



جامعة الإمام عبد الرحمن بن فيصل
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY

كلية الصيدلة الأكاديمية | College of Clinical Pharmacy

Quality Management Plan

PharmD Program

2019-2020

Mission, Vision, and Values of PharmD

The Vision

A Pharm D program distinguished for its excellence in teaching and learning, research and community engagement.

The Mission

To prepare competent PharmD graduates capable of providing patient-centered care, engaging in the pharmaceutical industry, conducting quality research and serving the community.

The Core Values

- Professionalism
- Distinction
- Accountability
- Partnership working and Collaboration
- Integrity
- Leadership
- Empathy
- Social responsibility

PharmD Program Goals and Objective

1. Prepare students with the essential skills to join the labor market or post-graduate programs.

1.1 Establish an up-to-date curriculum

1.2 Establish quality experiential learning programs

1.3 Establish quality learning resources and extracurricular activities

1.4 Attain accreditation from national and international accreditation agencies

1.5 Collaborate with pharmaceutical bodies at various capacities to inculcate necessary skills to develop competent pharmacists

2. Conduct quality scientific research.

2.1 Recruit qualified research-intensive faculty members in all disciplines

2.2 Establish laboratories containing all required tools to perform high quality research.

2.3 Provide students with a solid foundation of basic and clinical research

3. Achieve competency in community service and professional practice.

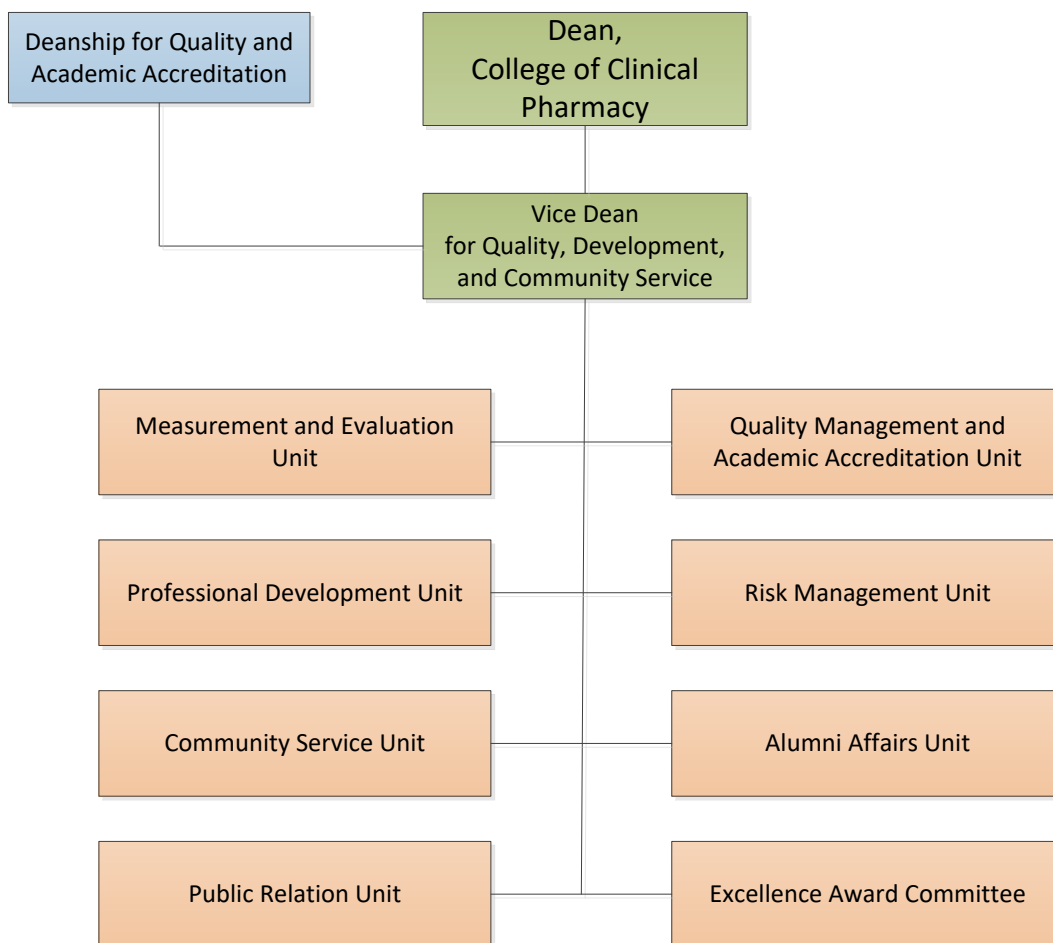
3.1 Increase faculty and students' participation in community service

3.2. Collaborate with pharmaceutical bodies at various capacities including consultations.

Introduction

The Quality Management and Academic Accreditation Unit (QMU) is considered one of the leading units in the College of Clinical Pharmacy for its important and pivotal roles in following up and monitoring quality practices that are implemented at the college and program level. This plan is specific to the PharmD program, as it was designed according to the needs and requirements of the program and the appropriate time frame.

Quality Assurance Management Structure at COCP:



Key Performance Indicators (KPIs) at COCP

The Key Performance Monitoring (KPI) system at COCP covers all the essential elements that are contributing to improve quality and promote excellence. It covers four major segments academic, administrative, students support, and research and community services. A set of KPIs are developed to measure, monitor and track the progress of the program. Presently, 25 KPIs were identified and monitored. Out of these 20 KPIs were prescribed by EEC-NCAAA for programs, 4 KPIs were prescribed by EEC-NCAAA for institution/college and one chosen from the approved list of IAU indicators.

Details of KPIs addressed		
NCAAA Standards	Number of NCAAA KPIs addressed	Number of IAUKPIs (Additional Indicators) addressed
Standard 1: Mission, Goals and Objectives	1	--
Standard 2: Program Administration	1	--
Standard 3: Management of Program Quality Assurance	2	1
Standard 4: Learning and Teaching	5	--
Standard 5: Student Administration and Support Services	1	1
Standard 6: Learning Resources	1	--
Standard 7: Facilities and Equipment	2	--
Standard 8: Financial Planning and Management	0	1
Standard 9: Faculty and Staff Employment Processes	2	1
Standard 10: Research	4	--
Standard 11: Institutional Relationships with the Community	1	1
Sub Total	20	5
Total number of KPIs addressed	25	

Tasks and Activities for the Academic Year of 2019-2020

To set a framework for managing quality assurance activities, the following periodic plan schedule will be used as a framework to define the tasks that will be implemented by the program during the academic year.

Table 1: Tasks and Activities for the Academic Year of 2019-2020 first semester

Week No.	Proposed Starting Date	Tasks	Activities	Remarks/ Comments
Pre-study	August 2019	Finalization of program specification for the academic year 2019-20	Finalize the Program specification for the academic year 2019-20	The specification should address all actions proposed in the previous Annual Programs report of 2018-19
Pre-study	August 2019	Receive Course Specifications Documents	Each course coordinator should finalize and submit the course specification and syllabus	All course coordinators should use the new template for course specifications and, adhere to IAU guidelines for grades and assessments policies
1	August September, 2019	KPI Data collection	Collect the KPIs	
2	September 9, 2019	Meeting with DQAA	Discuss the final progress of SSRP with the Dean, Heads of each standard	Deadline to submit all updated documents is September 20 th
2	September 10, 2019	Intro to Quality Assurance tasks for new faculty members	A brief introduction during faculty orientation to give an overview of the QA process, documentation and their roles and responsibilities	Digital package containing Course specification and report template, portfolio checklist, course action plan template, course attainment template, cover pages and dividers for course portfolios

Week No.	Proposed Starting Date	Tasks	Activities	Remarks/ Comments
3	September 15, 2019	Quality related templates to be shared with new faculty members	Send the digital package of all quality related documents to new TAs and faculty members	Include the cover page and dividers for portfolios
3	September 19, 2019	Submit SSRP to DQAA	SSRP of all standards and all evidences has to be submitted to DQAA	Digital files should be submitted to Quality Coordinator no later than Thursday September 20th at noon at QMU
4	September 26, 2019	Submitting eligibility documents to DQAA	All eligibility documents have to be collected and submitted to DQAA	Updated checklist to be reviewed and updated and submitted with the documents
6	October, 2019	Follow up QMU meeting	Meeting to discuss the progress of tasks and any other related issues	
7	October, 2019	A meeting with faculty members	Update new faculty members, and those returning from scholarship with the QMU, and their roles and responsibilities in the accreditation process	Go over the self- evaluation scales of the 11 standards to familiarize them of the process and NCAAA standards
8	October, 2019	Assign new faculty members to participate and join the steering committee	Each faculty member in a new standard committee was briefed of his/her roles and responsibilities, and was given a copy of all documents related to the standard	
10	November, 2019	Preparation of evaluation schedule	Prepare the evaluation schedule for CES Surveys and SSLs	Missing courses in UDQuest has to be reported to DQAA to be resolved
10-12	November, 2019	Evaluation Awareness campaign	Distribute brochures to all students to make them aware of the importance of the evaluation process	
12	November 21, 2019	Evaluation Meeting with students	Dean and Vice dean of studies, development and community service meet with the students to discuss the results of 2018-19 and give an overview of the evaluation process, its	

Week No.	Proposed Starting Date	Tasks	Activities	Remarks/ Comments
			procedure and benefits	
12	November, 2019	Assign evaluations	Assign courses via udquest.iau.edu.sa	Contact DQAA for any missing courses
12-14	EVALUATIONS ROUND FOR FISRT SEMESTER			
14	December 1, 2019	Preparation of Course Portfolios	Send an email to faculty members about portfolios as a reminder	Distribution of portfolio folders and CDs- Digital Portfolio package to be also shared with faculty
15-17	December, 2019	Revisions of SSRP based on DQAA feedback	Each head of standard should revise if needed any comments addressed by the DQAA, and provide any missing evidences	
17	December 24, 2019	Submission of First Semester Course Portfolios	All course portfolios have to be submitted to the quality coordinator (Dr. Ahmed Mostafa) for review	
17	December 26, 2019	Final Submission of the SSRP with evidences	All revised reports and missing evidence will be collected by Dr. Joseph Royes to be submitted to DQAA to upload to NCAAA	
17-18	December 2019- January 2020	Preparation of Course Specifications for second Semester	Follow up on the progress of courses specification in relation to action plans of the program, and course action plans proposed in the previous courses' reports	

Table 2: Tasks and Activities for the Academic Year of 2019-2020 second semester

Week No.	Proposed Starting Date	Tasks	Activities	Remarks/ Comments
1	January, 2020	Submission of course specifications and syllabus	All course specifications should be submitted to the head of department and the quality coordinator	
4	January, 2020	QMU meeting	meeting to follow up on the status of quality related tasks	

Week No.	Proposed Starting Date	Tasks	Activities	Remarks/ Comments
6	February, 2020	Follow up on college strategic plan goals and objectives	Check on the progress of strategic plan implementation of tasks related to objectives	The Implementation template can be used
9	March, 2020	Follow up on the facilities-prepare for accreditation	Check on the status of all facilities and their readiness for the eligibility visit	Any recommendations should be raised to the administration to take the proper actions
10	March, 2020	Prepare for evaluation campaign to students	Evaluation awareness announcements to be displayed on screens	
11	March, 2020	Assign Evaluations for courses and other related surveys	Assign CESs, SSLs, SES, PES, VMV Faculty and Students), LUS Faculty and Students), and AJS via udquest.iau.edu.sa	Any technical issues with assigning surveys should be raised to DQAA to be resolved
EVALUATIONS ROUND FOR SECONED SEMESTER				
12-16	March- April, 2020	Preparation for eligibility visit	Regular meetings and follow ups with DQAA in preparation for eligibility visit	
14	April 5, 2020	Call for course portfolios preparation	Reminder email to all faculty to prepare course portfolios	Portfolio folders can be claimed from QMU
18	May, 2020	Portfolio submission	Portfolios to be submitted to Dr. Ahmed Mostafa the Quality coordinator	
18	May 7, 2020	SSRP Presentations	Heads of each standard should present all the updates and report their progress on proposed action plans for their dedicated standard	A template for the presentation will be provided for consistency
19	May, 2020	Portfolios Review	Review Portfolios for completion of items and consistency with the given checklist	Any missing items are to be addressed by the course coordinator of that portfolio

Week No.	Proposed Starting Date	Tasks	Activities	Remarks/ Comments
19-22	June 2020	Prepare Annual Program Report	Prepare the Annual Program Report of 2019-20	Address any actions that were recommended in 2018-19 APR but were not fulfilled
22	June 2020	Prepare Course Specifications	Course Specifications for courses of new academic year of 2020-2021	

PharmD Program Objectives

The objective of the PharmD program was developed to help achieve the mission of the program, which were broken down into tasks and metrics for implementation. QMU is responsible for monitoring the implementation of the operational plan and ensuring that quality assurance practices are aligned and designed to meet the implementation of these goals and objectives.

No.	Objectives	No.	Task	Performance Indicator
GOAL 1: Prepare students with the essential skills to join the labor market or post- graduate programs.				
1.1	Establish an up-to-date curriculum	1	Conducting regular curriculum committee meetings with including consultant clinical pharmacists	<ul style="list-style-type: none"> ● Final Year Students opinion about the undergraduate PharmD Program curriculum (Source: PES). ● Employers opinion about the undergraduate PharmD Program Graduated (Source: Employers survey) ● Students overall rating of the quality of courses offered (Course Evaluation Survey- global item of CES)
		2	Regular curriculum mapping with other universities (pharmacy colleges).	
1.2	Establish quality experiential learning programs	1	Setup of Experiential Education Office under the Vice Deanship of Postgraduate Studies and Training.	<ul style="list-style-type: none"> ● Students overall evaluation on the quality of their experiential education (Average rating of the overall quality on five-point scale in an annual survey of intern students). ● Employers opinion about the PharmD graduates' professional skills (Source: Employers survey)
		2	Collaborate with primary health care centers, secondary and tertiary care hospitals for training activities.	
		3	Recruit qualified clinical preceptors.	
1.3	Establish quality learning resources and extracurricular activities	1	Actively collaborate with the central library to facilitate the availability of both electronic and hard copy learning resources	<ul style="list-style-type: none"> ● Students' satisfaction with library services ● Number of extracurricular activities conducted annually
		2	Enhance extracurricular programs including scientific activities such as scientific meetings	

No.	Objectives	No.	Task	Performance Indicator
			and pharmacy club.	
		3	Enhance extracurricular programs including social, cultural, community participation and sports	
1.4	Attain accreditation from national and international accreditation agencies	1	Conduct Self Evaluation for the PharmD program according to the NCAAA standards.	<ul style="list-style-type: none"> • Proportion of faculty/staff involved in quality assurance activities to the total number of fulltime faculty and staff. • Number of KPIs monitored by the program. • Number of benchmarking contracts signed for improving quality of the program
		2	Develop the necessary action plans to address all internal and external reviewers' recommendations.	
		3	Prepare the self-study report to fulfill the Accreditation Council of Pharmacy Education (ACPE) accreditation criteria.	
		4	Conduct the NCAAA and ACPE awareness training programs for the faculty and staff	
1.5	Collaborate with pharmaceutical bodies at various capacities to inculcate necessary skills to develop competent pharmacists	1	Manage to sign an agreement with local pharmaceutical companies to enhance students' field experience	<ul style="list-style-type: none"> • Number of signed memoranda of understanding/agreements with pharmaceutical bodies per year. • Employers' satisfaction with the skills achieved by the Pharmacy graduates
		2	Create awareness among students about pharmaceutical industry and affiliations at national and international levels	
GOAL 2: Conduct quality scientific research.				
2.1	Recruit qualified research-intensive faculty members in all disciplines	1	Establish a recruitment committee at college level to select the best applicants	<ul style="list-style-type: none"> • Proportion of faculty members with PhD
2.2	Establish laboratories containing all required tools to perform high quality research.	1	Secure funds to improve the research labs.	<ul style="list-style-type: none"> • Number of refereed publications per full time equivalent teaching staff. • Number of citations in refereed journals per full time faculty members • Number of funded projects secured by the faculty in each academic year of study.
		2	Preparation of quality research proposal to secure research grants.	
2.3	Provide students with a solid foundation of basic	1	Restructuring the Graduation Project Course to better enable the students to produce research with supervision.	<ul style="list-style-type: none"> • Number of graduation projects completed in each academic year. • Percentage of publication of research projects per year

No.	Objectives	No.	Task	Performance Indicator
	and clinical research			
GOAL 3: Achieve competency in community service and professional practice.				
3.1	Increase faculty and students' participation in community service	1	Conduct regular training workshops for students	<ul style="list-style-type: none"> • Proportion of faculty members participated in community service per year. • proportion of community service activities per department each year
		2	Motivate students and teaching staff by developing awards for best community service participants	
3.2	Collaborate with pharmaceutical bodies at various capacities including consultations.	1	Sign an agreement with local pharmaceutical companies to offer consultations	<ul style="list-style-type: none"> • Number of community-related consultancy services/activities conducted by PharmD Program Faculty in academic year of study.
