جامعــة العيـن
AL AIN UNIVERSITY

Action Plan

vs.

QAA "Recommendations & Good Practice"

June 2024

Table of Contents

Table 1. Recommendations

Recommendations	Action to be taken	Completion Date	Action by	Success indicators
1. Strengthen the approach taken to minuting committee business so that the main points of discussion and decisions are captured effectively (ESG Standard 1.1).	• Develop a template for "Meeting Minutes" that includes sections for key discussion points, decisions, and action items. • Schedule regular audits of committee "Meeting Minutes" to ensure they meet the required standards. This could be done by a designated quality assurance team or a rotating committee member.	**Dec. 2025**	**QAIRC**	• % of "Meeting Minutes" using use the standardized template, and accurately reflecting the main points of discussion and decisions, as reviewed by committee members. • Regular audits of the "Minutes" show a high compliance rate with the standardized template and review process. Audit results can be compiled and reviewed periodically to ensure continuous improvement.
2. Revise the disciplinary and appeals procedures to ensure that they make explicit a series of checks and balances to embed procedural assurance of fair and reasonable hearings (ESG Standard 1.1).	AAU will update the disciplinary and appeals policies by incorporating criteria that guarantee equitable and just hearings.	**Dec. 2024**	**Deans Council**	• The "Disciplinary & Appeals Procedures", "Post-Assessment Moderation Policy", and the "Grade Grievance Policy" will be revised and updated, by the "University Council", in accordance with the recommendations. • Revised policies are approved by the "Board of Trustees". • Approved policies are published and made accessible on the institutional website.
3. Strengthen arrangements for post-assessment moderation (ESG Standard 1.3).	AAU will establish a new policy for post-assessment moderation.	**Dec. 2024**		
4. Ensure students can request extenuating circumstances and submit grade grievances for all credit-bearing assessment (ESG Standard 1.3).	AAU will update the grade grievance policy by encompassing grievances related to all credit-bearing assessments.	**Dec. 2024**		
5. Implement a program of regular peer review designed to enhance teaching and learning (ESG Standard 1.5).	AAU will adopt the "Academic Program Periodic Review (APPR)" policy, which is led by faculty, grounded in evidence, centered on student outcomes, and involves peer review.	**Dec. 2025**	**Deans Council**	• % of academic programs that have undergone the (APPR) as per the new policy. • Evidence of improvements in teaching practices or curriculum adjustments based on peer review outcomes (samples) applied to the academic programs that do not have international accreditation, in accordance with the policy.

Table 2 Good Practices

Good Practices	Action to be taken	Completion Date	Action by	Success indicators
1. The mobilization of the entire University community in its Sustainable Development Initiative, through academic programs, research, and extracurricular initiatives (ESG Standard 1.1)	AAU has recently incorporated a new section into each course syllabus, detailing how the course aligns with the Sustainable Development Goals (SDGs). Additionally, AAU will prioritize the ongoing promotion of sustainable development initiatives.	Dec. 2025	QAIRC	• % of "Course Syllabi" that include a (completed) section detailing alignment with SDGs. • Increased participation of students in extracurricular activities related to sustainable development, such as clubs, projects, or events. • Number of outreach activities or partnerships established with local communities to promote sustainable practices.
2. The range, quality and fit-for-purpose nature of the University's physical resources make a significant contribution to enabling students to meet program learning outcomes (ESG Standard 1.6)	AAU will continuously improve the effectiveness, efficiency, and consistency of its learning and physical resources by updating them according to stakeholder feedback and current trends, in alignment with program policies.	Dec. 2025	University Council	• Increased student satisfaction with the quality and suitability of physical resources, measured through surveys or feedback. • Improved utilization rate of updated physical resources (e.g., classrooms, labs, libraries) compared to previous benchmarks. • Positive feedback from faculty, students, and staff on the improved quality and functionality of physical resources.
3. The bespoke digital portal system for institutional document management is an accessible, easy-to-use, and integrated means for the sound administration of quality assurance (ESG Standard 1.7).	AAU is currently improving its digital portal system by adding tools that simplify the management of critical educational and administrative documents. For instance, AAU is creating an internal e-course file system and an administrative staff evaluation system to enhance the efficiency of its information management.	Dec. 2025	QAIRC	• % increase in faculty, staff, and administrative users actively utilizing the enhanced digital portal system. • Positive feedback from users on the accessibility and ease of use of the digital portal system. • Smooth integration of new tools (e-course file system, staff evaluation system) with existing systems and workflows.