

Standard 5: Student Administration and Support Services

Administration of admissions and student record systems must be reliable and responsive, with confidentiality of records maintained in keeping with stated policies. Students' rights and responsibilities must be clearly defined and understood, with transparent and fair procedures available for discipline and appeals. Mechanisms for academic advice, counselling and support services must be accessible and responsive to student needs. Support services for students must go beyond formal academic requirements and include extracurricular provisions for religious, cultural, sporting, and other activities relevant to the needs of the student body.

The scales below ask you to indicate whether these practices are followed in your institution and to show how well this is done. Wherever possible evaluations should be based on valid evidence and interpretations supported by independent opinions.

Good Practices Relating to This Standard	Is this true? Y/No/N A	How well is this done? (enter stars)
<p>○ Student Admissions Student admission processes must be reliable, efficient and simple for students to use.</p> <ul style="list-style-type: none"> ▪ The admission and student registration processes are efficient and user friendly for enrolling students. ▪ Computerized systems used for admission processes are linked to data recording and retrieval systems. (For example to fee payment requirements, the issue of student identity cards, program and course registrations, and statistical reporting requirements.) ▪ Admission requirements are clearly described, and appropriate for the institution and its programs. ▪ Admission requirements are consistently and fairly applied. ▪ If programs or courses include components offered by distance education, or use of e-learning in blended programs information should be provided before enrolment about any special skills or resources needed to study in these modes. (For distance education programs a separate set of standards that include requirements for that mode of program delivery are set out in a different document, <i>Standards for Quality Assurance and Accreditation of Higher Education Programs Offered by Distance Education</i>.) ▪ Student fees, if required, are paid at the time of registration unless deferral has been approved in advance. ▪ If the institution's regulations provide for deferral of payments, the conditions and dates for payment are clearly specified in a formal agreement signed by the student and witnessed, and opportunities for financial counselling provided. ▪ Student advisors familiar with details of course requirements are available to provide assistance prior to and during the student 	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 10px;"><input type="text" value="Y"/></div> <div style="margin-bottom: 10px;"><input type="text" value="Y"/></div> <div style="margin-bottom: 10px;"><input type="text" value="Y"/></div> <div style="margin-bottom: 10px;"><input type="text" value="Y"/></div> <div style="margin-bottom: 10px;"><input type="text" value="N/A"/></div> <div style="margin-bottom: 10px;"><input type="text" value="Y"/></div> <div style="margin-bottom: 10px;"><input type="text" value="N/A"/></div> <div style="margin-bottom: 10px;"><input type="text" value="Y"/></div> </div>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 10px;"><input type="text" value="3.5"/></div> <div style="margin-bottom: 10px;"><input type="text" value="3.8"/></div> <div style="margin-bottom: 10px;"><input type="text" value="3.7"/></div> <div style="margin-bottom: 10px;"><input type="text" value="3.7"/></div> <div style="margin-bottom: 10px;"><input type="text"/></div> <div style="margin-bottom: 10px;"><input type="text" value="3.6"/></div> <div style="margin-bottom: 10px;"><input type="text"/></div> <div style="margin-bottom: 10px;"><input type="text" value="3.2"/></div> </div>

<p>registration process.</p> <ul style="list-style-type: none"> ▪ Rules governing admission with credit for previous studies are clearly specified. ▪ Decisions on credit for previous studies are made known to students by qualified faculty or authorized staff before classes commence. ▪ Complete information about the institution, including the range of courses and programs, program requirements, costs, services and other relevant information is publicly available to potential students and families prior to applications for admission. ▪ A comprehensive orientation program is available for commencing students to ensure thorough understanding of the range of services and facilities available to them, and of their obligations and responsibilities. 	Y	3.2
	Y	3.3
	Y	3.8
	Y	3.8
		3.56
<p>Overall Assessment Comment: <i>Registration / Admissions Policies and Procedures are comprehensive and complement the modes of application, Via Web application, Appointments and Walk- in options.</i></p> <ul style="list-style-type: none"> • Appendix 5.1.1a • <u>www.pmu.edu.sa/registration</u> <p><i>Banner, advanced computerized system is highly functional, for all statistical reporting. Options afford streaming to user specifics. Applications are user friendly with security request fields authorized centrally.</i> <i>Regular training sessions scheduled for all staff to improve skill and knowledge of the system in operation to remain ongoing)</i></p> <p><i>Step by step requirements detailed in the Policy and available made in hardcopy. The document is also posted on the Website for instant user information.</i></p> <ul style="list-style-type: none"> • <i>Enrolment Policy appendix 5.1.3a</i> <p><i>Established policies and procedures provide for a consistent and fair service to all applicants. Conditional acceptance allows for extra flexibility especially for overseas applicants</i> <i>Enrolment Policy as referenced 5.1.3a</i></p> <p><i>The Admissions Policy stipulates all fee procedures. This is strengthened with written terms & conditions that accompany every acceptance letter. Staffs provide a verbal face to face explanation during the physical admission process. Followed by signature of the candidate or guardian.</i></p> <ul style="list-style-type: none"> • <i>Terms & Conditions appendix 5.1.6a</i> <p><i>The institution does not offer a payment deferral option as the long standing regulations regarding fees work very well for the institution and provide ample options for our students. This includes for sufficient time span to receive payments and the option of a three tier payment plan for those on a budget or</i></p>		

who wish to spread the costs. Our admission officers thoroughly explain all such procedures as part of the standard admissions process

Full collaboration between Admissions and Registrar offices; ensure that staffs are thoroughly familiar with all course details to assist with all possible enquiries from students.

- *Study Plans, appendix 5.1.8*

A criterion is established for credit transfer students. Procedures are formulated with set guidelines from start to finish. Document criteria comply with the MOHE standards.

- *Credit Transfer appendices (5.1.9)*

Standing Credit transfer committees per college meet, depending on timing of students' applications. Decisions are usually communicated before class commences.

- *Criteria Transfer Criteria appendix 5.1.10*

There are many opportunities for all to access necessary information pertaining to admissions. Most include fee information. (Appendices 5.1.11) as follows;

- *Newsletter*
- *Brochures, flyers,*
- *Courses program (refer to website)*
- *www.pmu.edu.sa/enrolment*
- *Call Centre 800-123-234*

A structured Orientation program that includes presentation, brochures and tour guide is offered to every new intake prior to the start of the semester. Repeated reference is provided to student through the presence of all academic and non- academic units. The Student Handbook is distributed to all students and a comprehensive brief in English and Arabic is given verbally, particularly the sections on expectations, rights and responsibilities in which it is made clear that students must adhere to campus code, and are encouraged to refer anytime to Student Affairs staff for guidance.

Priorities for improvement:

The Admissions Managers will revise the online application and guidelines and to include newly required fields in compliance with departmental needs as well as MOHE most recent requirements (Exact address, Exact HS address, HS stream, HS codes, and transfer institutions). Effective new admission season (2013-2014).

Contact with Banner training provider to provide additional training and customization of the system and of the reporting tools used. Effective Fall 2012/2013

Provision of a translated document including admissions procedures and requirements to be posted on the website for no English speaking visitors. Effective new admission season 2013/2014.

Develop a process of periodical admissions lists to be issued weekly and replace the individual admission process that is currently implemented. Effective new admission season 2013/2014.

Reassess the fee and refund policy acknowledgement form in a way that ensures the acknowledgement is signed specifically for the fees policy and a separate signature is reserved for the admission offer.

*Comprehensive orientation for all new hired staff
Continuous staff development to be attended every semester, managed by Dean and Director*

Admissions Manager to draft staff quality surveys develops a culture of self appraisal to identify areas of potential improvement Effective February 2013.

Provide Credit Transfer Policy to webmaster to be available on PMU website. Effective new admission season 2013/2014.

Communications of decisions about credit transfer to be assessed for increased efficiency to meet the goal of always communicate the transfer decisions on time. Changes to be implemented immediately, results monitored and assessed after each semester intake through the credit transfer form cycle.

*Frequently asked questions (FAQ) forum, to be made available online for the admission season
2013/2014.*

Independent Opinion

Comment **The student admissions process includes transcript review and placement testing to identify the appropriate level of entrance into the PMU academic program.**

○ **Student Records**

Student records must be maintained in a secure and confidential location, with automated processes for generation of statistical data needed by the institution, external reporting requirements, and generation of reports on student progress and achievements. The confidentiality of individual student information should be protected.

<ul style="list-style-type: none"> Effective security is provided for student records. (Central files containing cumulative records of student's enrolment and performance should be maintained in a secure area with back up files kept in a different and secure location, preferably in a different building or off campus). 	Y	3.5
<ul style="list-style-type: none"> Formal policies establish the content of permanent student records and their retention and disposal. 	Y	3.2
<ul style="list-style-type: none"> The student record system regularly provides statistical data they require for planning, reporting and quality assurance to departments, colleges, the quality center and senior managers. 	Y	3.0
<ul style="list-style-type: none"> Clear rules are established and maintained governing privacy of information and controlling access to individual student records. 	Y	3.5
<p>5.2.5 Automated procedures are in place for monitoring student progress throughout their programs.</p>	Y	3.4
<p>5.2.6 Timelines for reporting and recording results and updating records are clearly defined and adhered to.</p>	Y	3.5
<p>5.2.7 Results are finalized, officially approved, and communicated to students within times specified in institutional and Ministry regulations.</p>	Y	3.5
<p>5.2.8 Eligibility for graduation is formally verified in relation to program and course requirements.</p>	Y	3.6
<p>Overall Assessment</p>		3.4
<p>Comment:</p>		
<p><i>Paramount security is provided to student records. Kardex storage and retrieval system is secure and fire protected. Dedicated records office only accessed via Student Record staff, Dean and Director. A log files in operation to track all users and all retrievals. Mandatory document information is required to make up a complete file. Duplicate and full back up system of all files is located electronically off site.</i></p>		
<ul style="list-style-type: none"> <i>Student records appendix 5.2.1a</i> <i>Sample log file appendix 5.2.1b</i> <i>Kardex system information appendix 5.2.1c</i> 		
<p><i>The Registration Policy governs the regulations on retention and disposal of records. Staffs strictly follow particulars of the policy appendix 5.2.2a. As per previous standard nine mandatory documents makeup the content of a student file.</i></p>		
<ul style="list-style-type: none"> <i>Registration Policy Appendix (5.2.2a)</i> 		
<p><i>The records system is operational through Banner, requests made to Banner Administrator for detailed information, generated within 24 hours. Data analysis, statistics and reports is made & a report is produced for institutional reference. A reporting tool to view specific data is provided to senior management to monitor data directly through the network. The tool provides preset parameters and is called Executive Reporting Tool (ERT)</i></p>		
<ul style="list-style-type: none"> <i>Enrolment statistical report and the use of Banner appendices 5.2.3a</i> 		

&b

Security/privacy measures previously mentioned in standard 5.2.1, and additional measures taken by records officers, manage the upkeep of student files. Specified forms must be filled to have any inquiry investigated. Private information must be authorised by the Dean/Director of SA, authorised access must be dated and signed at the opening and closing of individual records.

- *Inquiry forms (appendix 5.2.4)*

Student academic standing is available through banner. The Registrar's offices frequently impart requests and information with faculty to monitor student progress. Report on attendance is provided by faculty to the Registrar's office at stipulated times, The Registrars duty to inform students in a timely manner regarding outstanding concerns. Process is efficient and effective.

- *Students progress report & academic performance (appendix 5.2.5)*

Final grade roster sheet and the Division Calendar prepared in advance regulate the reporting and update of student records. Faculty supply the data to the Registrar's office, Registration Officers process the information on Banner according to specific timelines, and in-turn the system is automatically updated with the new information, ready for use. Timelines are always adhered to as the importance of this procedure is acknowledged by all.

- *Sample grade roster sheet (appendix 5.2.6a)*
- *Calendar (appendix 5.2.6b)*

Students are notified of their results in good time through Banner Self Services. Approval is always finalized through the chairs of departments and the University Registrar. All procedures comply with the Institution and Ministry's regulations.

- *Sample Ministry's regulations (appendix 5.2.7a)*

The graduation procedures and application package is a reference enclosing guidelines for students and staff to formally validate entitlement for graduation. The 16 step procedure is applied in two parts, during the semester and at the end of the semester.

- *Graduation Kit (appendix 5.2.8)*

Priorities for improvement:

More efficiency required in the update of student records, Assign individual registrar with the assistance of a secretary to manage this system with set targets to be met each month. A systematic approach of immediate and prompt filing of documents to the individual files is required. To that effect 2 additional student record staff is to be hired in the Spring of 2013 to facilitate the compliance to this requirement on both campuses.

Continuous induction workshop provided to newly hired staff and

implementation of the “Acknowledgment of the Privacy Policy Form” with all staff.

Independent Opinion

Comment **Student records are maintained in hard copy and backed up in secure soft copy formats on and off campus. There are no processes for generating student data needed by PMU programs in a timely and efficient manner. Most programs expressed frustration in accessing data on student records.**

o **Student Management**

Policies and regulations must be established for fair and consistent process student management, with effective safeguards for independent consideration of disputes and appeals.

- A code of behaviour is approved by the governing body and made widely available within the institution specifying rights and responsibilities of students. Y
- Regulations specify action to be taken for breaches of student discipline including the responsibilities of relevant officers and committees, and penalties, which may be imposed. Y
- Disciplinary action is taken promptly, and full documentation including details of evidence is retained in secure institutional records. Y
- Student appeal and grievance procedures are specified in regulations published, and made widely known within the institution. The regulations make clear the grounds on which academic appeals may be based, the criteria for decisions, and the remedies available. Y
- Appeal and grievance procedures protect against time wasting on trivial issues, but still provide adequate opportunity for matters of concern to students to be fairly dealt with and supported by student counselling provisions. Y
- Appeal and grievance procedures guarantee impartial consideration by persons or committees independent of the parties involved in the issue, or who made a decision or imposed a penalty that is being appealed against. Y
- Procedures have been developed to ensure that students are protected against subsequent punitive action or discrimination following consideration of a grievance or appeal. Y
- Appropriate policies and procedures are in place to deal with academic misconduct, \ Y
- Including plagiarism and other forms of cheating. Y

Overall Assessment

2.92

Comment:

A detailed orientation program is provided to students before the start of the semester, a fully comprehensive presentation in both Arabic and English is given. Students are informed of their rights and responsibilities. The Student Handbook also available on the website and it provides a clear code of behaviour with relative sanctions to be imposed in the incidence of misconduct

- *Orientation Presentation*
- *Student handbook*
- *Detailed Policies and Procedures Manual*

In addition to the measures taken in standard 5.3.1, The Campus Life supervisor will organize a committee to preside over stipulated cases and in president one. The relevant parties are informed and advised at each stage of the investigation. Guidelines allow for modifications to the process and applications of sanctions to a less or more degree. Students reserve the right to appeal or re-appeal the conditions or decisions of a general appeal to the Rector and to the Vice Rector for grade appeals as described in Policies & Procedures (P&P).

- *Campus life Policies & Procedures (appendix 5.3.2)*

As a form of mediation to all incidents, especially with critical female issues, the Division has decided to involve the Counsellor(s) to provide objective yet reassuring assistance to secure independent reports with evidence (if available) from all concerned parties. This is formatted to hard and soft copies stored in a secure designated soft file for future reference. This is presented to the committee who will then request for the presence of individuals to determine the case. A decision for disciplinary action should be reached within 7 days.

- *Incident report form (appendix 5.3.3a)*
- *Sample of hearing minutes*
- *Sample of decision notification.*

Regulated by the department of Campus Life, the Code of Student Conduct and Campus Regulations are published rules and regulations that make clear the grounds for academic appeals and the criteria for decisions and remedies. These are widely known within the institute and are available on the web site and in the Student Handbook. For more details on process refer to P&P document.

- *The Code Of Student Conduct (appendix 5.3.4a Student Hand Book)*

Students are provided the right to make an application for grade/ grievance appeal. They are offered the privilege of free advice from the resident counsellor(s). The Division realizes its responsibility in helping the students to understand the serious nature of these procedures, not to depend on such actions to attain desired results. The current measure to guard against trivial pursuits is by way of a 500sr fee applicable only to academic grade appeals. This charge is refundable if the appeal is approved.

- *General appeal & Grade appeal forms (Appendix 5.3.5a & b)*

Measures currently in place that protect students from any future reprisals do not go far enough. Progress is still developing in the direction of increased communication between the Division and other departments & colleges of the institution.

- *Appeals procedures under Campus life (appendix 5.3.7a)*

The Student Handbook comprehensively covers the many forms of academic misconduct and dishonesty. The policies and procedures are explicitly explained with sanctions to be applied relative to the form of misconduct. Aside from the pre-described misconducts the Division is moderately prepared for unprecedented forms of misconduct. The procedures will be modified to meet the needs of the case. We consider that one of our main duties of support for our students is to help them realize their optimal potential to achieve their best, and with this, students should continually be reminded of their accountability and responsibilities they have agreed to undertake.

Priorities for improvement:

To increase student awareness on campus wide affairs, information will permeate the institution via various mediums. Campus Life should coordinate a series of campaigns to reinforce awareness on campus, particularly among evening students. Applicable Spring 2014.

Refinement of procedures is necessary. A new version has been introduced by the Division and is in the process of approval from PMU Management. This is due for implementation in Spring 2014.

All members of staff to provide information to continually update; Policies & Procedure document

Hand book and Policies to be continually updated to meet the increasing and varying forms of misconduct.

Formalized policies to protect student identity are not advanced and are to be developed for specific sensitive cases.

Independent Opinion

Comment **A student handbook is available in hard copy and on the campus website. Entering students receive orientation on expected student behavior.**

○ **Planning and Evaluation of Student Services**

Effective processes must be established for the planning, administrative oversight and evaluation of student services and activities.

5.4.1 The range of services provided and the resources devoted to them reflect the mission of the institution and any special requirements of the student population.

- Formal plans are developed for the provision and improvement of student services and the implementation and effectiveness of those plans is monitored on a regular basis.
- A senior member of teaching or other staff is assigned responsibility for oversight and development of student services.
- The effectiveness and relevance of services is regularly monitored through processes which include surveys of student usage and satisfaction. Services are modified in response to evaluation and feedback.
- Adequate facilities and financial support are provided for the services that are needed.
- If services are provided through student organizations, assistance is given in management and organization if required, and there is effective oversight of financial management and reporting.
- If student newspapers or other student documents are published there are clear guidelines defining publication standards and editorial policy and the extent and nature of oversight by the institution.

Y	2.8
Y	1.2
Y	
Y	
Y	1.8
Y	2.6
Y	1.5
	2.01

Overall Assessment

Comment:

One of the missions of the department is to inspire and encourage students to make the most of the campus facilities. These aspirations echo the mission of the institution who places strong emphasis on leadership and opportunities to aid the core competencies.

Increasing co / extra-curricular activities are being introduced to meet the demands of the student population;

- *List activities for both male and female (Appendix 5.4.1)*

The Student Council voices student concerns directly to the division of Student Affairs, to the vice rectors and to the office of the Rector. Annual surveys also help assess the services and needs in order to incorporate improvements geared more specifically.

- *Sample Annual Survey Appendix (5.4.2)*

The Annual Satisfaction Survey is a major assessment process that evaluates

the overall student experience at PMU. It is administered every spring, close to the end of the semester, to allow enough time throughout the year for the students. This helps to observe and evaluate the student life conditions at PMU.

- *Full Annual Satisfaction survey (appendix 5.4.4)*

Growing funds are being allocated to the services provided;

- *Smart ID cards with top up subsidy to aid convenience for students*
- *Purchased new lockers*

The Student Organization Mandate offers a complete system of operations. The SA Division has proven to be a pillar of strength in the assistance and support to the Organization. The Mandate, drafted and finalized by the Division for the sole purpose to encourage and increase positive campus activities, will be the central hub for student's involvement and participation of campus wide functions. Financial direction and presentation sufficiently meet the required standards.

- *Student Counsel Mandate (appendix 5.4.6)*

Student publications such as the Desert Voice (male) and the Desert Rose (Female) newsletters are standardised, edited and governed by the SA Divisions Printed Material and Website Committee (PMWC) and developed by the Readers & Writers student club at PMU. The Committee oversees all the Divisions published materials for quality and editorial format to conform to their bylaws, policies & procedures in co-ordination with the professional graphic design services available on campus.

- *PMWC bylaws and policies (appendix 5.4.7)*

Priorities for improvement:

To speed up progress committees will be elected to assess the outstanding issues and supply solutions to remedy them. Time is important for the effect so regular proposals will be made with a time frame set for works to begin process.

Schedule Student General Assembly once every semester to ensure students express their concerns & suggestions directly. Effective immediately.

- *Increase the frequency of targeted surveys monthly.*
- *Introduce suggestion boxes for students regulated by the Student Council in coordination with the CL team.*
- *Provide guided options on surveys to afford student choice and empowerment*
- *Build clear corrective actions based on the analysis of the Annual Satisfactory Survey.*

Student services staff to be responsible for assessing the required services needed to be proposed in good time to the appropriate departments and management. Take more initiation to provide the students what they need and will be accountable to meet deadlines.

- *Allocate budget for Student Services improvement.*
- *Assign locations for student clubs.*
- *Increase the capacity of Student Affairs offices to house to house additional staff for student services.*

Campus Life team is to develop a plan giving support to student organization roles in facilitation of activities and services.

Allow more autonomy to students who will be obligated to meet these standards.

Independent Opinion

Comment **Student services are evaluated by student questionnaires.**

5.5 Medical and Counselling Services

Medical and counselling services appropriate for the needs of the student population must be provided by individuals fully qualified for their responsibilities, with confidentiality maintained and effective follow up processes used for students in need.

5.5.1 Student medical services are staffed by people with the necessary professional qualifications.

Y

0.3

- Medical services are readily accessible with provision made for emergency assistance when required. (Fees for services may be charged and they may be provided on a part time basis but emergency access must still be available)
- Provision is made for academic counselling and for career planning and employment advice in colleges, departments or other appropriate locations within the institution.
- Personal or psychological counselling services are made available with easy access for students from any part of the institution.
- Adequate protection is provided, and supported by regulation or a code of conduct, to protect the confidentiality of personal issues discussed with teaching or other staff or students.
- Effective mechanisms are established for follow up to ensure student welfare and to evaluate quality of service.

Y

1.8

Y

2.6

Y

2.7

Y

2.8

Y

2.8

Overall Assessment

2.17

Comment:

The provision of qualified medical staff does not meet the institutions requirements. This remains a priority for the division who are currently revising measures to manage this essential service. Due to the limited resources available it has been proposed that qualified medical practitioners be appointed. Medical facilities are also planned to be offered at the campus

housing complex, construction to be completed by 2012-2013.

Accessibility of medical services facilitates a good provision of emergency assistance when required. Fees are not applicable

Student Counsellors provide academic counselling and advice to all students of the Institution. The robust monitoring stages in operation provide for an advantageous mechanism to alert signs of students at risk. The monitoring of our students is a collective team effort apportioned by the Counsellor(s), Faculty members and the student academic support centre (SASC).

- *Procedural steps refer to appendix 5.5.3a.*

Careers Counsellor(s) offer services to students of all colleges and majors. This includes the following:

(Appendix 5.5.3b)

- *Internship placement*
- *Mock interviews, dos and don'ts in an interview (workshops)*
- *Workshops to co-ordinate with the Humanities and Business colleges related to professional*

Communication and work ethics and CV clinic.

- *Guest speakers invited to talk about employer expectations*
- *Part-time and summer jobs available on campus*

Careers Counsellors are actively responsible to facilitate senior students with Internship experience. Students are successfully placed and the employers' feedback response is substantially positive.

- *(See appendix 5.5.3c KPIs) on the extent of services provided by the Career Counsellors.*

Our services are designed to provide maximum support to students with a view to their academic goals. Personal and psychological counselling services are readily available between the hours of 8am and 4pm. Walk in and appointment system are both offered. Services are accessed externally. Students visits are high this suggest they do not face any difficulty accessing the services.

- *Student welfare is sufficiently catered for even with limited facilities*
- *See Access section on Services : Healthcare & Counselling Policy*
- *Counselling Interview form (Appendix 5.5.4)*

The Counselling Policy is sufficient in its mission for the department. Its regulations incorporate the essential requirements pertaining to confidentiality and privacy of personal issues exchanged. Client information will never be compromised without written consent.

- *See section on Counselling Policy (Releasing of information)*

Counsellors always encourage clients to return for further engagement and welfare follow up. This has created strong bonds with the students.

- *See Counselling Policy : see section on client evaluation of services*

Priorities for improvement:

Recruitment drives to employ qualified medical practitioner to provide the necessary, essential primary care to all as well as 2 nurses to cover for evening shifts.

Staffing requires employment of additional nurses to cover extended evening hours.

Measures to be introduced include

- *An extensive Leadership program*
- *A Career services library*
- *An Internship orientation program.*

The Code of conduct to be detailed and a release of a new version is due in 2013.

Surveys conducted more frequently based on specific services/ information or workshops to increase quality of client care and thorough engagement.

Independent Opinion

Comment **The Student Affairs office organizes personal and professional counseling services for students. There are medical clinics on the male and female sides of the campus that are staffed by a nurse. An ambulance is available for transportation to a local hospital in case of serious emergency.**

○ **Extra-curricular Activities for Students**

Adequate provision must be made for extra curricula activities for students

- Opportunities are provided for participation in religious observances consistent with Islamic beliefs and traditions.
- Arrangements are made to organize and encourage student participation in cultural activities such as clubs and societies and in the arts and other fields appropriate to their interests and needs.
- Opportunities are provided through appropriate facilities and organizational arrangements for informal social interaction among students.
- Participation in sports is encouraged, both for skilled athletes and for others, and appropriate competitive and non-competitive physical activities in which they can be involved are arranged.
- The extent of student participation in extra-curricular activities is monitored and benchmarked against other comparable institutions, and where necessary strategies developed to improve levels of participation.

Overall Assessment

Comment:

The institution offers good provision for students to observe their religious beliefs. The Male campus provides the facility of a mosque situated in front of the admin building. The Campus Life Department conducts timely cultural/religious events that provide ample opportunities for participation and observance of these traditions. The Female campus offer a number of prayer rooms on campus and LRC. The Islamic club provides activities for the enhancement of religious and cultural values. The club, under the supervision of the Arabic and Islamic studies Department and the Department of Campus Life, offers programs, campaigns, events and activities that promote values of a religious and cultural nature.

- *Male & female Student clubs: Referred to in appendix 5.6.1a&b*

Student Organizations are central to the Life on Campus at PMU. Such involvement is strongly encouraged by the institution, this helps to promote a congenial campus atmosphere, supported by the Department of Campus Life to reinforce values such as cultural friendship, scholarship, respect, cultural awareness, financial responsibility, development and community service.

- *List of student clubs (Appendix 5.6.1)*
- *See Student Organization information pack (5.1.6.a) also available on the PMU website*

Facilities for both the male & female campus are marginally identical; however the use of these facilities may differ. A constant flow of female students during break and free periods, compared to the males, who have the easy choice of leaving campus in their cars during free periods. Students are amply provided access to all areas of the campus; social areas such as the cafeteria and the coffee shops are often be-frequented by students who like to catch up between classes. Other areas on campus such as the atriums provide seating facilities to aid social interaction of students. Students are often chatting and interacting along the corridors and on green areas internal and external. The institution facilitates events to encourage campus life enrichment. The Student Council assumes the role of network facilitators on campus with the addition of the General Assembly that encourages and facilitate social events that have been very beneficial to student's informal social interaction.

Physical fitness and personal growth for our students are considered essential elements for their benefit of a truly wholesome campus experience. The sports centre provides adequate opportunities for sporting events, in which full participation is always encouraged. Incentives ranging from study aids to published recognition are often used to urge student involvement. Competitive International tournaments are held throughout the year for Karate, soccer and swimming for the skilled elite. (Male Campus). The female campus is recently organizing similar sports events and structured class & sessions, to promote physical wellness. Increasing participation is noted among female students. On campus non competitive activities are available throughout the semester. There is good provision for these arranged facilities.

- *See Campus Life Policy: Recreational activities & (5.6.4a-e*

Appendices)

- *Student Organisation (list of policies)*

Student participation of internal activities is regularly documented; announcements are made in advance giving students the opportunity to register early. Sign in sheets are filled.

Priorities for improvement:

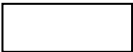
- *Budget to be re-allocated per club or society*
- *Revision of the campus calendar*

- *Innovative planning to utilize space provided more efficiently, especially on the Female Campus. This includes a more systematic use of the cafeteria and the sports complex.*

- *Parameters to set goals of chosen benchmarks*
- *Document benchmarking processes to be used for future tournaments and events*

Provide awareness to all necessary parties of the process and desired outcome
Independent Opinion

Comment **A wide range of academic, professional co-curricular and athletic extracurricular activities for students has been organized by the Student Affairs office. Most co-curricular activities are conducted by faculty as part of their service contribution to PMU.**



Overall Assessment of Student Administration and Services

5.1 Student Admissions

5.2 Student Records

5.3 Student Management

5.4 Planning and Evaluation of Student Services

5.5 Medical and Counseling Services

5.6 Extra-curricular Activities for Students

Combined Assessment

Comment **The Banner (R) program in Student Affairs has excellent data on students from application to graduation. These data must be made more readily available in a form useful to PMU programs in a timely manner.**

Independent Opinion

Comment _____

Indicators Considered

Priorities for Improvement

