



KING FAISAL UNIVERSITY

DEANSHIP OF QUALITY ASSURANCE

KFU-NCAAA ACCREDITATION

ACTION PLAN

‘LEARNING RESOURCES’ COMMITTEE
Standard VI

COMMITTEE Members

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‘Learning Resources’ Committee

Action Plan

1. Purpose:

The National Commission for Academic Accreditation & Assessment (NCAAA) has developed a set of standards for quality assurance and accreditation of higher education institutions in eleven general areas of activity, one of which is learning resources. Learning Resources (LR) at King Faisal University (KFU) should be based on what is generally accepted as good practice in higher education throughout the world and adapted to the particular circumstances of higher education in the Kingdom of Saudi Arabia.

The LEARNING RESOURCES committee (LR-Committee) was established to evaluate performance in relation to the learning resources standard. Learning resources, including libraries and provisions for access to electronic and other reference material, must be planned to meet the particular requirements of the KFU’s programs and provided at an adequate level. Library and associated IT facilities must be accessible at the times required to support independent learning, with assistance provided in finding material required. Facilities must be provided for individual and group study in an environment conducive to effective investigations and research. The services must be evaluated and improved in response to systematic feedback from teaching staff and students.

LR-Committee at King Faisal University shall investigate whether these good practices are carried out and how well this is done using a set of self evaluation scales that has been prepared to assist in this process. The LR-Committee shall carry out the evaluations within KFU and investigate whether the particular practices are followed, and rate the quality of these practices in KFU on a five point rating scale. LR-Committee judgment of quality will be based on appropriate evidence including at least some comparisons with other institutions on important items. The development of internal systems to provide that evidence is an essential requirement for KFU’s quality assurance system.

The LR-Committee shall:

- Assess the current situation of learning resources at KFU based on NCAAA requirements.

- Evaluate performance in relation to the Learning Resources standard.
- Investigate whether good LR practices at KFU are carried out and how well this is done.
- Rate the quality of LR practices at KFU on a five point rating scale.
- Benchmark KFU-LR against other higher education institutions in the region and the world.
- Provide LR evidence and KPI's.
- Propose an action plan to meet the requirements of LR of unmet items and follow-up.
- Submit reports assessing the requirements for the LR standard.

To be granted accreditation, it is necessary for KFU's LR-Committee to provide evidence of good quality performance in relation to learning resources standard (NCAAA-VI) and with all of the subsections of this standard; namely:

6.1 Planning and Evaluation

6.2 Organization

6.3 Support for Users

6.4 Resources and Facilities

The LR-Committee works with the understanding that the provision of learning resources through a library is a general KFU activity with a major impact on programs. Evaluation of this function in KFU evaluation as an institution would be broad and consider the quality of management and services provided for KFU as a whole and how effectively it supports all programs throughout KFU. A library might be very good in many ways, but not have the materials to support a particular program. In that case the provision of learning resources might receive a reasonably high rating in KFU evaluation but a low rating in an evaluation from the perspective of the program concerned in the program evaluation.

2. LR- Committee Tasks :

Within the framework of the above context the functions of the LR-Committee are:

- Determine the nature and sources of information and precise gathering of contact party/ authorities.
- Inventory items and measurement tools and their substandards.
- Prepare an action plan that satisfies the above mentioned goals.
- Design suitable forms to collect information from various sources.
- Examine the relevant field practices of the learning resources sub standards, e.g.:
 - ❖ Planning and Evaluation (6.1)
 - ❖ Organization (6.2)
 - ❖ Support for Users (6.3)

❖ Resources and facilities (6.4)

- Collection of information from authorities/ party related to learning resources standard.
- Provide evidence for completed/ met requirements.

- Inventory the unmet requirements.
- Provide recommendations within an action plan to enable KFU to meet the unmet requirements.
- Prepare the final report relevant to the sixth standard.
- Follow-up to implement the recommendations of the unmet requirements and gather evidence.

3. Contact Authorities/ Party and Learning Resources:

As the sixth standard is relevant to learning resources, the main authorities / party that the LR-Committee shall contact and rely on for information about learning resources are:

- Deanship of Library Affairs.
- Colleges: Deanships, Departments.
- Deanship of Information Technology.
- Deanship of E-Learning and Distance Education.
- Higher Education Deanship.
- Planning Department.
- Property Management
- Faculty.
- Students.

4. Nature of Data and Information:

The LR-Committee will bring together all the information and documents of proof necessary to assess the KFU's response to the various requirements of standard VI, whereby it will relate in particular to:

- Official documents and blueprints.
- Education and Curriculum support (classes, curriculum support, opportunities, request consultation with a librarian, scholarly publishing support, public access, annual copyright license, faculty attribution, etc..)
- Technology support (audiovisual viewing, laptops and wireless network, photocopying, printing, public workstations, scanning, software on workstations, etc..)
- Borrowing and Interlibrary loan (access from off-campus – proxy access, borrowing and access privileges, Interlibrary loan (ILL), copy service, renew books, view my library record, study carrel policy, privacy, security, etc...)
- Library hours (Central, Colleges, Departments) both for male and female students.

- Forms (placing course materials on reserve, asking the library to purchase an item, rush-cataloging “in process” items, etc...)
- Reports from other authorities (secondary data).
- Requests from various KFU colleges and departments of specific books/ journals / materials.
- Faculty and student opinions of tendered services and their quality.
- Description of practical procedures for the various processes related to learning resources standard.

5. Information & Data Collection Methods and Tools :

The LR-Committee will rely on the following methods and tools to collect relevant information on the VI standard:

- Official documented field meetings.
- Statistical curves to describe the procedures and the collected data.
- Questionnaires.
- Analysis of reports content.
- Benchmarks.

6. Time Table :

The LR-Committee shall follow the following general time framework to execute its tasks:

- 1) LR-Committee formation.
- 2) Approval and adoption of the Action Plan and distribution of tasks and duties.
- 3) Preparation and preparatory work:
 - i. Study of the NCAAA guidelines/ recommendations about the VI standard.
 - ii. Identify elements that need to take immediate action to meet the institutional accreditation.
 - iii. Devise data collection tools from various units and identify KPI's.
 - iv. Careful gathering of learning resources and preparation of the initial meetings time table.
 - v. Design of questionnaires and data collection methods.
- 4) Arranging the meetings/ Visits time table.
- 5) Learning resources data collection and analysis as gathering of proof documents.
- 6) Submit the preliminary report.
- 7) Follow-up of LR-Committee submitted recommendations to meet the unmet VI standard requirements and collect evidence and KPI's.
- 8) Submit the final Standard VI report.

Submit Final LR Report																	
Revise the Final Report after the External Examiners visit																	
Revise the Final report in light of NCAAA Experts recommendations																	

7. Outcomes:

- Initial LR-Committee report.
- Recommendations within an action plan to enable KFU to meet the unmet LR requirements.
- Final LR-Committee report.

8. Table of Targeted Practices to Measure the VI Standard:

The learning resources standard targeted practices and their measurement tools according to the VI substandards are the following:

Targeted Practices to Measure the Requirement 6.1 (Planning & Evaluation)

Policies and procedures must be in place to ensure that resource materials and services needed to support student learning are adequate and appropriate for the programs offered at KFU, regularly evaluated, and kept up to date as required. To satisfy this requirement:

Item	Standard	Measurement tool
<ul style="list-style-type: none"> ▪ Policies guiding the provision of library/resource centre services. 	6.1.1	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Examine the learning resource strategy and its link to strategic priorities for old/new program development. 	6.1.2	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs f) Meeting with Colleges (Academic Affairs, Departments) b) Meeting with Deanship of e-learning and Distance Education
<ul style="list-style-type: none"> ▪ Adequacy of library and resource center materials, continual monitoring and the biannual evaluation plan. 	6.1.2 6.1.3	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Evaluation procedures including user surveys dealing with effectiveness in meeting user needs (considering teaching staff and student satisfaction, extent of usage, consistency with requirements of teaching and learning at the institution, range of services provided, and comparisons with other comparable institutions). 	6.1.4	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire f) Comparisons with other Universities
<ul style="list-style-type: none"> ▪ Evaluation processes including analysis of data on usage of resources in relation to teaching and learning requirements for different programs in the institution. 	6.1.5	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Requirements to support teaching and learning in sufficient time for appropriate provisions to be made. 	6.1.6	<ul style="list-style-type: none"> a) Teaching staff responsible for courses and programs Questionnaire

		b) Meeting with Deanship of Library Affairs
<ul style="list-style-type: none"> ▪ Regular review of reserve book collections and other reference materials to ensure adequate access to necessary materials for courses on-offer at any time. 	6.1.7	a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Faculty Questionnaire

Targeted Practices to Measure the Requirement 6.2 (Organization)

The library or resource center must be managed efficiently to provide required services in a secure environment conducive to effective study. To satisfy this requirement:

Item	Standard	Measurement tool
<ul style="list-style-type: none"> ▪ Check library, resource centres and associated facilities and services availability for extended hours beyond normal class time to ensure access when required by users. 	6.2.1	a) Meeting with Deanship of Library Affairs b) Meeting with Deanship of e-learning and Distance Education c) Student Questionnaire d) Faculty Questionnaire e) Library website
<ul style="list-style-type: none"> ▪ Collections catalogued according to internationally recognized good library practice. 	6.2.2	c) Meeting with Deanship of Library Affairs f) Meeting with Colleges (Academic Affairs, Departments) d) Meeting with Deanship of e-learning and Distance Education e) Student/ faculty questionnaire
<ul style="list-style-type: none"> ▪ Agreements of cooperation with other libraries and resource centres for interlibrary loans and sharing of resources and services. 	6.2.3	a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Systems for recording loans and returns, with efficient follow up for overdue material. 	6.2.4	a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire

		e) Faculty Questionnaire
		f) Comparisons with other Universities
<ul style="list-style-type: none"> ▪ Heavy-demand and required reading materials should be held in a reserve collection. 	6.2.5	a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Access to on-line data-bases and research and journal material relevant to the KFU's programs. 	6.2.6	a) Deanship of Library Affairs website b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire f) Comparisons with other Universities
<ul style="list-style-type: none"> ▪ Rules for behaviour within the library. 	6.2.7	a) Deanship of Library Affairs policy and website b) Meeting with Colleges (Academic Affairs, Departments) c) Student Questionnaire d) Faculty Questionnaire e) Comparisons with other Universities
<ul style="list-style-type: none"> ▪ Security systems to prevent loss of materials and inappropriate use of the internet. 	6.2.8	a) Meeting with Deanship of Library Affairs b) Meeting with deanship of Information Technology. c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire f) Library website

Targeted Practices to Measure the Requirement 6.3 (Support for Users)

Adequate support must be provided to assist KFU students and teaching staff to make effective use of library services and resources. To satisfy this requirement:

Item	Standard	Measurement tool
<ul style="list-style-type: none"> ▪ Orientation and training programs for new students/ other users to prepare them to access facilities and services. 	6.3.1	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Deanship of IT. c) Meeting with Colleges (Academic Affairs, Departments) d) Meeting with Deanship of e-learning and Distance Education e) Student Questionnaire f) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Assistance availability to help users in conducting searches, locating and using information. 	6.3.2	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Reference service run by qualified librarians. 	6.3.3	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Electronic and/or other automated systems with search facilities availability to assist in locating resources within KFU and in other collections. 	6.3.4	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Deanship of IT. c) Meeting with Colleges (Academic Affairs, Departments) d) Meeting with Deanship of e-learning and Distance Education e) Student Questionnaire f) Faculty Questionnaire g) Comparisons with other Universities
<ul style="list-style-type: none"> ▪ Procedures to keep users informed of library developments (e.g. acquisition of new materials, training programs, or changes in services or opening hours). 	6.3.5	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Printed or electronic guides availability to help users find materials for popular subject areas, compiling reference lists or using data bases. 	6.3.6	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-

- d) Student Questionnaire
- e) Faculty Questionnaire

- Library and resource centres staff (sufficient people qualified and skilled in relevant fields of librarianship and information technology).

6.3.7

- a) Meeting with Deanship of Library Affairs
- b) Meeting with Colleges (Academic Affairs, Departments)
- c) Meeting with Deanship of e-learning and Distance Education
- d) Faculty Questionnaire
- e) Student Questionnaire

Targeted Practices to Measure the Requirement 6.4 (Resources and Facilities)

Resources and facilities must be adequate for the learning and research requirements of KFU. To satisfy this requirement:

Item	Standard	Measurement tool
<ul style="list-style-type: none"> ▪ Financial resources (for acquisitions, cataloguing, equipment, and for services and system development). 	6.4.1	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Deanship of IT. c) Meeting with Deanship of e-learning and Distance Education d) Meeting with Colleges (Academic Affairs, Departments) e) Planning Department
<ul style="list-style-type: none"> ▪ Physical resources on-site vs. on line access and inter library loan facilities. 	6.4.2	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Deanship of IT c) Meeting with Colleges (Academic Affairs, Departments) d) Meeting with Deanship of e-learning and Distance Education e) Student/ faculty questionnaire
<ul style="list-style-type: none"> ▪ Facilities to house collections in a way that makes them readily accessible. 	6.4.3	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Up to date computer equipment and software to support electronic access to resources and reference material. 	6.4.4	<ul style="list-style-type: none"> a) Meeting with Deanship of Library Affairs b) Meeting with Deanship of IT c) Meeting with Colleges (Academic Affairs, Departments) d) Meeting with Deanship of e-

		e) Student Questionnaire f) Faculty Questionnaire
		g) Comparisons with other Universities
<ul style="list-style-type: none"> ▪ Copying facilities supported by efficient payment mechanisms for users. 	6.4.5	a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Student Questionnaire d) Faculty Questionnaire
<ul style="list-style-type: none"> ▪ Facilities availability for using personal laptop computers. 	6.4.6	a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Meeting with deanship of IT d) Student Questionnaire e) Faculty Questionnaire f) Comparisons with other Universities
<ul style="list-style-type: none"> ▪ Books, journals and other materials availability in Arabic and English (or other languages) as required for programs taught and research undertaken in KFU. 	6.4.7	a) Meeting with Deanship of Library Affairs b) Meeting with Colleges (Academic Affairs, Departments) c) Student Questionnaire d) Faculty Questionnaire e) Comparisons with other Universities
<ul style="list-style-type: none"> ▪ Facilities for both individual and small group study and research. 	6.4.8	a) Meeting with Deanship of Library Affairs b) Meeting with deanship of Information Technology. c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire f) Library website
<ul style="list-style-type: none"> ▪ Level of provision of facilities and resources at KFU (numbers of books, seats, group study facilities, etc..) benchmarked against good quality similar institutions and adequacy for KFU size and the programs offered. 	6.4.9	a) Meeting with Deanship of Library Affairs b) Meeting with deanship of Information Technology. c) Meeting with Deanship of e-learning and Distance Education d) Student Questionnaire e) Faculty Questionnaire f) Library website g) Property Management h) Financial Department

9. Learning Resources Evidence and Performance Indicators:

It is necessary to consider appropriate forms of evidence whenever a judgment is made about quality of performance in relation to LR standard. In many cases several different forms of evidence should be considered to make a reliable judgment, and the evidence will need to be interpreted. A wide range of kinds of evidence can be considered. However as part of the evidence to be used decisions should be made about some specific items of information that can be expressed in quantitative terms and used as performance indicators. These should be identified in advance as part of planning processes. For example when major goals or objectives are established specific indicators should be specified so achievement of those goals and objectives can be monitored on a continuing basis.

Data on these indicators should be collected in standard form and retained in a central data base. Summaries and comparative figures should be distributed to colleges, senior administrators and key committees so there can be comparisons within KFU and over time.

NCAAA has identified certain KPI's on which information should be collected in all institutions. These indicators should be used by KFU as part of its quality assurance processes; however LR-Committee shall add additional indicators which it selects for itself that relate to KFU mission, objectives, and priorities for improvement.

Evidence about the quality of learning resource provision and performance indicators derived from this evidence can be obtained from user satisfaction surveys, success rates for students in accessing course reference material, documents describing processes for identifying and responding to course requirements, and details of times when facilities are available for use by students and teaching staff. Information should be available about provision of orientation programs for new students and other users, and responsiveness to requests from stakeholders. KFU should be able to provide information about comparisons of level of provision through books, periodicals and web-based resources with comparable institutions offering similar programs and an appropriate performance indicator would be whether that level of provision was equaled or exceeded.