

2.a.1 Quality Assurance/ Institutional Effectiveness

Subject	Quality Assurance	Effective From	Sep - 2011
Policy #	2.a.1	Latest Revision	Feb - 2025
Title of The Policy	Quality Assurance/ Institutional Effectiveness	Next Review	Dec - 2025
Responsible Entity	QAIRC	Policy Pages	5
Definitions	AAU: Al Ain University CHEDS: Center of Higher Education Data and Statistics PPM: Policies and Procedures Manual SSR: Self Study Report QA: Quality Assurance QAIRC: Quality Assurance and Institutional Research Center		
Purpose	This policy is delineating the formal Quality Assurance and Institutional Effectiveness system at AAU and underpins the institution's principles for quality assurance, the governance and management to the University and its implementation.		
Scope	This policy is applicable to all academic staff, administrative staff and students in AAU. The policy intends to provide: • A well-designed system of institutional research that enables, to determine the attainment of the University objectives and the learning outcomes of the academic/applied programs and courses, • Timely dissemination of the reports to the relevant stakeholders, • The use of the results of institutional research to guide planning, budgeting, and resource allocation, • Effectiveness and continuous improvement of all programs as well as academic and administrative support services, • A culture of quality and continuous improvement among members of the university.		
Statement	The policy aims to: • Create a culture of evidence-based assessment, evaluation, and continuous improvement across all University Units/ Centers/ Colleges, • Initiate / renew processes and procedures to improve the quality, • Consider the internal (staff (academic and admin) and students) and external stakeholders in the quality assurance process, • Promote the awareness of the QA aspects as per the QA system to achieve continuous quality enhancements by: ◦ Publicizing the evidence-based methodology to the top management, Deans/ Deputy Deans, Program Directors/ Head of Departments, to maintain continuous quality enhancement. ◦ Establishing effective data analysis reports and provide recommendations to help achieve set targets using good governance practices. ◦ Improving processes and procedures of collecting, analyzing, organizing, and		

	disseminating institutional research data, via internal and external tools.
Procedures	QA Manual (https://aau.ac.ae/en/centers/qa&irc/quality-assurance-manual) QA Manual sets out all the aspects of QA, managed and maintained in AAU providing guidance for the AAU community on the different processes of planning and assessment with reference to Program/ Assessment Units review. The manual seeks to help constituents, understand assessment in the context of QA that results in continuous improvement for the learning process. Internal Quality Assurance System The QAIRC manages institutional data in terms of manuals, surveys, reports etc. QAIRC acts as a bridge between all AAU Colleges, Units, Centers, and External bodies. The QAIRC supports AAU to be equipped with enough information by collecting, analyzing, and effectively using this information to build a sustainable environment with the involvement of all AAU stakeholders. The Internal Quality assurance system and its effectiveness are detailed in the QA Manual maintained by the QAIRC. QA Calendar (https://aau.ac.ae/en/centers/qa&irc/qa-calendar) QA calendar is framed including, all QA functions and duties along with its stipulated period of occurrence to follow a systematic consonance in promoting Agile methodology. QAIRC Functions ✓ Institutional Research • Design and administer various evaluations and surveys. • Collecting and analyzing data to assess the quality level by identifying the areas of improvement, using various methods such as surveys (internal and external platforms eg., survey monkey). • Provides regular analytical reports (University Fact Book, Annual Reports, PPM, Academic and Admin Assessment Reports etc..) to the AAU management, to support their strategic planning and operational decision making. • Acts as a data custodian to ensure high-level accuracy and consistency in reports across university-wide operations. • Manage and disseminate the annual University KPIs, to the top management. • Provide the data to external entities (MOE, CAA, ADEK, Ranking agencies) by formulating the inputs from internal units/center. ✓ Compliance and Accreditation • Establishing clear quality standards by regular monitoring, reviewing, assessing, and evaluating the effectiveness of the academic programs, and its supporting services. • The ADEK/ CAA standards are fundamentals for all AAU compliance documents. • Formulate, and review SSRs developed for initial/renewal of program accreditation and prepare SSRs for renewal of institutional re-licensure and re-authorization. • Manage the institutional data of AAU with the utmost quality and credibility as per national and international standards. ✓ Effectiveness & Efficiency

- QAIRC acts as a single point of contact for all external authorities/stakeholders.
- Monitor the use of survey results in enhancing institutional effectiveness.
- To provide workshop/training to faculty and staff to enhance academic and administrative efficiency and effectiveness.
- The outcomes/recommendations of the institutional researches are presented in the University Council for implementation.
- The collective (center/unit/colleges) recommendations from QA findings will be included in the AAU strategic and operational plan

QA Tools

To ease the QA processes, reduce human error, create accountability and reliability, the QA relies on some of the digital tools:

- Survey Monkey- For Surveys.
- In house portal- For syllabus review, PPM maintenance, accreditation maintainance, faculty and admin evaluation system, (and)
- E-Course file system (affiliated to AAU e-course file policy).

QA Working Structure

QAIRC annexes with the top management, academic and admin units, by its working structure, to achieve the university's set goals, vision and mission.

There are two standing committees:

- “Quality Assurance for Academic Affairs”- The committee shall be responsible for advising the University senior management on all matters relating to the quality of undergraduate and graduate education undertaken by the University through:
 - Developing, overseeing, and keeping under reviewing the development and implementation of the University academic quality management strategy.
 - Providing recommendations to the senior management in relation to monitoring quality, and enhancement activities.
 - Exchanging and sharing best practices among all Colleges.
 - Monitoring the external quality assurance and standards environment, and ensure the Colleges respond appropriately.
 - Helping the colleges in the national/international accreditation of the academic programs.
- “Quality Assurance for Admin Affairs”- The committee is responsible for advising the University senior management on all matters relating to the quality of the administrative and academic supporting services undertaken by the University through:
 - Developing, overseeing, and keeping under review the development and implementation of the non- academic quality management strategy.
 - Providing recommendations to the senior management in relation to the monitoring of quality and enhancement activities.
 - Exchanging and sharing best practices among all units and centers.
 - Contributing to the promotion and enhancement of high-quality services and training in the non-academic units through the dissemination of innovative practice.
 - Reviewing periodically the university quality framework and proposing any changes that might be desirable to strengthen performance of administrative, financial and

	technical services. Further for any changes in the program/institutional structure or any new implementation (wherever applicable) will be forwarded to the Deans Council/University Council for discussion and approval. Institutional Effectiveness Institutional effectiveness in AAU is an ongoing process that involves collaboration among various stakeholders, including administrative and academic, faculty/staff/students or any external partners. It is a commitment to continuous improvement and the pursuit of excellence in all aspects of the institution's operations. Following steps are involved in the institutional effectiveness: ✓ Strategic Planning Strategic planning is a process used to assess the performance and plan. It involves setting goals, defining objectives, and establishing strategies to improve the overall effectiveness of the AAU in achieving its mission and goals. The AAU is conducting periodic reviews of its plan based on the institutional effectiveness results. The academic and the administrative entities, in collaboration with the QAIRC, undertake institutional effectiveness studies, annual program evaluation and assessment by drawing data and information from the annual planning process. It serves as a roadmap for achieving excellence and fulfilling the institution's mission and vision. ✓ Outcome Assessment Outcome assessment is a critical component of institutional effectiveness in AAU. It involves the systematic and ongoing process of evaluating the outcomes and results of an institution's programs, services, and operations to ensure that they are meeting their intended objectives and contributing to their mission and goals. The primary purpose of outcome assessment is to determine how well AAU is performing and to make data-informed decisions for continuous improvement. ✓ Budget Process The budgeting process plays a vital role in achieving institutional effectiveness in AAU. It involves the allocation of financial resources to support the institution's mission, goals, and strategic priorities. A well-structured and strategic budgeting process ensures that an institution's resources are used efficiently and effectively. ✓ Coordination The AAU management ensures that coordination between the two campuses is implemented at the highest degree in terms of both "level" and "scope". The scope of coordination is reflected through the administrative hierarchy at all levels: at the colleges' levels, coordination occurs between the Deans and Deputy Deans in both campuses. There is also the coordination between the Heads of departments and academic staff acting as multi section course coordinators. At the level of university centres, units and the library, the scope of coordination takes place between the Director / Manager at Al Ain campus and his/ her deputy in Abu Dhabi campus. The coordination process has been intensely implemented to the extent of unifying the content, the questions and the timing of
--	--

	the final examinations of both campuses. QAIRC Evaluation Based on the important and critical role played by the QAIRC, the AAU has implemented a framework to evaluate the QAIRC. The evaluation is based on the QAIRC tasks and responsibilities. The center is evaluated by the Committee appointed by the AAU President (every 2 years). The evaluation committee will submit the final report, to the President. The University President and the QAIRC will mutually agree upon the action plan for the upcoming years.
Recent Changes	