



جامعة الإمام عبد الرحمن بن فيصل
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY
وكالة الجامعة للشؤون الأكاديمية
Vice Presidency for Academic Affairs

The College Academic Supervision Unit's Operational Plan

1443H

The University Colleges' Academic Supervision Development Committee

In the Name of Allah, the Rahman, the Merciful

**Institutional & Program
Accreditation Standards**

1) Institutional Accreditation Standards

This plan contributes to achieving the criteria of the institutional accreditation standards:

First Standard: Mission, Vision and Strategic Planning: 1-2 Vision & Strategic Planning

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| 1-2-5 |
| the institution adopts the operational and executive plans necessary for all its units and the strategic plan represents a reference framework for such plans |

Fourth Standard: Students: 4-4 Advising & Counseling

| 4-4-1 | 4-4-2 | 4-4-3 | 4-4-4 | 4-4-5 | 4-4-6 |
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| The institution adopts an effective and comprehensive system to render advising and counseling services according to certain plans and programs and through well-qualified and adequate cadres and sets the adequate mechanisms for implementation. | The institution offers a program to orient and guide fresh students to ensure their full understanding of services and capabilities available to them as well as their rights and responsibilities. | The institution provides effective services and programs for academic and career counseling to students appropriate to their needs. | The institution adopts a suitable system to identify the gifted, talented, excellent and low-achieved students and lay down programs to care about each category including motivation and support. | The institution provides services of psychological, behavioral and social counseling for students according to easy, flexible and confidential procedures through specialized units. | The institution adopts periodical means to assess students' satisfaction with services of advising and counseling and continually improves them. |

2) Program Accreditation Standards

This plan contributes to achieving the criteria of the program accreditation standards:

Fourth Standard: **Students**

| 4-0-5 | 4-0-6 | 4-0-7 | 4-0-8 |
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| The program provides a comprehensive orientation to fresh students in order to fully understand types of services and capabilities available to them. | The program makes student acquainted with their rights, responsibilities, code of ethics, procedures of grievance, complaint and discipline with various means and applies them equally. | The program students are provided with effective services of academic, career, psychological and social counseling and advising through well-qualified and adequate cadres. | Adequate mechanism are applied to get acquainted with the talented, gifted, excellent and low-achieved students at the program and hence suitable programs are available to care about and support each category. |

Activities & Procedures

Activity 1: Mechanism of Committees and Meetings

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--------------------|--|-----------------------|--|--|
| Unit Head | <ul style="list-style-type: none"> ▪ To identify the academic supervision committees at the academic departments (coordinators & members) ▪ To designate members of the academic supervision committee at the college (the academic supervision coordinators at the academic departments- students' counselors...) | Start of the semester | <ul style="list-style-type: none"> ▪ No of meetings ▪ No. of recommendations | <ul style="list-style-type: none"> ▪ Minutes of meetings ▪ Reports of the unit |
| | <ul style="list-style-type: none"> ▪ First meeting of the committee held to learn about: <ul style="list-style-type: none"> ▪ Mechanism of the committees' work ▪ The academic department coordinators' tasks ▪ The operational plan of the semester and following up its implementation. ▪ To hold periodical meetings to follow up the committee's work and discuss periodical reports submitted by the coordinators on the academic supervision at the department and by students' counselors in order to handle any difficulties and make use of any recommendations to improve performance quality during the existing/next semester. | During the semester | | |

Activity 2: Care of Excellent and Talented Students

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--------------------|---|-----------------------|--|-----------------|
| Unit Head | <ul style="list-style-type: none"> ▪ To enumerate the excellent and talented students ▪ To arrange the meeting and make available registration on the Student Support System- student activities. ▪ To announce on all social media the honoring ceremony and invitation for registration via the system. ▪ To honor the excellent and talented students incorporeally/corporeally. ▪ To hold a term meeting to learn about aspirations, difficulties, needs and recommendations. ▪ To evaluate the meeting via the Student Support System - evaluation of the system services. | Fifth-sixth week | <ul style="list-style-type: none"> ▪ Ratio of attendees ▪ Ratio of beneficiaries | Meeting reports |

Activity 3: Orientation of Fresh and Transferred Students

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--------------------|---|-----------------------|--|--|
| Unit Head | <ul style="list-style-type: none"> ▪ To welcome students on all mass media at the college and motivate them to start an academic year enthusiastically crowned with success. ▪ To arrange the meeting and make available registration on the Student Support System - student activities. ▪ To announce the orientation meeting and invite on all social media for registration via the system ▪ To hold an orientation meeting with fresh and transferred students encompasses: <ul style="list-style-type: none"> ▪ To introduce dean and deputy-dean of the college, heads of the departments, head of the academic supervision unit, the academic supervision coordinators at the departments, the college student counselors, deputy-dean of the Deanship of Student Affairs... ▪ To introduce the college's vision, mission, departments, programs, study plans, academic calendar and the schedules. ▪ To acquaint them with university student's rights and responsibilities, student's charter, code of ethics, procedures of grievance, complaint and discipline, | third-fourth week | <ul style="list-style-type: none"> ▪ Ratio of attendees ▪ Ratio of beneficiaries | <ul style="list-style-type: none"> ▪ Meeting report ▪ Attendance sheet |

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| | <p>general services at the university and the college and how to make use of them.</p> <ul style="list-style-type: none"> ▪ To introduce the electronic systems and to activate them necessarily <ul style="list-style-type: none"> ▪ Student Information System (SIS) and its services. ▪ Student Support System and its services ▪ To distribute using technology brochures and guidebooks that explain student-related rules and regulations. ▪ To identify the important facilities at the college such as administrative offices, the library, learning resources, labs, counseling services unit, medical clinic...and the services that these facilities render. ▪ To evaluate the meeting via the Student Support System - evaluation of the system services. | | | |
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Activity 4: Holding Orientation Meetings for students

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--------------------|---|-----------------------|--|--|
| Unit Head | <ul style="list-style-type: none"> ▪ To arrange the meeting and make available registration on the Student Support System - student activities. ▪ To announce the orientation meeting and invite on all social media for registration via the system ▪ To hold an orientation meeting for students including: ▪ To identify the importance of academic supervision, academic supervisor's tasks and student's role and responsibilities. ▪ To identify the e-services of the academic supervision within the SIS and urge students to activate upon communicating with the academic supervisor <ul style="list-style-type: none"> ○ To review and reply the academic supervision requests. ○ To review supervisions' information to get acquainted with the academic supervisor and student counselor. ▪ To identify the e-services of the Student Support System and urge students to activate. ▪ To urge students to consult the academic supervisors within the set forth supervision hours and make their | Second-third week | <ul style="list-style-type: none"> ▪ Ratio of attendees ▪ Ratio of beneficiaries | <ul style="list-style-type: none"> ▪ Meeting report ▪ Attendance sheet |

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| | <p>inquiries.</p> <ul style="list-style-type: none"> ▪ To necessarily prepare initial schedule for the next semester with the academic supervisor. ▪ To consult the academic supervisor in case of any problem (psychological/social/familial/financial/healthy/academic) that may affect study. ▪ To urge students to visit the webpage of Deanship of Admission & Registration in order to get acquainted with the academic calendar, registration plan, procedures of the academic processes (withdrawal, transfer, visit, rewards, GPA and grades...) and the guidebooks. ▪ To identify the counseling services rendered by the university counseling center (psychological-social-familial-career) and necessity of attending the training courses, programs, workshops and events offered by the center. ▪ To identify services provided by Vice-Deanship of Student Affairs. ▪ To raise students' awareness about healthy services rendered by the university and the college. ▪ To remind the importance of activating the e-mail and updating information on the SIS. ▪ To evaluate the meeting via the Student Support System - evaluation of the system services. | | | |
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Activity 5: Optimization of Supervisor Student's Role

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|---|---|-----------------------|--|----------------------------|
| Unit Head Department Academic Supervision Coordinator | <p>To form a counseling team from students in order to provide counseling, advising and assistance to their colleagues, spread awareness and knowledge and to work effectively with the academic supervision unit through participating in the unit/department counseling programs, events and activities through the following:</p> <ul style="list-style-type: none"> ▪ Announcing about nomination of the supervisor student. ▪ Selecting the supervisor student according to defined rules and standards. ▪ Making interviews with those applicants for nomination. ▪ Holding a meeting with nominees to identify regulations, tasks and advantages. ▪ Following up supervisor students periodically and providing necessary support to them. <p>(for more details, please see the academic supervision unit handbook)</p> | During the semester | <ul style="list-style-type: none"> ▪ No. of supervisor students ▪ No. of activities & events | Activities & events report |

Activity 6: Optimization of Training Courses & Programs for Academic Supervisors.

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|---|---|-------------------------|--|--|
| Unit Head Department Academic Supervision Coordinator | <ul style="list-style-type: none"> ▪ To identify the program of academic supervisor competences and its objectives and urge members to register in the said program. ▪ To hold counseling courses and workshops to develop supervisors' skills in collaboration with the University Counseling Center. ▪ To survey the academic supervisors' satisfaction with the programs offered. | As per the announcement | <ul style="list-style-type: none"> ▪ Rate of attendees ▪ Ratio of satisfaction | <ul style="list-style-type: none"> ▪ Attendance sheet ▪ Satisfaction survey ▪ Attendance certificates |
| Academic Supervisor | To register in the academic supervisor competences program, the counseling courses and workshops | | | |

Activity 7: Activation of Academic Supervisors & Student Counselors' Data Service

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|---|--|-----------------------|------------|---|
| Unit Head Department Academic Supervision Coordinator | <ul style="list-style-type: none"> ▪ To instruct members and academic supervisors to update and enter supervisors' data (office- academic supervision hours- academic mail- phone number-...) through Student Information system (SIS) using the guidebook to apply service of adding the academic supervisors' data. ▪ To follow up all academic supervisors' data entry on the system through giving a report on academic supervisors' data entry. | Second-third week | Entry rate | Academic supervisors' data entry report |
| Academic Supervisor | <ul style="list-style-type: none"> ▪ To allocate two supervision hours for counselees by adding supervision hours and office address on the SIS through supervisor data service. | | | |
| Unit Head | <ul style="list-style-type: none"> ▪ To ensure completion of all supervisors and student counselors' data entry by 100%. ▪ To announce on all social media of both the department and the college about availability of supervisors' data for students to learn about the academic supervisor and student counselor. | | | |

Activity 8: Connecting Students to Academic Supervisors

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--------------------|---|-----------------------|-------------------------|--|
| Unit Head | <ul style="list-style-type: none"> ▪ To review the guidebook of the respective service ▪ To obtain the file of distributing students to the academic supervisors from the department academic supervision coordinators ▪ To ensure that students are distributed with equal proportion so that an academic supervisor is designated to each student. ▪ To instruct the appropriate authorities to connect the academic supervisor to student via the SIS ▪ To ensure that students are electronically connected by 100%. | Second-third week | Student connection rate | Student connection to academic supervisor's report |

Activity 9: Activation of Services Rendered by the Counseling Center

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--------------------|---|-----------------------|---|---|
| Unit Head | <ul style="list-style-type: none"> ▪ To establish effective channels of communication with the University Counseling Center through its representatives at colleges to make use of consultations, programs and services offered by the center. ▪ To urge students to attend courses and consultative programs offered by the center through posting the University Counseling Center's announcements and explaining services rendered ▪ To hold periodical meetings with the center's representatives at colleges with a view to: <ul style="list-style-type: none"> ○ Present the plan submitted by the center intended to be optimized at the college. ○ Specify the college affiliates'- members and students- need and aspects of cooperation. ○ Discuss students' status and the remedial plans adequate to each case | During the semester | <ul style="list-style-type: none"> ▪ No. of preventive/remedial/developmental courses and workshops ▪ The beneficiary student's satisfaction rate | <ul style="list-style-type: none"> ▪ Report on training courses & workshops within the Student Support System ▪ Counseling services unit report |

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| | <ul style="list-style-type: none">▪ To classify the courses (preventive/remedial/developmental) and workshops and events within the student support system- university counseling by assistant counselor at the college or the unit.▪ To announce on all available channels about the courses and events.▪ To evaluate the counseling services offered by the center through the Student Support System - system services evaluation. | | | |
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Activity 10: Measuring Students' Satisfaction with Supervision

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
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| Unit Head | <ul style="list-style-type: none"> ▪ To launch student's satisfaction survey on the academic supervision/supervisor. ▪ To obtain the survey responses from the competent authorities. ▪ To send survey results analysis to the academic departments after sorting each department separately in order to submit during the periodical councils/meetings and draw up a plan for improvement for next semester. | Thirteenth Fourteenth Fifteenth week | <ul style="list-style-type: none"> ▪ Response rate ▪ Satisfaction rate ▪ Points of improvement | <ul style="list-style-type: none"> ▪ Survey analysis report ▪ Improvement plan based on results |
| Department Academic Supervision Coordinator | <ul style="list-style-type: none"> ▪ To review survey responses during the periodical department councils ▪ To discuss points of improvement and development ▪ To draw up and follow up a plan for improvement. | start/end of semester | | |

Activity 12: Optimization of Peer-Assisted Teaching (PAT)

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
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| <p style="text-align: center;">Unit Head Department Academic Supervision Coordinator</p> | <p>Optimization of extra classes in class/electronically by peers through the Student Support System.</p> <ul style="list-style-type: none"> ▪ To enumerate students' need for extra classes <ul style="list-style-type: none"> ○ Courses desiring to study ▪ To enumerate peer instructors <ul style="list-style-type: none"> ○ Courses desirous to teach ○ Suitable time for teaching ○ Recommendation from staff member ○ Follow-up by staff member ▪ To schedule extra classes (courses with higher rate of fail- as necessary) ▪ To make available registration in extra classes ▪ To announce on all social media about registration in extra classes ▪ To evaluate students' satisfaction with extra classes. | <p style="text-align: center;">During the semester</p> | <ul style="list-style-type: none"> ▪ No. of instructor students ▪ No. of learner students ▪ Rate of satisfaction | <p style="text-align: center;">Extra class reports</p> |

Activity 13: Spreading Culture & Importance of Academic Supervision

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--|--|--|---|---|
| <p style="text-align: center;">Unit Head Department Academic Supervision Coordinator</p> | <p>Preparing awareness materials with a view to raise awareness, knowledge and culture of academic supervision and its importance (using technology)</p> <ul style="list-style-type: none"> ▪ To identify student's role and responsibilities in academic supervision. ▪ Importance of communication with the academic supervisor. ▪ To identify e-services of the academic supervision within the SIS (to learn about the supervisor and student counselor- to create and reply requests) ▪ To identify the Student Support System and its services. ▪ Importance of activating the e-mail and updating data. ▪ To identify general services available at the university and the college and how to obtain them. ▪ To identify services rendered by the University Counseling Center and importance of attending training courses. | <p style="text-align: center;">During the semester</p> | <p style="text-align: center;">No. of activities and publications</p> | <p style="text-align: center;">reports of activities- events- campaigns</p> |

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| | <ul style="list-style-type: none">▪ To raise students' awareness about medical services offered by the college and the university.▪ Importance of learning about rules and regulations and handbooks.▪ To identify the webpage of Deanship of Admission & Registration (academic calendar- registration plan- academic processes (registration- withdrawal and excuse- postponement- transfer- visiting....), guidebooks of SIS and its services. | | | |
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Activity 14: Holding Meetings with Academic Supervisors.

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--|--|-----------------------|---|------------------------|
| Department Academic Supervision Coordinator | <p>Holding periodical meetings to spread awareness and knowledge among academic supervisors through giving academic and counseling information that contribute to effectiveness of academic supervisor.</p> <ul style="list-style-type: none"> ▪ To explain role of the academic supervisor in the process of registration. <ul style="list-style-type: none"> ○ Registration instructions and guidelines ○ Problems and FAQs and how to deal with ○ Registration schedules ○ Study plans ○ Members of registration committee and how to contact them and consult them if necessary. ▪ To identify and remind the following: <ul style="list-style-type: none"> ○ Importance of academic supervision ○ Academic supervisor's tasks and role in building student personality and making success to their studies. ○ Academic supervisor's tools | start of semester | <ul style="list-style-type: none"> ▪ Attendee rate ▪ Beneficiaries rate | meeting report/minutes |

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| | <ul style="list-style-type: none"> ▪ To urge supervisors to activate the e-services of academic supervision within the SIS <ul style="list-style-type: none"> ○ To view, reply, send and close requests. ○ To create requests of counselees. ○ To update and enter supervisors' data ▪ To urge supervisors to seek students' financial need and direct them to Vice-Deanship of Student Affairs as per rules followed to provide assistance and track their situation. ▪ To refer students who suffer from psychological/social/familial difficulties to the University Counseling Center via the system along with tracking their situation. ▪ To hold group counseling meetings for counselees and fill out group counseling form to get acquainted with counselees and their needs and any difficulties they may encounter. ▪ To hold individual counseling meetings for those students who are on academic probation and those with low-achievement and to fill out individual counseling forms and further direct them in a manner adequate to their academic situation and difficulties they may encounter and track theirs. ▪ To evaluate the meeting | | | |
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Activity 15: Designation an Academic Supervisor to Each Student

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--|--|-----------------------|--|---|
| Department Academic Supervision Coordinator | <ul style="list-style-type: none"> ▪ To obtain an updated file from the appropriate authority at the college to connect students to the academic supervisors. ▪ To enumerate academic supervisors at the department ▪ To distribute all fresh students to the academic supervisors in equal proportions so that an academic supervisor is designated to each student heeding the following: ▪ To maintain student's former supervisor unless he is on duty ▪ To replace all academic supervisors who are off duty (on secondment- on vacation- resignation- retirement...) ▪ The supervisor's specialization to be as much possible as student's major in order to achieve purpose of supervision. ▪ To appoint academic supervisors from the department members for those students transferred to the department from inside or outside the college. | Second-third week | Students to academic supervisors' rate | Students to academic supervisors' connection report |

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| | <ul style="list-style-type: none">▪ To refer to the appropriate authority (Registration Unit/ Vice-Deanship for Academic Affairs) to connect students to supervisors within the SIS and ensure that connection is made on the system.▪ To notify the academic supervisors about the completion of connection in order to start communicating with counselees. | | | |
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Activity 16: Optimization of Collective Meetings with Counselees

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|---------------------|--|-----------------------|---|------------------------|
| Academic Supervisor | <ul style="list-style-type: none"> ▪ To send meeting invitation via the e-services of academic supervision within the SIS. ▪ To hold a group (collective) counseling session to get acquainted with the counselees and their needs and any difficulties they may encounter. ▪ To fill out the group counseling form. ▪ To monitor students during the semester via the e-services of academic supervision within the SIS for direction and referral as well as through (direct and indirect) meetings. | Second-third week | <ul style="list-style-type: none"> ▪ No. of attendees ▪ Satisfaction rate | Group counseling forms |

Activity 17: Care for Students on Academic Probation & Low-Achievement Students

| Responsible Person | Action | Implementation Period | KPIs | Evidence |
|--|--|--|---|--|
| <p style="text-align: center;">Academic Supervisor Department Academic Supervision Coordinator</p> | <ul style="list-style-type: none"> ▪ To hold an individual counseling session with each counselee to discuss real and actual reasons behind low achievement and to fill out individual counseling forms. ▪ To direct and guide them in a manner adequate to their academic situation and difficulties they may face (psychological/social/academic/financial/health) in collaboration with (University Counseling Center/ Vice-Deanship of Student Affairs/Academic Supervision Coordinator...) • <u>Psychological/Social/Familial Situation:</u> To refer student, via the system, to student counseling in case low achievement is due to psychological/social/familial reasons and monitoring the case. • <u>Financial Situation:</u> In case low achievement is due to financial reasons, he shall be referred to Vice-Deanship of Student Affairs as per rules and regulations and monitoring | <p style="text-align: center;">second-third week</p> | <ul style="list-style-type: none"> ▪ No. of attendees ▪ satisfaction rate | <ul style="list-style-type: none"> ▪ Individual counseling forms ▪ Follow-up reports |

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| | <p>the case.</p> <ul style="list-style-type: none"> ● <u>Health Situation:</u> In case low-achievement is due to health reasons, the case shall be discussed with Head of the unit to take the appropriate action and monitoring the case. ● <u>Academic Situation:</u> <ul style="list-style-type: none"> ○ To guide student to make use of library hours of the courses. ○ To guide student to register in extra classes ○ To guide student to make use of self-learning resources. ○ To help student prepare term study schedules and identify courses that raise the GPA in order to overcome the low achievement. ○ To assist student in the process of registration. ■ <u>Follow-up</u> To follow up what has been achieved with students who are on academic probation and those with low achievement and how far it affects study progress positively through holding periodical meetings with the counselees to monitor their academic progress during the semester. Provided that any case of referral would be made via the e-services of academic supervision within the SIS and further through (direct and indirect) meetings. | | | |
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