English
Language Centre

STAFF HANDBOOK

2018

Staff Handbook

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English

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Introduction

1.1 Dean's Welcome

I am delighted to welcome you to the English Language Centre (ELC) at King Faisal University. In the ELC, we are firmly committed to the mission of providing quality English-language education to students who come from different colleges across the university. Our goal is to enable students to lay solid foundations for the development of basic English language skills and for the acquisition of the ability to use English for academic and specific purposes. These are directly useful and practical skills that students need to possess for the successful pursuit of their future educational goals in their diverse areas of specialty.

Our staff members have a vital role in the realization of this mission. They are entrusted with fostering a friendly, supportive and stimulating learning environment that affords opportunities for our students to thrive and excel in their studies. Staff members also perform an integral role in quality assurance by conducting a continuous review of the learning process and by examining the extent to which learning outcomes correspond to the courses' objectives. Through our staff members' hands-on reports and feedback, we are able to diagnose problems in the proceedings of the learning process and to develop solutions to address these challenges.

As a staff member, you are cordially invited to explore the current Staff Handbook, as well as the ELC website, to find out more about the ELC, its courses and resources among other things, and to be familiar with some important rules and guidelines. I hope that you will find the content useful and informative.

Sincerely,

Dr. Fawaz Waselallah Al Saade
Dean
Preparatory Year Deanship

1.2 Brief History

The ELC is a dynamic part of the Preparatory Year Deanship (PYD). The ELC has the responsibility of planning and executing the English language components of all the academic colleges (excluding the College of Medicine, College of Clinical Pharmacy, College of Computer and Information Technology). The ELC provides language instruction in the form of service courses to students at the King Faisal University, and strives to maintain the highest standards of English language teaching.

Specifically devised to meet the demands of business, state and industry, the ELC courses are offered to undergraduate and post-graduate students at the university. The ELC course syllabi undergo continuous review and revision so as to be evaluated for their effectiveness and for the degree to which they meet the learners' needs, levels and abilities. The goal is to address and fulfill the academic, technical and career needs of the Kingdom of Saudi Arabia.

The ELC is headed by the PYD Dean with the help of the PYD Vice Dean for Academic Affairs and the Assistant Coordinator for the female section. They are supported by language instructors who possess a broad spectrum of educational backgrounds, experiences and qualifications, and who are responsible for the smooth implementation of the academic courses.

1.3 Vision

To be one of the leading English language centres in the Kingdom of Saudi Arabia.

1.4 Mission

The ELC is committed to excellence in the teaching of English as a Foreign Language. Therefore, it seeks to equip its students with the fundamental language skills and the required level of proficiency that would enable them to successfully pursue their academic studies. In so doing, the ELC assures the delivery of quality post-secondary education that is per international standards.

1.5 Aims

I.   To develop students' English language skills.
II. To develop students' academic language that prepares them for academic study.
III. To assist students in different colleges to successfully fulfill the English language requirements that they need for entry to their post-graduate programmes.

1.6 Organisational Structure

Figure 1-1 ELC organisational structure

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                    Dean of PYD
                        |
                 Vice Dean for
                 Academic Affairs
                        |
        Assistant Coordinator
        (female section)
           |            |
   Female Staff      Male Staff
   Members           Members
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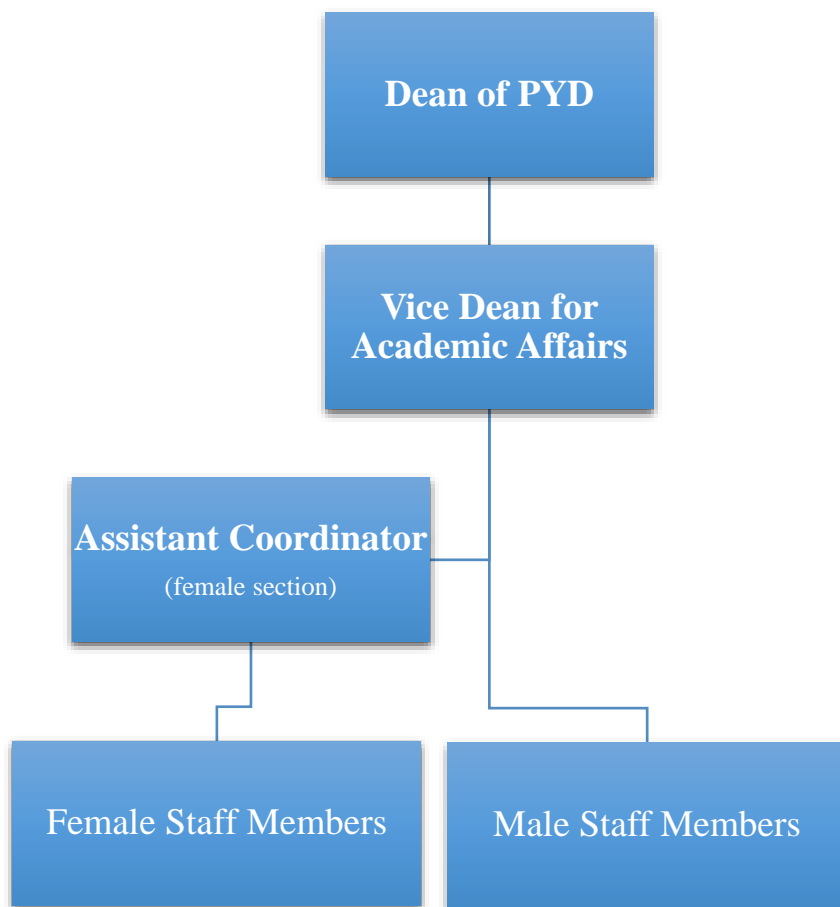
1.7 Contact Information

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2
ELC Courses

2.1 Overview of ELC Courses

The English Language Centre offers academic courses for undergraduate and postgraduate students in different colleges at King Faisal University. Table 2-1 below provides general information about these courses. Further detailed descriptions can be obtained from the ELC website at the following link: https://www.kfu.edu.sa/en/Deans/PreparatoryYear/Pages/ELC---Academic-Courses.aspx.

Table 2-1 ELC Academic Courses

N	Course Title	Code	Course Objectives	College
1.	**English Language**	1700-101 1700-121	- Developing general reading comprehension skills and enabling the acquisition of common English vocabulary.	College of Agriculture & Food Science; College of Arts; College of Business Administration; College of Education; College of Sciences; General Preparation College
2.	**Scientific English**	1701-103 1708-103	- Developing the ability to understand scientific reading materials and increasing students' scientific vocabulary.	College of Agriculture & Food Science; College of Sciences; College of Veterinary Medicine
3.	**English Composition I**	1722-133	- Developing students' ability to write for a variety of practical and academic purposes and focusing on the paragraph level.	College of Engineering

4.	**English Composition II**	1722-134	-	Developing writing skills from the paragraph level to the essay level.	College of Engineering
			-	Focusing on both form and function of texts and a variety of text types including cause-effect, chronological and comparison-contrast essays.	
5.	**Technical Writing**	1722-137	-	Introducing the students to the fundamentals of writing, designing and conveying technical information to different audiences.	College of Engineering
			-	Teaching students aspects of technical writing including its conventions, organisation, style and tone of expression.	
6.	**Fundamentals of Speech**	1722-138	-	Introducing students to the fundamentals of developing effective and engaging presentations to different audiences.	College of Engineering
			-	Teaching students to organise their speech, select a suitable style and tone of expression for a given speech or occasion.	
7.	**Intensive English**	1703-102	-	Improving students' skills in the areas of reading comprehension, writing, grammar, listening, and oral communication.	College of Veterinary Medicine
8.	**Intensive English** (post-graduate course)	1711- 1102	-	Developing the essential reading and writing skills that focus on scientific materials.	College of Agriculture & Food Science
			-	Expanding and strengthening students' scientific vocabulary.	
9.	**Intensive English Bridging Course** (post-graduate course)	1711- 1103	-	Developing language competency in four basic language skills i.e. listening, speaking, reading, and writing.	College of Sciences
			-	Preparing the students to take the required band score in IELTS to be able to secure admission in the Master's Course in the College of Sciences.	

3
Course-Relate Administrative Duties

This section explains the necessary duties related to various administrative aspects of the course, which fall into three main categories:

I.   **Course coordination and membership**
II. **Quality assurance and requirements**
III. **Invigilation and exam supervision**

These duties need to be accomplished by the ELC staff members through adhering to the guidelines dispersed below.

3.1 Course Coordination and Membership (Tasks and Duties)

Course coordination is essential in administering all relevant aspects of the course among the instructors. This includes the course objectives, learning outcomes, teaching strategies and the evaluation system, like quizzes, assignments and the final exam. It acts as a bridge between the PYD and the course instructors, for it conveys information as well as instructions from the deanship to the instructors and vice versa. The main duties of course coordination are as follows:

1. Prepare the course syllabus based on the course specification to be delivered to the students during the first teaching week.
2. Conduct course meetings regularly to ensure consistency of material coverage among instructors and discuss students' performance and any emerging problems.
3. Write meeting minutes, which summarise the discussion points.
4. Coordinate with the course instructors to take decisions regarding the syllabus, the teaching approach, the material and the exam questions.
5. Prepare the necessary documents for the course portfolio and the final course presentation.

3.2 Quality Assurance Requirements (Course Portfolios)

The ELC is concerned with measuring and maintaining high teaching quality and teacher development. Hence, one of its requirements is preparing a portfolio that represents various aspects of the course as well as evidence of fulfilling the required learning outcomes. This portfolio is highly significant, as it provides a concise summary of students' performance to the ELC responsible members. It should render a clear picture of strengths and pitfalls of the course, thus allowing the educators to amend policies and take actions towards developing the course and curriculum. The portfolio should include the following documents:

1. Course Syllabus
2. Course Specifications
3. Samples of students' corrected papers (weak, average and good)
4. Excel sheet of students results (quizzes, mid-term exam, participation and final exam)
5. Results from Banner
6. Course Report
7. End Semester Presentation
8. End Semester Report

3.2.1 Preparing the portfolio

Course coordinators are expected to prepare the course syllabus, which depicts all relevant information about the course, including the course objectives, learning outcomes, the resources, the course material and the assessment policy. Any modification made to each section of the syllabus must be reported to the ELC director in advance and presented in the portfolio. Second, course specification includes all the previous information mentioned in the course syllabus, but has additional sections related to the National Framework Qualifications Learning Outcomes, course evaluation and improvement, which need be completed by the instructor. Third, the portfolio must contain samples (soft copies) of the students' corrected quizzes, exams and assignments that represent evidence of the wide spectrum of their competencies. In addition, students' results of all the assessment forms must be included in the portfolio and presented in an excel sheet and in a printed file from the banner system. The fourth document, the course report,

includes various main sections that need to be filled by the instructor. They are the course general information, course delivery, assessment of the learning outcomes, overview of results, improvement plans, and an evaluation of the course, the teaching strategies, the facilities and the administrative services. A summary of the information included in the course report will presented at the end semester presentation.

3.3 Invigilation and Exam Supervision

The faculty members in the ELC, including course instructors, supervisors and proctors, are expected to cooperate together to ensure a smooth operation of the examination process. Preparing for examinations begins with the course instructors. They need to confirm the promptness of the exam sheets, prepare two forms of the exam questions and provide two lists of the students' names retrieved from the banner system before submission. During the final exam, the faculty members need to comply with the following guidelines.

1. The responsible staff members should be present at the control room at least 30 minutes before the commencement of the examination to disclose the exam envelops and check overall preparation.
2. The consent of the chair of the examination committee is mandatory before assigning proctors or allocating examination halls.
3. The supervisor's consent should be granted for the faculty members to leave the examination hall.

As for proctors, there are certain responsibilities that should be performed:

1. The proctors need to check the students' university ID cards.
2. They need to ensure that the students sign the attendance sheet and the exam cover page.
3. They should maintain order during examination, and any emerging distribution should be reported to the examination committee in the college.

4
Staff Affairs, Rules and Guidelines

4.1 Work Hours, Teaching Load and Office Hours

All staff members are expected to work 40 hours a week. Daily work hours are from 7:30 a.m. to 3:00 p.m., except for days in which instructors encounter some unavoidable circumstances. In such cases, instructors must give a prior notice to the ELC administration of their inability to be in their offices during the work hours.

In the ELC, teaching load varies in accordance with the instructor's job title. This is shown in the table below.

Table 4-1 Normal teaching load in the university

N	Job Title	Teaching Load
1.	Professor	10
2.	Associate Professor	12
3.	Assistant Professor	14
4.	Lecturer	16
5.	English Language Instructor	18

Staff members are required to designate 10 office hours for the students in their schedules. Instructors must make sure that they are available in their offices during the designated office hours. Furthermore, it is recommended that the allocation of office hours is discussed with the students in the first class of the course. This will ensure that the timings of office hours are suitable for the students. Students must also be encouraged to take advantage of the office hours

to discuss academic matters and issues with the instructors. Office hours must also be allocated to time slots that immediately precede and follow the scheduled lectures and lab sessions.

In addition to teaching and office hours, staff members are required to allot time to fulfill other responsibilities. These include, among other tasks, attending regular course-coordination meetings, participating in and attending ELC seminar sessions and invigilating exams. The ELC staff members are also responsible to find the time to compensate for the classes that are missed as a result of sick leaves, emergency leaves or due to the break taken for the National Day.

4.2 Staff Training

All ELC instructors are actively encouraged to be involved in the process of ELC development. This encompasses their participation in setting up workshops and seminars to update other staff members on the latest academic issues in their respective fields of expertise. Moreover, instructors are expected to attend all the workshops, training sessions and seminars that are conducted in the ELC upon receiving announcements notifying them of such activities. In case of having any legitimate reason for not being able to attend, instructors are required to give a prior notice as early as possible to the ELC administration.

4.3 Additional Guidelines

1. The ELC encourages all types of collaboration inside and outside of the University. However, it must be taken into consideration that any type of collaboration or coordination has to be approved formally by the ELC administration. This involves participating in the following activities:

    1. Teaching at other colleges of the university;
    2. Teaching outside the university;
    3. Consultation;
    4. Programme preview or academic review (excluding reviewing for academic research, conferences or journals); and
    5. Any kind of part-time job (e.g., invigilation duties).

2. Staff members must not change their class timings and lecture rooms without a prior permission from the ELC administration. The time from 10:20 to 1:00 on Tuesdays is allocated for students' extracurricular activities. Therefore, make-up classes and mid-term exams must not be scheduled at this time, unless a prior approval is obtained from the ELC administration.

3. ELC faculty members need to use their respective KFU emails to correspond about any subject related to the ELC.

4. There may be occasions when the ELC administration sends emails to require certain information to be supplied or tasks to be accomplished by the staff members within a set period of time. It is expected that all staff members will regularly check their inboxes to receive such emails on time and, thus, to be able to meet the pre-determined deadlines in fulfilling the requirements.

5. All staff members are given access to the Sharek System in the university website. This system is designed to keep track of incoming and outgoing administrative transactions. It is also a major source through which to retrieve important documents like announcements, circulars, official letters and instructions. It is, therefore, necessary for all staff members to keep checking their Sharek accounts in order to promptly obtain such official documents.

4.4 Staff Guidance and Support

If instructors encounter problems related to the use of resources and facilities such as data shows, projectors, boards, rooms and others, they are responsible for contacting the administration of the college in which they teach to explain the encountered difficulties. If they are not assisted, they must inform the ELC administration. The difficulties are also expected to be brought forward in the end semester presentation.

4.5 Salaries and Benefits

Instructors' pay consists of a basic salary and any entitlement to other benefits as is detailed in their contracts. Instructors are paid monthly. Payment is credited to a bank account of their choice.

4.6 Absence from Work and Tardiness

It might be the case that, under emergencies and certain pressing circumstances, staff members would need to be late, absent from work or to cancel a class. In such cases, staff are required to obtain a prior approval from the administration by providing legitimate reasons for the absence or tardiness.

4.7 Holiday Entitlements

The university will make it explicit to instructors what paid holidays they are entitled to have and when each holiday begins and ends including the summer vacation, Eid Al Fitr, Eid Al Adha, and the Saudi National Day.

5
Code of Conduct

This section explains the norms of practice expected to be followed by both the faculty members and the students themselves, which will be conducive to achieving higher goals of the ELC and facilitate the learning process. These norms of practice revolve around three main aspects: professional standards, students' rights and students' evaluation of the course.

5.1 Professional Standards

As a professional, there are several duties and standards you are expected to fulfill to deliver high quality performance, overcome potential problems and facilitate cooperation among the university departments. These duties can be summarised in, but they are not limited to, the following points:

1. Adhering to the course objectives and the learning outcomes.
2. Entering the absentees to the banner system promptly (no later than two days after the lecture).
3. Being punctual.
4. Avoiding reliance on traditional teaching.
5. Using a variety of teaching methods to keep students' interest.
6. Designing valid assessment questions that measure the learning outcomes.
7. Providing all possible academic support for the students in class and during office hours.
8. Reinforcing equality, transparency and respect to students.
9. Refraining from merging sections into one class without obtaining a prior approval from the ELC administration and all students.

5.2 Students' Rights

Students are the core beneficiaries of the educational system. Therefore, all staff members, including instructors and administrators, are expected to perform their duties in a way that respects and enforces students' rights. Students' rights include aspects, like academic support, respect, trust, wellbeing and fairness. Providing this service for students through mentoring is a fundamental element in the educational system at the university.

5.3 Students' Evaluation of the Courses

By the end of the course, the course instructors should encourage their students to evaluate the course, the instructor and the facilities. They can do so by filling out "The ELC Courses Evaluation Survey", available online at the PYD website. This allows the students, the first beneficiaries, to convey their perspectives on their learning experience. The data collected form the survey will be of immense value for improving the course delivery, the instructors and the material. It will be part of the course final report, which will be considered for improving the course and curriculum in general.

6
ELC Committees

The ELC has created five committees: Academic Affairs Committee, Examinations Committee, Schedules Committee, Quality Assurance and Academic Accreditation, and Development Committee, in an endeavour to facilitate administrative services, ensure professional and smooth realisation of its mission, active involvement of its staff members, and timely completion of tasks; attain and maintain excellence; and enhance quality teaching services provided. The ELC committees are composed of its own staff members, who are appointed for their expertise and experience and who are supposed to assist in fulfilling the responsibilities delegated to their respective committees. Each committee is entrusted with certain duties set forth below and expected to be accomplished.

6.1 Academic Affairs Committee

This committee is responsible for performing the following duties:

1. Coordinating with the KFU colleges to look into final exam result appeals.
2. Coordinating with the KFU colleges to look into changing exam results.
3. Reviewing and making decisions on course equivalency requests.
4. Welcoming newly hired ELC staff members and providing them with all relevant information about the centre.
5. Dealing with all emerging issues concerning academic affairs.

6.2 Examinations Committee

This committee is responsible for performing the following duties:

1. Assigning ELC staff members to prepare unified final exams for courses taught by different ELC instructors.
2. Assigning invigilators from existing ELC staff members to follow up on the process of conducting final examinations.
3. Coordinating with other examination committees in different colleges to provide the final exam schedule for ELC courses examinees.
4. Providing examination committees in other colleges with the total numbers of students in all sections.
5. Dealing with all the emerging issues concerning examinations.

6.3 Schedules Committee

This committee is responsible for performing the following duties:

1. Preparing the schedule of ELC classes.
2. Preparing the ELC staff members' list of names and contact numbers.
3. Providing each ELC staff member with his or her schedule of every semester.
4. Meeting the needs of colleges to add sections of courses and increase the capacity of classes.
5. Assigning classrooms for ELC courses in the colleges served.
6. Dealing with all the emerging issues concerning the schedules committee.

6.4 Quality Assurance and Academic Accreditation Committee

This committee is responsible for performing the following duties:

1. Coordinating with the Deanship of Development & Quality Assurance.
2. Following up on the staff members to prepare the course description and course report.
3. Following up on the course coordinators to prepare a PowerPoint presentation and consolidated report for the courses taught in more than one section.
4. Preparing a course portfolio that contains course description, syllabus, worksheets, samples of students' tests, excel grade sheets, and banner grade sheet throughout the semester.

5. Dealing with all the emerging issues concerning quality assurance and academic accreditation.

6.5 Development Committee

This committee is responsible for performing the following duties:

1. Preparing templates and course materials to unify the ELC paper work concerning meeting minutes, quizzes, midterms, and final exams.
2. Preparing a consolidated report for the other committees' meeting minutes.
3. Holding training sessions, seminar, workshops, etc.
4. Updating the ELC webpage.
5. Dealing with all the emerging issues concerning developing the ELC.

7
Academic Affairs

7.1 The Academic Calendar

King Faisal University uses the semester system, dividing the academic year into two equal parts of 14-15 teaching weeks. The academic year typically starts in early September and ends in June with a short break between the two semesters, and followed by an eight-week Summer Session. ELC staff members who are not involved in teaching the summer session will go on their annual 60 days' summer break. The official start and end of both of the academic year and annual vacation vary from year to year and will be announced by the Dean of Faculty Affairs. It is imperative that staff members report for duty once the new academic year commences.

7.2 IT Services

All of KFU information services are provided by the Deanship of Information Technology (DIT). In order to get access to most of these services, staff members are required to register their details and obtain a unified personal username and password from the DIT. In order to ensure only authorised users access the services, a second authentication factor via text message (SMS) will be implemented. Therefore, it is important for all staff members to inform the DIT when they change their mobile number. With these username and password, staff members will be able to, for example, make online requests for emergency leaves, view their paycheck details, update their address and emergency contact information. For further information about the services, visit https://www.kfu.edu.sa/en/Deans/it/Pages/servIT.aspx or contact the DIT support staff members.

7.2.1 University Email Contact

Each staff member of the university is provided with an official email account by the DIT which can be accessed through a direct link on the university homepage. Alternatively, staff members may use stand-alone email programmes such as Microsoft Outlook on their computers, tablets or iOS/Android mobile devices. However, in order to send and receive emails safely, staff members are required to configure the settings of their mail programmes with help from the DIT support staff.

7.2.2 Blackboard

Staff members are encouraged to aid and elevate their students' learning experiences by complementing their teaching methods with the use of online teaching and learning activities. This can be done through the use of Blackboard, a learning management system (LMS) provided by the university. It is free for all KFU staff members and students, and can be utilised using mobile data or the university wireless network. Through this platform, staff members can do the following:

1. Manage basic subject administration such as announcements, class lists and group management;
2. Provide online versions of class materials and readings;
3. Offer extended content such as multimedia files;
4. Allow electronic submission of assignments;
5. Download, mark and return assignments and feedback; and
6. Offer students the opportunity to participate in online communication activities such as blogs, journals and wikis.

Blackboard is managed by the Deanship of E-Learning and Distance Education and can be accessed through this link: https://reglms.kfu.edu.sa/.

7.2.3 The Banner System

The Banner system is an integrated and comprehensive Information Management system, used to assist staff members in recording and maintaining data for their students. It can be accessed

securely from the university's webpage, using the user's username and password. Once access is gained, staff members will be able to do the following:

1. Obtain lists of students enrolled in their courses and classes.
2. Insert their students' coursework and final grades.
3. Record their students' attendances and absences.
4. Modify their personal information (address - phone numbers, etc.).
5. Insert and display their office hours.
6. View their detailed course schedules.
7. Download their weekly schedules.

8
Facilities and Resources

8.1 University Library

The university has two libraries: The Central Library and the Female Library. The Central Library is the main library of the university and is open for both female and male university staff members and students. The Female Library, by contrast, is a smaller library and is housed in building no. 60. The opening hours for both libraries are shown in Table 8.1 below:

Table 8-1 Opening hours of the university libraries

Library	Days	Time
The Central Library	Saturday	9.00 am – 2.00 pm (Families)
	Sunday – Thursday	8.00 am – 7.30 pm
The Female Library	Sunday – Thursday	8.00 am – 5.00 pm

Each staff member may borrow between 7-10 library books for a period of one month. The borrowing period could be renewed up to three consecutive periods, providing that the borrowed items are not requested by another staff member. The library also provides staff members with access to a significant number of electronic materials, for example databases, e-journals, manuscripts encyclopedia and SDL. For detailed information on the collections, facilities and services, visit ttps://www.kfu.edu.sa/en/Deans/Library/Pages/AbotCollege.aspx.

8.2 Stationary

Supplies of stationery such as white board markers and erasers, A4 papers, official university envelopes, calendars, pens and pencils, can be obtained from the PYD. These supplies are also sometimes provided by the colleges where staff members are teaching at.

8.3 Printing and Photocopying

Staff members are responsible for printing/photocopying their own quizzes and exam papers. They can use their office printers or photocopying facilities at the PYD or the colleges where they are located at. However, some colleges only provide limited use of their photocopying facilities to visiting instructors. Therefore, it is advisable for staff members to find out about the availability of these services in advance. Staff members are advised not to print confidential materials such quizzes and exam papers using outside services.

8.4 Computers and IP Devices

The ELC provides each of its staff members with computing related devices and IP phones for official use. Each device is assigned and registered under the staff member's name and it is his responsibility to take all appropriate measures and precautions to prevent the loss, theft, damage and/or unauthorised use of the devices. However, when a staff leaves his or her appointment with the university, these devices remain the property of the university and should be returned.

8.5 Classroom Technology and AV Resources

Most classrooms in the university are equipped with modern educational technology equipment. Each of these classrooms has a personal computer (PC), a ceiling mounted LCD projector which can be connected to a laptop, a display screen, a smartboard or whiteboard, wifi access, and audio/visual capabilities.

Every college has a team of support staff who can assist your technical needs so that your class sessions may progress smoothly and uninterrupted. If, however, some of the facilities are not

available, staff members should contact the administration of the concerned college and submit a request for them personally.