

1. Quality Assurance Committee

QUALITY MANAGEMENT UNIT

ANNUAL REPORT: 2013-2014

I. Charge of the Unit

The purpose of quality management unit is to develop policies and procedures by which the college can measure its progress in all domains like education, training, research, administration and services to achieve its mission, using standards provided by National and International Accrediting Agencies. QMU, in collaboration with Deanship of Quality Assurance will oversee all the quality issues ranging from reviewing changes in study plan, to administration of the programs through teaching, training and assessment strategies within the program with required documentation, surveys, and their analysis; and also prepare Annual Program and Periodic Self Study Report. The Unit will make recommendations based upon a detailed analysis and ensure their implementations in the relevant area as part of a dynamic and continued improvement process, towards fulfillment of the college mission. The Unit will also establish assessments/internal audit system/policy for all of its procedures and activities.

II. Members:

- i. Dr. Ibrahim A. Alhaider: Director/Chair
- ii. Dr. Afzal Haq Asif
- iii. Dr Sahibzada Tasleem
- iv. Dr. Maged Alsyed
- v. Dr. Taghreed Said Al-Mahdy
- vi. Dr Yasir Ibrahim
- vii. Dr Mahesh Attimarad
- viii. Dr. Sree Harsha
- ix. Dr. Promise Emeka

III. Sub-Units/Committees

Quality Management Unit, while working as unit according to its “Roles and Responsibilities” as guided by the Dean’s order , has following sub-committees, working under the umbrella of the Unit:

1. Accreditation Committee

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| 1. Dr Ibrahim bin Abdulrahman Alhaider | Chair |
| 2. Dr. Sahibzada Tasleem | Coordinator |
| 3. Dr. Afzal Haq Asif | Members |
| 4. Dr Sabah Akrawi | Member |
| 5. Dr Maged | Member |
| 6. Dr Yasir Ibrahim | Member |

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|------------------------|--------|
| 7. Dr Mahesh | Member |
| 8. Dr Promise Emika | Member |
| 9. Dr. Taghrid Elmahdy | Member |

2. Strategic Plan Monitoring Committee

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| 1. Dr Ibrahim bin Abdulrahman Alhaider | Chair |
| 2. Dr Afzal Haq Asif | Coordinator |
| 3. Dr. Yasir Ibrahim | Member |
| 4. Dr Sahibzada Tasleem | Member |
| 5. Dr. Taghreed | Member |

3. Assessment Committee : Committee has submitted its report separately

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| 1. Dr Ibrahim bin Abdulrahman Alhaider | Chair |
| 2. Dr. Maged Al-syed | Coordinator |
| 3. Dr. Afzal Haq Asif | |
| 4. Dr. Sree Harsha | |

IV. Number of meetings held during the academic year: 6

QMU worked continuously as per its roles and responsibilities (attached), and its subcommittees met regularly to provide input to the unit, however, QMU itself had 7 meetings during academic year 2013-2014

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|--------------------|----------------|
| 1. First meeting: | Sep 04, 2013 |
| 2. Second meeting: | Dec 18, 2013 |
| 3. Third Meeting: | Dec 31, 2013 |
| 4. Fourth Meeting: | Jan 08, 2014 |
| 5. Fifth Meeting: | April 08, 2014 |
| 6. Sixth Meeting: | April 30, 2014 |

V. Establishment of New QMU office

As per need of the College, and recommendation of the Unit, a capacious office has been established and organized. The office has:

1. A new desktop machine: all the documents relevant to quality issues with COCP has been uploaded in the machine for easy access and retrieval. These documents are:
 1. All, semester-wise course specifications
 2. Course plans
 3. Annual course reports with results of continuous and final assessment
 4. Outcome of each Course evaluation survey
 5. Blue printing of all courses
 6. NCAAA templates and documents
 7. Soft copies of accreditation standards of NCAAA, CCAPP and ACPE

2. A new printer
3. A new photocopier machine
4. Separate cupboard for each semester course files (for 2 preceding years)
5. Separate allocated space for documentary evidences for the COCP claims made in Self Study Reports written by COCP subcommittees for:
 1. National Commission for Academic Assessment and Accreditation, KSA
 2. Accreditation Council for Pharmacy Education USA
 3. Canadian Council for Accreditation of Pharmacy Programs, Canada
6. All the assessment data in soft and paper files for assessment of achievement of curricular and non-curricular Objectives of COCP for assessment of achievement of COCP mission
7. All college documents in printed forms such as study plan, Strategic Plan, COCP assessment plan, Student and faculty handbooks and all college manuals

The office will serve as meeting place for QMU and campus office for all external reviewers

VI. Charges assigned by the Dean for 2013-2014

Based upon Assessment Report: 2012-2013 (Administrative order No 9/34/1277, dated 29/12/1434)

1. Review of KPI's for assessment of achievement of mission

QMU reviewed KPI's for assessment of achievement of mission of COCP and following improvements were made:

1. Based upon KFU KPI's and COCP strategic Plan, 22 KPI's for assessment of achievement of Strategic objective 1, (Teaching and Learning) were added
2. KPI's were numbered in all different domains
3. Based upon the previous assessment report, Criteria for achievement of some KPI's were redefined, which will be reflected in Assessment of Mission Achievement: 2013-2014 (in process).

2. To enhance Faculty Satisfaction regarding faculty research involvement (KPI. 8.10):

The QMU analysed the achievement data for KPI 8.10 (76% achievement) regarding faculty satisfaction about availability of facilities and resources available for research.

Following action plan was implemented:

1. The orientation session for new faculty members was improved including details of research facilities and the procedures and processes for submission of research proposal with Deanship of Scientific research (DSR)

2. Research committee was directed to guide the faculty members for the same
3. Research project for each APPE student was made mandatory under supervision of clinical faculty, which provided opportunity for all clinical/Pharmacy Department faculty to get involve in research

3. COCP Code of conduct:

1. To ensure conformity with the values of KFU and COCP by all personnel in all practices in the domain of teaching and learning, patient centered care, community engagement and research, the QMU compiled Code conduct for students and faculty members.
2. The code of conduct clearly defined the COCP policy on conflict of interest for the first time.
3. The code of conduct was approved unanimously by the QMU in its 4th meeting dated Jan 8, 2014

4. COCP administration manual:

A sub-committee of QMU compiled COCP Administration manual which contains:

1. Administrative hierarchy of COCP and its relationship with KFU administration
2. COCP committees, their structure, purposes roles & responsibilities and Standard Operating Procedures
3. Job descriptions of all administrative positions
4. SOPs of academic departments
5. The manual was approved in 4th meeting of QMU on Jan 8, 2014

5. Course Specifications and Course plans: 2013-2014: Review, Printing and distribution

1. The QMU subcommittee, in collaboration with Curriculum Development Committee, Reviewed all the Course plans, discussed with the course instructors, if needed. It was ensured that all course specifications and plans are strictly in accordance with the course contents and objectives of COCP study plan
2. The mapping of course objectives with 8 Program outcomes and course ILO's with those of 75 program ILO's was also reviewed and discussed with the relevant course instructors
3. All the course plans and course specifications were printed for the QMU office. All the course plans were distributed to the students taking the courses at the beginning of each semester

6. Review of College Documents:

1. Following college documents are under extensive revision which will be accomplished on Aug 15, 2014, before the commencement of next academic session:
 - a. COCP administration manual
 - b. COCP faculty handbook

c. COCP students handbook

VII. Routine Quality Practices

1. Organized orientation session for New faculty members.
2. Organized orientation session for prep year students
3. In collaboration with Academic affair committee, organized white coat ceremony for first year Pharm D students
4. Revisited Annual Program report 2012-2013 and incorporated 75 ILO assessment data prepared by COCP assessment Committee
5. Faculty members were facilitated and guided to write and submit Course specification in time for both Semesters of 2013-2014
6. Course report Seminars for second semester 2012-2013 and First Semester 2013-2014 were held on time according to schedule, and comprehensive reports were prepared and forwarded to the heads of Departments and Curriculum Development Committee for necessary action, and follow-up of the outcomes.
7. As per objective 4.2.3.2, critical review of all course files, especially course specifications was accomplished
8. Faculty members were guided and motivated, through mails and personal meetings, to maintain Course portfolio for their concerned courses:
 1. Detailed Course plan (new format was designed and provided)
 2. Blue printing of courses for matching Teaching with assessment strategies, Template were provided and workshop arranged for training)
 3. Remedial measures for struggling students, their outcome and students satisfaction (templates and form provided by assessment committee)
 4. Lecture evaluation at early stage of course delivery to address the students' concerns regarding teaching, if any. To keep the record in course portfolio
 5. All teaching material, lecture slides, hand outs
 6. Students' work, assignments projects
 7. Sample of formative assessment
9. Students guidance for filling online CES, to improve turn over
 1. All respected faculty members were requested to motivate and guide the students to fill online CES and PES and SES survey forms
 2. Class-wise schedule to bring the students to COCP computer lab was prepared and implemented which resulted in improved turn over (90%) providing meaningful data for further planning
10. End of year students' and Faculty surveys: (4.2.2)

1. End of year surveys from both students and staff, regarding their awareness and commitment to COCP mission and objectives and satisfaction about services, facilities, administration and leadership were implemented in collaboration with Assessment Committee
11. As per COCP by-laws, performance evaluation was accomplished by HOD's of all academic departments
12. Alumni feedback for effectiveness of program was initiated
13. Employers'/Stakeholders feedback has been planned and is in process
14. All the three departments within COCP were motivated to prepare their Developmental Plan, which are still under process

VIII. Accreditation activities

(Please refer to the detailed report of accreditation Committee)

To verify the quality practices and procedures at COCP, the QMU through its subcommittees continued to implement its plan for securing program accreditation by national and international accreditation bodies. Details are given in the annual report of accreditation committee, however a brief summary is as under:

1. CCAPP team Visit

1. The COCP faculty lead by the accreditation subcommittee of the QMU, prepared detailed Internal Review Report (IRR) as application requirement for CCAPP accreditation (2012-2013).
2. All the evidences were collected and arrange as print as well as uploaded for easy access for the reviewers
3. The IRR was presented as stated below at a faculty forum for suggestions for improvement,:
 - a. Institutional Setting and Governance Dr. Tasleem
 - b. Resources Dr Sabah
 - c. Students Dr Maged
 - d. Academic Program Dr Afzal & Dr Yasir
4. All suggestions were discussed and incorporated
5. The IRR and the application for accreditation was sent to CCAPP
6. A two-membered CCAPP team consisting of Dr. K. Wayne Hindmarsh, Executive Director of CCAPP and Dr. Pierre Moreau, Dean, School of Pharmacy Montreal visited COCP on 8th and 9th December, 2013
7. Outcome of COCP's application for accreditation is expected in July 2014

2. ACPE team Visit

1. Online meeting was held with ACPE representative to discuss the scope and procedures for ACPE certification application
2. The IRR written for CCAPP was modified according to ACPE certification criteria.

3. Additional work was accomplished by the QMU for the completion of IRR as per ACPE criteria
4. All the evidences were re-arranged in print form and uploaded for easy access for the reviewers
5. IRR was presented at a faculty forum for suggestions for improvement
6. IRR was sent to ACPE along with a formal application for accreditation
7. A Four-membered ACPE reviewers team: Dr. Beardsley, , Dr. Azza Agha Dr. Tina Brock visited COCP from Feb 24 to Feb 27.
8. Outcome of COCP application for accreditation is still awaited

IX. Steering Committee for Strategic Planning

1. The steering committee for Strategic Plan monitoring prepared report on achievement of strategic objectives and sub-objectives during 1st semester 2013-2014 , as per COCP medium term strategic plan. The overall achievement remained.
2. Out of 16 objectives/sub-objectives/tasks, overall achievement remained 80.7%
3. Recommendations were made in the following areas:
 1. Implementation of e-portfolio for tracking of students performance/development (1.6.1/3)
 2. Implementation of accredited CPD activity for community pharmacists (5.4.2/3)
 3. Improve orientation session for Prep year students: (2014-15) regarding introduction to Pharm D program
 4. Improve orientation session for 1st year students regarding “professional attire” and “Locker facility for students
 5. Expand research collaboration with National and International Universities.
4. The committee, in collaboration with the Assessment Committee, has initiated the process of strategic planning for the 2019-2020. The committee has started gathering data for SWOT analysis. However the strategic directions as defined by KFU for KFU Strategic Plan 2016-2020 are awaited
5. The committee intend to start planning from 1st semester 2014-2015

X. Charges yet to be accomplished:


1. Annual Program Report: 2013-2014 due July 10, 2014
2. Operational Plan for 2014-2015
3. Review of SSR for NCAAA for updates and NCAAA application for accreditation

Dr Ibrahim Bin Abdulrahman Alhaider


Dated: June 22, 2014

Dean, Director Quality Management Unit,
COCP, KFU, AL-Ahsa

Example of Quality Assurance Committee meeting minutes:



Kingdom of Saudi Arabia
Ministry of Higher Education
King Faisal University
College of Clinical Pharmacy
PO Box 400, Al-Madina 31962 Phone: +966 3 3011173 Fax: +966 3 3011774
Quality Management Unit



MINUTES OF 4th MEETING

Ref : KFJ/COCP/QAU/4/2014 Dated : 08/01/2014

To: All Members of the committee
CC: Secretary to the Dean

Date and Time: Wednesday, Jan 08, 2014; 9: 30 am
Venue: Meeting Room, College of Clinical Pharmacy, KFJ

I. Attendees:

1. Dr. Ibrahim Abdurrahman Alhaider Director QMU
2. Dr. Taghreed Almaahdy
3. Dr. Promise Emeka
4. Dr. Maged Alsaeed
5. Dr. Mahesh Attimarad
6. Dr. Sree Harsha
7. Dr. S. Tasleem Rasool
8. Dr. Afzal Haq Asif

Present 7, Regrets 03 Leave 0 Attendance Level 73 %

II. Agenda:

1. Progress on the previous decisions and timelines
 - 1.1. Course report Items: 1st semester: 2013-14
 - 1.2. Field Experience Specifications and reports
 - 1.3. Program Specification & Reports
2. Pending agenda items from the last meeting
 - 2.1. Preparation of ACPE visit
 - 2.2. NCAAA application
 - 2.3. Any other

III. Discussion & decisions:

Sl. No.	Item	Responsibility	Date	Status
1.	The Chair welcomed all the members and initiated the discussion on agenda items with appreciation to the committee and all the faculty members for encouraging (75%) compliance on meeting the deadline of Jan 6, 2014 for course file items.	None	--	--
2.	The timelines for following quality document completion/review/submission will be end of next week:: 1. Program Specification 2013 review by CDC 2. Program report 2012-2013: review by CDC 3. Field Experience Specification and Reports 4. Course Specifications and Course Plans 2 nd semester 2013-14 Dr. Maged will follow up/correspond with faculty for compliance and for printing of the documents. He will update the Director from time to time in this regards.	1. CDC 2. CDC 3. Exp.Edu.Com 4. Concerned faculty member Dr. Maged to follow	Jan 16, 2014	Open
3.	All the course specifications and course plan will be submitted to concerned department for approval and will route through Curriculum Development Committee(only in case of new course or some change in course) for final approval by the COCP Council, after which these will be submitted to QMU for printing and for relevant course files. The QMU will monitor in time completion of the process.	All concerned: HOD's, Faculty members, (Procedure)	--	Open
4.	The "COCP code of Ethics" and "Administration Manual" were discussed. Proposed amendments were accepted unanimously and both the COCP documents were approved by the committee	All	--	closed



Kingdom of Saudi Arabia
Ministry of Higher Education
King Faisal University
College of Clinical Pharmacy
P.O. Box 400, Al-Obair 31962, Phone: +966 5 3417175 Fax: +966 5 3417774
Quality Management Unit



Sl. No.	Item	Responsibility	Date	Status
5.	ACPE Team Visit			
1.	Four membered ACPE reviewers team will visit COCP for program accreditation for 4 days w.e.f. Feb 24, 2014	All	Urgent	Open
2.	Dr. Tasleem will correspond with ACPE for amendment in the schedule.	Dr. Tasleem		
3.	Dr. Tasleem will print SSR for ACPE for QM office for faculty access. He will also send the report for printing by KFUPU press at the earliest	Dr. Tasleem		
4.	Dr. Maged will present SSR at faculty forum on Monday, Jan 13, 2014 at 11.00 am in Room No 1033	Dr. Maged		
5.	All campus and clinical faculty will compulsorily attend the SSR presentation.	Dr. Maged to notify Dr. Yasir to bring clinical Faculty	Urgent	open
6.	Dr. Maged (for male) and Dr Taghreed (for female) will hold workshop for students for ACPE visit orientation	Dr. Maged, Dr Taghreed	2 nd week of Feb	
7.	ACPE report document file will be maintained by Dr. Mahesh and Dr. Harsha in consultation with Dr Tasleem, in QM office	Dr Mahesh, Dr. Harsha	urgent	open
8.	Respected Dean will orientate each committee regarding ACPE visit during pre-scheduled meetings with committee heads	The Dean	As per schedule	open
9.	Program for mock Pharm D review for ACPE visit preparation will be issued soon	Dr Tasleem/Dr Maged for schedule	2 nd week of Feb	Open
6.	NCAAA Accreditation Application			
	The Chair informed the committee regarding NCAAA accreditation procedure and ask accreditation committee to update SSR within 3 weeks time	Accreditation Committee (Dr. Tasleem)	Jan 31, 2014	open
7.	It will be requested to Academic Affair committee to design a uniform cover-page format for all centrally administered assessments for students.	Academic Affair Committee (Dr. Mahesh)	Before Next Midterm	
8.	The meeting was adjourned with the vote of thanks by the chair. The schedule of upcoming meeting will be issued after completion of various timelines	All		Open

IV. Signatures:

Sr. No	Attendees	Signature
1.	Dr. Ibrahim A. Alhaider, Director QMU	
2.	Dr. Taghreed El-Mahdy	
3.	Dr. Afzal Haq Asif	
4.	Dr. Sahibzada Tasleem-ur-Rasool	
5.	Dr. Maged El-Sayed Mohamed	
6.	Dr. Mahesh Attimarad	
7.	Dr. Sree Harsha Nagaraja	
8.	Dr Promise Emeka	
9.	Dr. Yasir Ibrahim (information)	
10.	Dr. Sabah Akrawi (information)	
11.	Dr. Wael Suleman (information)	

V. Dean's Approval/comments:

Head of Committee: for further action Plan (internal/External) and for record