promote ownership and awareness and enhance or embed good quality assurance practices.

### ○ **Action**

AUBH will seek to demonstrate that:

- Data on student attendance, attrition, achievement and the quality of teaching and learning, and other relevant information is collected and used to review progress in improving the learning experience of its students by raising their success rates, the quality of teaching and learning, and the quality of support services.
- All directors and staff are trained to effectively implement the quality improvement strategy and plans.
- Targets are set based on achievement levels of previously defined key performance indicators (KPIs), to continually improve AUBH's performance in different operational aspects/areas. In each area, KPI achievement levels are measured by the concerned departments/units by drawing on relevant data and feedback from stakeholders and new targets are set based on them, the achievement of which is evaluated and recorded against the relevant action points in the associated improvement plans.
- Advice on quality is sought, when appropriate, from relevant external agencies and experts.

### ○ **Outcomes**

- Rigorous monitoring will allow AUBH to evaluate its progress. Application of the improvement plans should result in the following:
- Evidence of improvement in levels of student success and broader outcomes for students.
- An enhanced reputation in the Kingdom and the region and amongst employers, potential students, and parents.
- Increasing levels of student, stakeholder, and staff satisfaction.
- Acquiring the targeted accreditations with the desired outcomes within the timeframe decided.

## Policies and Procedures

### 3.3 Roles and Responsibilities

- 3.3.1 AUBH decisions are governed by the Board of Governance, which is responsible for approving the vision and mission statements and its Strategic Plan.
- 3.3.2 Strategic responsibility for QA/QI across AUBH rests with the President, Provost, Chief Operating Officer, Vice Presidents, and the senior administrative officers/directors of the University.
- 3.3.3 Strategic responsibility for quality assurance and enhancement at the college level rests with the Dean and is supported by program coordinators and faculty.
- 3.3.4 Operational management responsibility for program area QA/QI and stakeholder satisfaction rests with the Provost and Deans of the colleges (or others as identified by individual Colleges) supported by program coordinators and faculty.
- 3.3.5 Operational management responsibility and QA/QI issues at the course level rest with the Program Coordinator, supported by the course coordinator and faculty.
- 3.3.6 The responsibility for managing the internal and external quality assurance and accreditation activities lies with the VP for Institutional Effectiveness and Accreditation.

### 3.4 Quality Assurance/ Quality Improvement of the Administrative Operations of the University

- 3.4.1 Full institutional reviews are aligned with the institution's strategic planning cycle. Institutional Reviews may also be triggered by conducting a self-study exercise in line with the requirements of the local or international accreditation bodies or to address the recommendations raised by the accrediting bodies.
- 3.4.2 Internal Reviews for administrative units are conducted via internal auditors as detailed in the audit plan approved by the BoD. Internal auditing is managed by the VP for finance and administration, and the outcomes are shared with the VP for Institutional Effectiveness and Accreditation.

### 3.5 Quality Assurance/ Quality Improvement of Academic Programs

- 3.5.1 The Provost Office, Institutional Research and Assessment Office, Colleges, and University Curriculum Committee have the primary responsibility for the design, development, and licensing of academic programs and for securing appropriate resources prior to the offering of new programs.
- 3.5.2 Faculty members are expected to support college and university leadership in the development of all aspects of the university's programs; while, the college and university leadership are expected to support the faculty members in their efforts toward continually improving and enhancing the delivery of the programs through various means, such as resources, professional development opportunities, and funding, as needed.
- 3.5.3 Programs offered are evaluated annually to assess their effectiveness, clarity, and comprehensiveness, popularity among the students and employers, and relevance to industry demands.
- 3.5.4 Ensuring the effectiveness of the program's continuous maintenance process is the responsibility of the program coordinator.
- 3.5.5 Programs offered by the University are reviewed holistically in a periodic cycle, typically every four to five years.

## Policies and Procedures

3.5.6 Program coordinators, in collaboration with the Dean and the Institutional Research and Assessment Office, are responsible for ensuring the effective implementation of the periodic reviews.

### 3.6 Surveys and Data Analysis

- 3.6.1 AUBH deploys various systems to collect data and information needed to evaluate its academic and administrative performance and inform decision-making.
- 3.6.2 The data from these diverse systems is integrated and stored in a manner that enables AUBH to extract needed analytics and reports all within a single environment.
- 3.6.3 Surveys are used to collect feedback from different internal and external stakeholders. These surveys include, but are not limited to, the following:
  - End-of-Course Students Evaluation
  - Student Satisfaction Survey
  - Expected to Graduate Survey
  - Alumni Survey
  - Employer Survey
  - Staff Satisfaction Survey

## 4.0 RELATED DOCUMENTS AND REFERENCES

- 4.1 AUBH Quality Assurance/ Quality Improvement Framework
- 4.2 Annual Audit Plan
- 4.2 Program Review Policy
- 4.3 Program Design Policy
- 4.4 New Program Development and Approval Policy and Procedure

## POLICY HISTORY

Date of Last Action	Action Taken/Changes	Authorizing Entity	Effective Date
4 June 2024	This policy document was extracted from v2 of the Quality Assurance/ Quality Improvement Framework, which was approved by the University President in July 2022 (Ref: FR.21.011.V2)	BoT	1 July 2024

## Policies and Procedures