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STARDOM UNIVERSITY

Policies, Systems, and Regulations Guide

Quality Policy at the University

Issued pursuant to Article (16) of the Academic Policies, Regulations, and Bylaws of 2024

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policy

quality assurance

Stardom University

the introduction

The Quality Policy Manual is a document that ensures quality, including all its requirements, standards, structure, practices, and systems in place at Stardom University. The manual aims to familiarize staff, faculty, and students with the university's institutional and organizational processes, which have become a tangible reality in our current era due to their paramount importance in raising performance and enhancing business quality in accordance with established international practices.

Hence, quality in its general sense is understood as a relentless pursuit of continuous perfection. Quality lies in the pursuit of qualitative initiative and seriousness in progress, with an unwavering determination to improve, no matter how perfect.

Quality Objectives at Stardom University

1. Continuous improvement of academic and administrative processes.
2. Ensure that all academic and administrative units apply the highest quality standards.
3. Continuous efforts to ensure that the university and all its branches obtain local and international accreditation.
4. Ensuring consistency and unification of systems implementation practices across all branches of Stardom University.
5. Supporting the deanships' efforts to develop academic standards and enrich students' learning experience.
6. Professional development of employees.
7. Ensure that the university has systems to support and serve students.
8. Cooperating and coordinating with local and international quality institutions to implement quality standards and practices.
9. Disseminating the culture of quality among university staff through various means.
10. Continuously monitoring best practices and striving to implement them at the university.

Quality Policies at Stardom University

Quality standards are a framework from which Stardom University's quality policies are derived. These policies include:

1. Administrative and academic activities aim to achieve the goals of the university's vision, mission and objectives.
2. Quality assurance monitoring systems should ensure the continued application of procedures across all aspects of the university's work.
3. The Quality Department shall develop, review and update regulations and policies as needed and in line with the interests of the business.
4. The university's deanships should be constantly aware of the needs of current and prospective students, and take these needs into account when designing and developing educational programs and units.
5. To benefit from the results of opinion polls in improving education and student evaluation.
6. The deanships should continuously evaluate programs through specialized experts to ensure their suitability to the needs of society, the labor market, and all partners.
7. Employing technology to improve the blended learning methodology at the university.
8. Providing training and professional development opportunities for faculty members to assist them in teaching and assessing student achievement, and for administrative staff members to develop performance and continuously improve services to achieve the university's goals.
9. Disseminating the culture of quality among all university staff using all modern awareness methods.
10. Strengthening communication channels between deanships and departments to exchange experiences and good practices and solve problems. Problems using modern communication media, meetings and forums.
11. Use multimedia and social media to obtain feedback from students via the university website, opinion polls, and the Student Council.
12. Developing the university's systems and regulations to meet local and international accreditation requirements.
13. Developing a student information system to collect and analyze information about students for use in the quality system.
14. Strengthening international and regional communications and quality assurance organizations and associations in global education to conduct benchmarking with universities adopting the blended learning approach.

Organizing Quality Assurance Processes at Stardom University

At Stardom University, quality assurance processes are managed through an organized administrative hierarchy to ensure that quality services operate smoothly, achieve their defined objectives, and are delivered in the desired manner in accordance with the university's requirements.

The quality structure at the university is represented by the following organizational sequence:

1. Quality Assurance Committee at Stardom University.

2. Quality Assurance & Development Management.

3. Quality coordinators at Stardom University branches.

4. Quality coordinators in academic colleges.

5. Quality coordinators in academic and administrative departments.

Below is a breakdown of each:

University Quality Assurance Committee

It is formed based on a decision by the university president for an academic year. It meets twice a semester, during which the Director of Quality and Development Administration presents a report on its work to the committee for discussion and approval.

The committee includes members from the university:

1. President of Stardom University.
2. Vice-Rector for Academic Affairs.
3. Director of Quality and Development Department.
4. University branch director.
5. Department Manager.

Committee tasks

1. Supervise all aspects of operations and services at the university to ensure the application of quality standards.
2. Follow up on the implementation and monitoring of University Council decisions regarding matters related to quality assurance.
3. Promote the development of a quality culture among employees in all branches.

Quality and Development Management

The administration performs the following tasks:

1. Supervising the quality of the work of departments and deanships and their compliance with approved regulations, procedural manuals, and forms.
2. Conduct and publish opinion polls to measure, analyze, and make recommendations on all aspects of student and staff services.
3. Develop, review and update the university's regulations, policies and general guides.
4. Continuous work towards meeting local and international accreditation requirements.
5. Supervising the university's strategic plan and following up on the achievement of its objectives.
6. Preparing a risk plan and records and holding awareness workshops about them.
7. Conducting the annual internal review of operational practices and procedures at the branch level and feeding the branches and university councils.

8. Continuous improvement of all activities, services, and procedures in the interest of the university and in achieving its goals.

9. Examining the quality of the student's learning experience and academic achievement within the context set by the university's mission and the goals and objectives of the programs.

10. Monitor and evaluate academic program outcomes and study ways to improve them. 11. Develop and implement performance indicators for academic and administrative services.

12. Providing advice and monitoring the effective implementation of assessment procedures at the course and program levels in all academic colleges.

Operations monitoring tasks

1. Orientation programs for employees and students.
2. Quality of teaching through the course coordinator.
3. Exam management and student evaluation.
4. Academic advising process.
5. Implementing employee performance evaluation and professional development plans.
6. Implementing university policies and regulations.
7. Student appeal and complaints systems.

Evaluation and assessment tasks

1. Identify and report potential risks based on monitoring and evaluation of various aspects.
2. Collect and analyze data from surveys.
3. Conduct internal reviews to identify and disseminate good practices for quality improvement.
4. Providing recommendations for improvement based on the results of the internal audit.
5. Managing student surveys.
6. Implementing student and staff surveys.
7. Preparing and familiarizing employees with quality assurance procedures and systems.
8. Report any data security breach.
9. Reporting non-compliance with regulations or policies.
10. Coordinate and organize Quality Assurance Committee meetings at least twice a semester. And follow up on the implementation of the meeting decisions.
11. Reporting changes to systems and policies.
12. Participate in developing and disseminating a culture of quality assurance.

Documentation and report writing tasks

1. Preparing a self-study file for the purpose of obtaining local accreditation.
2. Develop monthly reports on quality management achievements.
3. Documenting cases of non-compliance with standards and submitting reports to the university administration.
4. Facilitating the task of academic program coordinators in writing the annual report.
5. Managing the internal audit process.
6. Prepare all necessary documents to enhance internal quality systems and processes.
7. Collecting the necessary evidence and documents for regional and international accreditation or renewal of accreditation.

Quality of education outcomes

In line with Stardom University's strategic plan and within the framework of strategic objectives to achieve quality education outcomes in all aspects, administrative and academic work at the university revolves around ensuring the quality of education outcomes.

Ensuring the quality of educational outcomes

1. Improving the quality of educational outcomes at the university.
2. Attracting outstanding students to the university.
3. Ensuring that university graduates have better job opportunities.
4. Making the quality of education outcomes a strategic goal that everyone cooperates to achieve.
5. Raise the university's ranking.

Quality assurance systems

Internal Quality Assurance and Enhancement System

It encompasses several aspects within the university, such as student quality, quality of programs and courses, quality of administrative and academic procedures, quality of faculty members, quality of teaching and learning experiences, quality of student assessment, quality of administrative and infrastructure support services, and quality of community service. The following is a brief description of the procedures for ensuring internal institutional and educational quality:

Quality of academic programs and courses

All programs at Stardom University are accredited to high standards that meet international requirements. To ensure program quality, the university monitors the implementation of its strategic plan and the achievement of its defined educational objectives.

Quality of administrative and academic procedures

The university adopts a continuous improvement approach to all procedures, services, and operations, and is committed to implementing the best international practices in this field in cooperation with relevant authorities.

Quality of admission and registration processes

Quality coordinators monitor the admission and registration process according to a feedback form covering several aspects, such as planning and organization, student reception, academic advising, fee payment, card delivery, and access to university systems.

Quality of academic advising for students

Academic advisors assist students in selecting courses within their study plans and communicate with them regularly to ensure that academic goals are met.

Quality of equations

Quality coordinators audit the course equivalency process and verify its accuracy according to prepared forms. They also submit comprehensive reports to the university administration.

Quality of Student Service Systems

There are several electronic systems available, such as the Student Information System, the Complaints System, and the e-Learning Management System, which contribute to improving the student experience and providing high-quality services.

Faculty quality

The university evaluates the performance of faculty members each semester and provides them with ongoing support through training and professional development programs.

Quality of learning and teaching processes

The university adopts a blended learning approach that combines academic education with e-learning (distance learning), providing students with flexible university study opportunities.

Selection and appointment

A committee will be formed at the university to recruit full-time, part-time, or remote faculty members. Its membership will include the university president, his assistants, college deans, some faculty members, and the director of the human resources department.

Faculty performance evaluation

Faculty performance is evaluated each semester according to a specific model that ensures a high level of performance. This model covers essential teaching activities, such as scientific research, participation in teaching and development of the educational process, and participation in university and community service.

Promotion

The university has established regulations for the promotion of faculty members according to the following criteria: research, publications, and patents, teaching according to international standards, and service to the university and the community.

Learning and teaching methodology

Stardom University is a non-traditional university, adopting a blended learning approach that differs from traditional university education. This approach features an e-learning system that provides undergraduate study opportunities with flexible admission criteria, without time or space limitations.

Learning resources

The university places great importance on learning resources because they play a vital role in achieving the educational objectives of its programs. Learning resources are provided through a learning management system that allows students access to various databases and educational resources.

External Quality Assurance System at Stardom University

Accreditation by local accreditation bodies

The university is working to complete the requirements for institutional and programmatic accreditation from the National Center for Academic Evaluation and Accreditation.

Accreditations and partnerships with international universities and bodies

The partnership with international universities supports Stardom University in opening new programs, participating in academic committees, and awarding bachelor's, master's, and doctoral degrees to the university's graduates.

Quality control of the educational process

The university is committed to monitoring the quality of the educational process and academic procedures through a number of activities, such as the annual academic program report and self-evaluation.

Performance Monitoring Unit

The Performance Monitoring Unit is an independent administrative unit that requests periodic reports on the latest developments at the university and monitors the development and improvement of the performance of university employees at the administrative and academic levels.

Feedback from employers and graduates

The university has established a dedicated alumni unit to oversee alumni operations, maintain communication channels with them, and leverage their expertise to assist students. The university conducts surveys to gather feedback from employers and alumni.

continuous improvement

Continuous improvement is the ongoing and evolving efforts of management to meet changing needs and exceed changing expectations.

Some improvements

1. Improve customer service.
2. Improve procedures.
3. Improve workflow.
4. Change the work environment.

5. Improve communication within the system.
6. Correcting errors and avoiding their causes.

Key Elements of Continuous Improvement

1. Quality.
2. Combined efforts.
3. Involvement or participation of all employees.
4. Desire for change.
5. Quality circles.
6. Personal discipline.
7. Improve morale.
8. Teamwork.
9. Make suggestions for improvements.

Using performance indicators within strategic plans for quality control

Since its inception, Stardom University has dedicated a strategic quality objective to its strategic plans, which is "ensuring comprehensive quality across all university activities, particularly academics and information technology systems." The strategic plans include a number of quantitative and qualitative performance indicators to monitor achievements, track progress toward strategic goals, and identify actions needed to improve performance across all aspects.

Academic Operations and Procedures

Evaluation of educational outcomes

The ongoing review of course outcomes is conducted by the committee responsible for each course. The committee is appointed to follow up on the process with university coordinators through meetings or direct coordination. It monitors and contributes to the most minute details and to the preparation and review of exams.

Steps to evaluate educational outcomes

1. After the exams are over, the correction process begins, through which the course is evaluated.
2. Random sampling and correction by another faculty member who was not involved in the process.
3. Conducting college-level exam review.

Academic Program Evaluation Process

The academic program evaluation process involves measuring the academic program outcomes and the extent to which they achieve their stated objectives. The process includes developing the college's mission and objectives in alignment with the university's mission and objectives, developing the department's/program's mission and objectives in alignment with the college's mission and objectives, and developing the learning outcomes of academic programs.

Administrative and Support Unit Evaluation Process (Non-Academic)

Effectiveness components for academic programs

1. Developing the college's mission and objectives in line with the university's mission and objectives.
2. Develop the mission and objectives of the department/program in line with the mission and objectives of the college.
3. Developing learning outcomes for academic programs.