

Department Interview

Name:

PAO (2) **Date:**

Job Title:

Adminis
trative
Staff

Section 1: General

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

The 3 of us plus the dean and the VD.

Is there CC, AA or research committee?

No

Section 2: Admission and Registration Processes

1. Do you have an online system for admission?

No ... it is all manual

2. What are the steps of the admission processes?

Applicants have to collect an application form and prepare requested documents.
Application form together with ORIGINAL documents has to be submitted.

What are the criteria for accepting applicants?

The student grade should not be less than 'good'.

Who checks this?

We do.

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3. What are the steps of the registration processes?

We create a SDF in which we keep all documents related to every student and we send a copy to academy's registration department so they would issue a registration number for the student and then we register online to issue the registration card and pay slip.

What happens next?

Using the pay slip students pay their fees in the bank. They have to get us copy of the receipt in order to keep it in the SDF.

Is this the same process for second semester and higher?

Almost the same, only skip the registration number part because it already exists.

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

... (thinking) ... yes when the registration system is down for any reason... the student has to go to the academy's registration department or wait until system functions.

Are there any other problems?

We sometimes face problems with the academy's registration department ... mmm ... like delays in processing documents or issuing student registration numbers.

Section 3: Time Tabling and Loading Process

1. Who is responsible for setting time tables and deciding the loading?

We put a plan which is sent to the VD

2. How are time tables and loading set?

We try to arrange lecturers so that subjects would not conflict along terms.

And the loading?

The loading is decided by the VD.

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3. Who reviews the time tables and loading?

VD

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

It is hard to arrange all subjects across terms without contradictions ... (thinking) ... also changes in lecturers or if the VD request any change.

Section 4: Student Appeal Process

1. How do students appeal?

... I don't know

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

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Section 6: Complaint Process

1. Do you have a complaint process?

... NO ... the VD gets oral complaints from students.

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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?

We have no rule to deal with complaints ... we deal with individual cases if needed.

Section 6: Research Supervision Process

1. Who is responsible for assigning supervisors?

VD

2. How are supervisors assigned?

Mainly the VD is responsible ... then we contact them.

3. Are there any criteria for submitting research proposals? If yes what are the criteria?

No

Section 7: Viva Process

1. Who is responsible for choosing examiners?

Supervisors nominate the examiners and then the VD approves them.

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2. **How are examiners chosen?**

I don't know they are nominated by the supervisor

3. **What are the arrangements for the viva?**

We arrange the room and prepare the reports that should be completed after the viva by examiners.... According to the date set by supervisors and examiners.

4. **What happens after the viva?**

If students need to do changes they have to finish them first and resubmit again after that we start the process for issuing the certificate.

Who re-revises the thesis?

Either the supervisor or one of the examiners if available.

Section 8: Postponing and Withdrawal Processes

1. **What are the steps for postponing of study?**

Students write a request to postpone their study for a term or max 2 terms during the registration period.

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2. What happens when students return?

If they get back then following term during the registration process they are automatically registered.... However if they do not show up and return later back they need to be reregistered again ...

What happens if the student does not show up?

He will be sundered منقطع

3. When does withdrawal take place?

We have 2 cases for withdrawal The first is that the course is withdrawn if the student was absent for 3 times consecutively... the other case is that the student can ask for withdrawal. If withdrawal takes place before the first 3 lectures The fees are refunded or kept for next term.

However after 3 lectures, no fees are refunded or kept.

Section 9: Feedback Process

1. Do you collect feedback from both lecturers and students?

No .. though we have a ready questionnaire.

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 always face delays from the academy's registration department... this provides bad image for students.

What else?

We are sometimes overloaded because we are only 3 PAOs. ... Everyone carries out the same tasks for different students.

Also, as I mentioned before we have problems with setting the time table.

Any more problems?

Yes ... also the connection to the academy's registration department cause lots of problems and delays as previously mentioned.

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

I think we need more PAO and everyone should be responsible for specific tasks... though it is also important to be aware of the whole process in order to be able to carry out all jobs in case someone is absent.

There should be a way to improve the connection and communication with the academy's registration department.

What else?

We need better resources ... such as PCs, printers, in order to be able to carry out our tasks.

Do you think you need to assign AA, CC, or a research committee?

I guess ... yes.