Ajman University Action Plan

Based on Key Findings of QAA's International Quality Review (IQR)

(Published on May 27, 2020)

#	Good Practice	Action Plan	Responsibility	Timeline
1	The extensive suite of student support services, available to both students and alumni, which enables their academic and professional development. [Standard 1.6]	Ajman University provides a variety of support services to its students and alumni and it would ensure the continuity of this good practice while further enhancing the variety and availability of such support services. A Committee comprising of the members of Deanship of Student Services and Office of Development and Alumni Affairs shall review the current suite of support services and identify areas of further development in consultation with the Student Council, Alumni Council, and other stakeholders. The two main objectives of this Committee shall be: 1) further improve the existing support services provided to students and alumni, and 2) identify and develop new support services for the academic and professional development of both students and alumni. The recommendations of the above-mentioned Committee shall be reviewed and approved by the Cabinet and implemented by the University.	Deanship of Student Services and the Office of Development and Alumni Affairs	October 29, 2020

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2	The effective framework to engage and respond to students in a timely way. [Standard 1.7]	Ajman University employs a variety of ways in which it listens to its students and promptly responds to their feedback. One of these ways is a well-developed unified customer service system (Kayako), which is used by students to report complaints, general enquiries, suggestions and comments, and which also facilitates direct communication with students and parents. The complaints, enquiries, and suggestions are sent through email, web messenger, social media or direct calls, that are then directed to the appropriate AU contact point, for a response to be formulated. In order to further enhance its effectiveness, a joint team from the Office of Marketing and Communication and Office of IT will undertake a study to recommend methodologies to further improve the effectiveness of the system in timely responding to students, presenting data summaries in graphical form, and disaggregating student complaints from other feedback, such as suggestions and queries, in order to assist appropriate decision-making by management. The recommendations of this joint team shall be reviewed and approved by the Cabinet and implemented by the University.	Office of Marketing and Communication	October 29, 2020

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3	The effective approach to professional engagement, clearly structured relationships and interactions, and a healthy reflectiveness on curriculum development and the student experience generally. [Standard 1.10]	AU utilizes a wide range of internal and external feedback to enhance educational provision. Such feedback from students, faculty, alumni, employers and industry advisory boards has resulted in effective professional engagement, clearly structured relationships and interactions, and a healthy reflectiveness on curriculum development. In order to continue and further enhance this good practice, a task force comprising of one member from each College shall conduct a study and submit a report with recommendations on how to strengthen this good practice and make further improvements. The report and its recommendations shall be reviewed and approved by the Council for Academic Affairs (CfAA), headed by the Vice Chancellor for Academic Affairs, and implemented by all Colleges.	Council for Academic Affairs	November 12, 2020

#	Recommendations	Action Plan	Responsibility	Timeline
1	The institution should provide sufficient oversight to assure itself that the combination of pedagogic approaches employed across each program are appropriate to the Learning Outcomes. [Standard 1.3]	A Committee in each College shall thoroughly review the suitability of the teaching techniques and methodologies with respect to the learning outcomes for each program offered by the College. In preparing its review report along with specific recommendations for each program, the Committees shall recognize that while having a wide range of pedagogic practice has its own educational benefits, it is crucial that the combination of pedagogic approaches employed across each program is appropriate to the learning outcomes. The Office of Institutional Planning and Effectiveness (OIPE) shall provide consultation and coordination to all Committees to ensure that there is a systematic consideration of the appropriateness of the range and balance of teaching and learning practice across entire programs. The reports prepared by the above-mentioned Committees shall be reviewed and approved by the CfAA, headed by the Vice Chancellor for Academic Affairs. Thereafter, each College shall implement the approved recommendations and ensure that the greater level of assurance of the relevance of teaching methods achieves the desired result of enhanced student engagement and improved learning performance.	Council for Academic Affairs and Office of Institutional Planning and Effectiveness	November 26, 2020
2	The institution should extend the use of double marking and moderation to include all summative assessments. [Standard 1.3]	A task force, under the supervision of Council for Academic Affairs (CfAA), shall conduct a study in collaboration with all Colleges to extend the use of double marking and moderation to include all summative assessments. The report of the task force along with its recommendations and a resulting policy shall be put up to the CfAA that shall review and accordingly approve the policy. Thereafter, the CfAA, headed by the Vice Chancellor for Academic Affairs, shall ensure the implementation of the policy on double marking and moderation across all Colleges of the University.	Council for Academic Affairs	October 29, 2020

#	Recommendations	Action Plan	Responsibility	Timeline
3	The institution should introduce, and monitor compliance with, appropriate expectations for the maximum turnaround time for all assessment marking and providing feedback to students. [Standard 1.3]	A task force, under the supervision of Council for Academic Affairs (CfAA), shall carry out a study regarding appropriate expectations for the maximum turnaround time for all assessment marking and providing feedback to students. Based on this study, the Committee shall provide recommendations regarding the turnaround time for marking assessments and providing feedback to students. The Committee shall also recommend a mechanism to monitor compliance, by each College, with the recommended turnaround time for marking assessments. The recommendations of the Committee, after approval by the CfAA, shall be communicated to all faculty and implemented by each College. In addition, the Colleges shall be responsible to monitor the compliance in accordance with the mechanism approved for this purpose.	Council for Academic Affairs	October 29, 2020