Department Interview

Name:

Job Title:

Section 1: General

1. **Define the key roles in the student journey process.**

The dean, VD, AO

Is there a CC or an AA?

No they do not exist

Section 2: Admission and Registration Processes

1. **Do you have an online system for admission?**
No … applicants have to come to take an application and documents list …

What if applicants are abroad?
It is possible to send application by e-mail …. but… we still need original documents

2. **What are the steps of the admission processes?**
Applicants come to get the application and document list as I mentioned before…. They fill it in and prepare their papers and bring them back to us.

What are the criteria for accepting applicants?
We check the documents and make sure that university grade is not less than 'good'.

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3. What are the steps of the registration processes?
There is a manual part and an online part..
The manual part is creating the SDF … then send a copy to the registration dept.

And the online part?
We get a registration number from the registration dept. , then we can start issue online registration … we issue student registration card and a pay slip.

What happens next?
The student pays in the bank and get a copy of payment receipt…. A copy is kept in the SDF

Is this the same process for second semester and higher?
The only difference is that they already have a registration number… therefore, we start online registration right away.

4. What are the problems you face during admission and registration processes?

Sometime when we send a copy of the SDF to Registration Department to issue student registration no … they claim that they did not receive the documents … this causes delays and results in dissatisfaction for students….. (looked sad) we face all frustration from students because of that … We also have to resend another copy of the SDF and if we tell students to go themselves to Registration Department if they are in a hurry, they get disappointed because they get badly treated .. because Reg Dept. is very loaded… moreover the campus is far away to reach

Are there any other problems?
Yes… if the online system is not available or closed for any reason.

What happens then?
We take the documents and register when the system is available, the communicate students that task is done.

Section 3: Time Tabling and Loading Process

1. Who is responsible for setting time tables and deciding the loading?
We propose a suggestion to the VD and The dean

2. How are time tables and loading set?
We try to arrange the time table according to program structure so that there would be no conflicting lectures across terms.

And the loading?
The max load for each lecturer is 2 subjects … most probably one master subject and another diploma.

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3. **Who reviews the time tables and loading?**

The VD and the dean .... They can change any details.

4. **Are there any problems for setting time tables and loading? If yes, what are they?**

Conflicting times .. also sometime when we call lecturers to inform them about the time table ... they request changing in days because they have other commitments ... so we start over again arranging the time table ... or in the worst case change lecturers.

Section 4: Student Appeal Process

1. **How do students appeal?**

There is no student appeal process. If students are not happy about their grade, we ask them to write a request letter so that we can initiate the process.... However they always back off.

2. **Are there any rules for student appeals? (such as when to appeal or how many times to appeal?**

No

Section 6: Complaint Process

1. **Do you have a complaint process?**

Not a formal one. But students sometimes complain to the VD or send a written complaint to the dean.

2. **What are the steps of the complaint process?**

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3. **How do you deal with complaints? Are there any follow ups?**

No .. sometime we don't know about complaint unless by coincidence

Section 6: Research Supervision Process

1. **Who is responsible for assigning supervisors?**
VD

2. **How are supervisors assigned?**
The VD chooses the most suitable supervisor according to their background. Then we contact the supervisors to check their availability. If they are not available, the VD chooses another….(thinking) … afterward we issue the students' and lecturers' supervision letters.

3. **Are there any criteria for submitting research proposals? If yes what are the criteria?**
No .. the student submit the proposal to us .. we keep a copy in the SDF and the VD uses it to assign a suitable supervisor depending on the topic.

4. **What happens afterwards?**
The student works on his thesis in coordination with his supervisor… once they complete the thesis it is submitted to us with the thesis validation form, which the supervisor completes …

Section 7: Viva Process

1. **Who is responsible for choosing examiners?**
Supervisors suggest 1 internal and 1 external examiners… the VD approves the examiners.

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2. How are examiners chosen?
They are nominated by the supervisor

3. What are the arrangements for the viva?
Student + Supervisor and Examiner set a date and inform us. Accordingly we prepare resources like a room, projectors and reports that need to be filled in by examiners after the viva.

4. What happens after the viva?
PAO receive filled reports from examiners including their decisions (either pass or pass with changes or fail)

What happens if changes are needed?
We give the requested changes to students they have to make the changes and submit an edited copy plus the original copy ..

Who re-revises the thesis?
The examiners review the changes ..., however if not available the supervisors do it sometimes. Once approved we issue a graduation letter which is sent to the registration department for issuing the certificate.

Section 8: Postponing and Withdrawal Processes

1. What are the steps for postponing of study?
Students can postpone for max 2 terms either during the registration period or max 2 weeks after.

So, what are the steps?
We complete a postponing form, keep a copy in the SDF and send another to the registration department.

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2. **What happens when students return?**
When they return they get back automatically on track.

They don't need to issue a written request?
No .. say for example if a student postponed a term … the following term the student is expected to register or postpone for another term.

What happens if the student does not appear?
He will be considered as sundered منقطع

3. **When does withdrawal take place?**

The student has the right to withdraw the course after attending max 3 lectures. In this case the student either refunds his fees or leaves them for the following term if he wishes to … by the way this happens through the registration department.

Is this the only case?
No… the lecturer can also request withdrawal if the student was absent for 3 times or has showed bad behavior.

Section 9: Feedback Process

1. **Do you collect feedback from both lecturers and students?**
We have a questionnaire form but it is not used.

2. **If yes, how do you analyze the responses?**
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3. **How do you make use of the results?**

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Section 10: Problems and Improvement Recommendations

1. **What are the problems that you face while performing your work?**
   We have a repetitive communication problem with the Registration Dept. …

   How?
   As I mentioned before they claim not to have received correspondence from us …. This gives bad image to students. Especially when we show by evidence that we sent a letter or request to the dept. and they deny that they received it. In this case students get frustrated and complain of bad service. The worst part is that the same problem can occur for same students many times.

   What else?
   The recurring changes in Deans and VD. … every new dean or VD has changes in plans, thus causing changes to the programme. The problem is that the changes are not implemented for new comers only; they are applied for existing students as well, which causes frustration.

   Do you have any other problems?
   Yes … work overload … although we are 3 PAOs the workload is not equally divided.

   Also, I forgot to tell you that the supervisors' assignment takes a lot of time and effort because of the huge number of students compared to supervisors.

2. **What do you suggest for improving the student journey process?**

I wish we can create a database for all student details … so by button click we can extract all what is related to a certain student, for example, grades, registration details, … etc.

Also, we need to have equivalent loading for PAOs. We need to rotate, jobs every term, so that everyone is capable of dealing with any task in case someone is absent.

Do you need more PAOs?
No… I think 3 are fine, all what we need is some discipline. I also suggest that each PAO submits a report containing his work activities in order for VD to be able to follow up.

Do you have a AA, CC, or a research committee?
No.. but I think we need them all…. We need to restructure the PGS department.

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