



Philadelphia University
Faculty of Administrative & Financial Sciences

Quality Management Agenda
(2008-2009)

Quality Management Agenda

1st week

- The FQAC provides the DQMC with the Quality Management and Monitoring Agenda.
- The DQMC nominates the module coordinators and internal examiners for each module.
- Each Module Coordinator must:
 - Distribute a complete module description to his Module Working Groups.
 - Submit a copy of the module description to the DQMC,
- The EWG sends, according to the external examination plan, samples of Final exams and module work of the previous semester to external examiners and provides the DQMC with a summary of the review report.

2nd week

- The LWG provides the DQMC with a report of the required textbooks, reference books, journals, Electronic Library, etc. for all modules.
- The LRC updates the Learning Resources Handbook
- Each module coordinator provides the DQMC with a list of the Module Working Group members (staff + students) and the scheduled plan of exams and working group meetings.
- Each Module Coordinator provides the EWG with the exams timetable.
- The DQMC updates the module handbook and the Web page of the module.
- The DQMC plans the schedule for:
 - Peer reviews (5th - 6th week)
 - New staff member's induction (academic and non academic) (2nd - 10th week)
 - Monitoring tasks (summer: 2nd - 7th week; first semester: 2nd - 7th week of the Second Semester).

And submits it to the FQAC.

- The GWG plans the schedule for :
 - Student questionnaires on the program (Final year students: 6th week)
 - Student questionnaires on modules (all students: 6th week)
 - Student meetings: administrative, staff, extra infrastructure.

And submits it to the DQMC.

- The EWG draws up the external examination plan (after 7th week, 12th week, 17th week), and submits it to the DQMC.

3rd week

- The EWG distributes the examination schedule to all faculty members.
- The DQMC distributes the schedule of Module Working Group meetings, Peer Reviews, the new staff induction program, and the student meetings plan to all faculty members.
- Each module coordinator submits the Web materials (Slides, Tutorials, module work, previous exam papers with their marking scheme, recommended references, etc.) of his module to the DQMC.
- The DQMC updates the Department Web site.

- Each lecturer provides the LC with the proposed library work for each class.
- The LC submits the Library Usage Forms to the library and Self-learning Centre.

6th week

- The GWG launches the student questionnaire process, and process the collected responses.
- Each coordinator submits to the DQMC minutes of the first Meeting of the Module Working Group.
- Each lecturer (for single section modules) or group of lecturers (for multiple section modules) must prepare the first exam paper, to be checked by the respective Internal Examiner.
- Each Peer Reviewer must provide the DQMC with a Peer Review Report for each reviewed staff member (and a copy should be sent to the concerned lecturer).

7th week

- **First Exam**

8th week

- Each staff member and group of staff members (for multiple section modules) must provide the EWG with:
 - The First Exam Report
 - A sample of 20% of corrected students answer papers
 - The First Exam question paper
 - The marking scheme of the first exam.
 - A sample of 20% of corrected module work (projects, seminars, workshops, practical work).
 - The First Module work Report
- Each lecturer must inform tutors of students with difficulties for advising and guidance.

9th week

- The EWG sends, according to the external examination plan, samples of first exams and module work to external examiners and provides the DQMC with a summary of the review report.
- Each tutor advises his student on his difficulties in some modules, and sends a report to the corresponding lecturer and a copy to the Guidance Working Group.

11th Week

- Report of the minutes of the second meeting of the Module Working Groups, to be submitted to the DQMC.
- Each lecturer (for single section module) or group of lecturers (for multiple section modules) must prepare the second exam paper, to be checked by the concerned Internal Examiner.

12th Week

- **Second Exam**

13th week

- Each staff member and group of staff members (for multiple section modules) must provide the EWG with:
 - The Second Exam Report
 - A sample of 20% of corrected student answer papers
 - The Second Exam question paper
 - The marking scheme of the Second Exam.
 - A sample of 20% of corrected module work (projects, seminars, workshops, practical work).
 - The Second Module work Report
- Each lecturer must inform tutors of students with difficulties for advising and guidance.

14th week

- The EWG sends, according to the external examination plan, samples of Second Exams and module work to external examiners and provides the DQMC with a summary of the review reports.
- Each tutor advises his students on their difficulties in some modules, and sends the report to the corresponding lecturer and a copy to the Guidance Working Group

15th Week

- Each coordinator submits to the DQMC minutes of the Final Meeting of the Module Working Group.
- Each lecturer (for single section modules) or group of lecturers (for multiple section modules) must prepare the Final Exam paper, to be checked by the concerned Internal Examiner. The exam paper should be submitted to the EWG, 48 hours before the exam.

16th Week

- Final Exam

17th week

- Each staff member and group of staff members (for multiple section modules) must provide the EWG with:
 - The Final Exam Report
 - Student answer papers
 - The Final Exam question paper
 - The marking scheme of the Final Exam.

Monitoring Agenda

1st - 3rd week

- The EWG monitors final exams and provides the DQMC with the Final Exam Monitoring Report
- The LC monitors the library and self learning facilities usage and provides the DQMC with the Final Library Usage Report

- The GPWG provides the DQMC with the Graduation Project Monitoring based on supervisors reports and graduate project student feedback
- The SC provides the DQMC with the Scientific Activities Monitoring Reports.

4th week

- The EWG monitors the External Examiners Reports and provides the DQMC with the External Examiners Monitoring Report

5th - 6th week

- The DQMC provides the DC with the Summer Semester Monitoring Report.
- The DC studies and analyses the Summer Semester Monitoring Report and forwards it to the FC with its recommendations.

7th week

- The FC returns the Monitoring Report to the DQMC along with recommendations.
- The DQMC provides the FQAC with the final Monitoring Report.
- The FQAC forwards the report to the UQAC, establishes an action plan, and starts implementations.

9th week

- The EWG monitors the First Exam materials and module work and provides the DQMC with the First Exam and the First Module work Monitoring Report.
- The LC monitors the library and self learning facilities usage and provides the DQMC with the First Library Usage Report
- The GWG monitors student feedback and provides the DQMC with the Student Feedback Monitoring Report
- The GWG monitors Student Tutor Reports
- The GPWG provides the DQMC with the Graduation Project Monitoring based on supervisors' reports and graduate project feedback from students
- The SC provides the DQMC with the Scientific Activities Monitoring Report.

14th week

- The EWG monitors the Second Exam and module work and provides the DQMC with the Second Exam Monitoring Report and with the First Module work Monitoring Report
- The LC monitors the library and self learning facilities usage and provides the DQMC with the Second Library Usage Report
- The GWG monitors Student Tutor Reports for students having report difficulties and who were advised
- The GPWG provides the DQMC with the Graduation Project Monitoring based on supervisors reports and graduate project student feedback
- The SWG provides the DQMC with the Scientific Activities Monitoring Reports.