Annual Program Report

Program Name:	Information System
Qualification Level:	**Bachelor**
Department:	**Information Systems**
College:	**Computer Sciences and Information Systems**
Institution:	**Najran University**
Academic Year:	2019 - 2020
Main Location:	**Najran , Main campus**

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A. Implementation of Previous Action Plan

Considering the recommendations of previous year annual report, list the planned actions and their status.

Planned Actions	Responsibility of Action	Planned Completion Date	Level of Completion		If Not Completed	
			Completed	Not Completed	Reasons	Proposed Actions
Improve the level of computer application skills of our students by workshops supported by student activity unit	HoD	Before the end of the year	√			
Improve the level of English language proficiency of our students by workshops supported by student activity unit	HoD	Before the end of the year		√	**Time constraint**	Activity unit should arrange seminar, workshop to improve English language proficiency of students
Ask students to see their academic advisors regularly.	Coordinator and all faculty of the program	Before the end of the year	√			
Students should be given an orientation to introduce them to the department services which will support their educational and personal goals and facilitate initial academic advisement, course selection, and registration.	HoD, Quality unit, Academic advising unit	Before the end of the year	√			
Provide the necessary facilities such as cafeteria, housing, gym, college library for all students	HoD	Before the end of the year	√			
Remind students of the importance of graduating on time	Academic advisor Faculty	Before the end of the year	√			
Timeborn submission of Course Reports so that they can be evaluated and discussed in the department council	HoD,	Before the end of the year	√			
Overall course reports to be discussed in the department council meeting for actions/implementation of small changes to be implemented at the start of the semester.	Quality unit	Before the end of the year	√			

Maintenance of projectors in classroom	HoD	Before the end of the year	√			
Support and encourage the staff members by offers software and hardware that they need to complete their scientific researches and then introduced it as workshops.	HoD	Before the end of the year	√			
Specifies a budget for seminars and workshops which is targeted the faculty members.	HoD	Before the end of the year		√	**Difficult to get Specifies a budget for seminars and workshops**	**Send a request to financial department and top management**
The rate of participation/ distributing the survey / questionnaire and collecting the responses from the stakeholders should be between 90%-100%	Quality unit	Before the end of the year	√			
Photocopy machine, ink cartridge of printers, papers, pens and markers are to be available and must be in operational condition when required	HoD	Before the end of the year	√			

B. Program Statistics

1. Students Statistics (in the year concerned)

No.	Item	Results
1	Number of students who started the program	**49**
2	Number of students who graduated	**7**
3	Number of students who completed major tracks within the program (if applicable)	
	a.	**N/A**
	b	**N/A**
	c.	**N/A**
4	**a.** Number of students who completed the program in the minimal time	**3**
5	**a.** Percentage of students who completed the program in the minimal time (Completion rate)	**43%**
6	Number of students who completed an intermediate award specified as an early exit point (if any)	**N/A**
7	Percentage of students who completed an intermediate award specified as an early exit point (if any)	**N/A**

Comment on any special or unusual factors that might have affected the completion rates:
The percentage of students who completed the program in the minimal time (Completion rate) is 43% due to the effects of some factors such as:
- Students monthly support fund do not be affected if the students not graduated on time, thus , some students prefer to spend more semesters in university.
- Some of the students who graduated this semester were enrolled during war time, thus it affect their performance.

2 . Cohort Analysis of Current Graduate Batch

Student Categories / Years		Total cohort enrollment	Withdrawn	Retained till year end	Not passed	Passed	Passing rate
Three Years Ago	M	6	0	6	0	6	100%
	F	N/A	N/A	N/A	N/A	N/A	N/A
	Total	6	0	6	0	6	100%
Two Years Ago	M	6	1	5	0	5	100%
	F	N/A	N/A	N/A	N/A	N/A	N/A
	Total	6	1	5	0	5	100%
Last Year	M	5	0	5	1	4	80%
	F	N/A	N/A	N/A	N/A	N/A	N/A
	Total	5	0	5	1	4	80%
Current Year	M	4	0	4	1	3	80%
	F	N/A	N/A	N/A	N/A	N/A	N/A
	Total	4	0	4	1	3	80%

Comments on the results:

The passing rate every year is high (100%, and 80%) however due to the low number of students of this batch

the completion rate in minimal time for this batch is less 50%

3.Analysis of Program Statistics

(including strengths, areas for improvement, and priorities for improvement)

Strengths :
The passing rate every year is high (100%, and 80%)
Areas for Improvement:
Completion rate is low (43 % for the current year, and 50 % for the current batch)
Priorities for Improvement:
- Academic advising unit should guide the students to complete their courses as plan in their academic plan

C. Program Learning Outcomes Assessment

1. Program Learning Outcomes Assessment Results.

#	Program Learning Outcomes	Assessment Methods (Direct and Indirect)	Performance Target	Results
Skills				
S1	An ability to analyze a problem, identify and define the computing requirements appropriate to its solution	Direct	65%	78.17%
S4	An understanding of processes that support the delivery and management	Direct	65%	84.50%

	of information systems within a specific application environment.			
Competence				
C1	An ability to function effectively on teams to accomplish a common goal	Direct	65%	87.96%
C2	An ability to communicate effectively with a range of audiences	Direct	65%	74.92%

Comments on the Program Learning Outcome Assessment results.

This year four program learning outcomes were assessed as plan in the assessment plan 2017 – 2021. All the PLOs were achieved.

2. Analysis of Program Learning Outcomes Assessment
(including strengths, Areas for Improvement:, and priorities for improvement)

Strengths :
- The program learning outcomes were assessed as planed in the assessment plan 2017 – 2021.
- All the PLOs were achieved.

Areas for Improvement:

Priorities for Improvement:

D. Summary of Course Reports

1. Teaching of Planned Courses / Units
List the courses / units that were planned and not taught during the academic year, indicating the reasons and compensating actions.

Course	Units/Topics	Reasons	Compensating Actions
All courses / units that were planned are covered and <u>taught</u>	N/A	N/A	N/A

2. Courses with Variations
List courses with marked variations in results that are stated in the course reports, including: (completion rate, grade distribution, student results, etc.), and giving reasons for these variations and actions taken for improvement.

Course Name &Code	variation	Reasons for variation	Actions taken
231-- E-Commerce CIS-3	Most of students results B ,+B ,A	Online teaching and Exam	
Information Systems Analysis and Design-251-CIS-2	Most of students B ,A ,+results A +	Online teaching and Exam	

3. Result Analysis of Course Reports
(including strengths, Areas for Improvement, and priorities for improvement)

Strengths:
1. All the courses/ Unit which were planned have been covered and taught. 2. Variations in students result is low 3. Normal distribution of student result in most courses
Areas for Improvement:
Some courses have variation in the course results
Priorities for Improvement:
Reduce the variation of these courses

E. Program Activities

1. Student Counseling and Support

Activities Implemented	Date	Participant
Orientation for new students First Semester	11/09/2019	18
IT center visit	15/10/2019	8
Participating in Najran university swimming competition	27/10/2019	2
Soccer training	30/10/2019	30
Soccer training	01/11/2019	31
Soccer tournament	04-14/11/2019	33
Employable skills for graduating students	04/11/2019	5
Python programming language training course	06/11/2019	19
Employable Qiyas Test training for students	12/11/2019	8
Participating in Saudi Universities Sports Federation – Swimming Competition	16/11/2019	1
Students open meeting with HoDs	17/11/2019	15
The importance of Volunteering seminar	17/11/2019	15
the ,Future skills workshop workshop introduces the important skills for the future and the importance of gaining these skills	18/11/2019	9
Computer science and multimedia concepts seminar	19/11/2019	3
Gathering for graduating students	11/12/2019	10

Orientation for new students Second Semester, guidelines & instructions for the new students about IS program.	11/02/2020	20
Introduction to cybersecurity workshop, the workshop introduces cybersecurity and threats.	02/03/2020	85
Participating in Najran university Futsal tournament	2-5/03/2020	13

2. Professional Development Activities for Faculty and Other Staff

Activities Implemented	Brief Description*
Weekly Seminars	Department of Information System organized weekly seminars the This is an open discussion .professional developed of faculty and students form the staff.
Webinar Seminars	Department of Information System organized weekly Webinar seminars given Topics of these Webinar .different national and international speakers ,digital emotions of social media ,seminars are about cloud computing These seminars .and cyber security ,artificial intelligence ,augmented reality play vital role in faculty professions development
Quality Training Sessions	There are periodically quality training session within the department for professional development
Conference Publication Chair	Some Faculty members of Information System department is now publication .chair of international conferences to be held in Malaysia and Europe Attendance of these conferences and perform the role of publication chair help in professional development.
Journal Publication Chair	Some faculty members of the IS department are also chairing of journal This activity .They manage journal issue at least 4 times are .publication grown professional development by contacting the international community
Technical Program Committee of Several International Conferences	Almost all faculty member is Technical Program Committee of Several They continuously review the paper to understand .International Conferences current research development going on in the field of computer science and information system.

Comment on Professional Development Activities for Faculty and Other Staff **
At Najran University we have been building up our own professional development schem that takes into account proficient learning, instructors increasing new information, aptitudes, and thoughts that permit them to best meet understudies' adapting needs. Employees at the IS office at NU should be dynamic individuals from their expert development. This implies they should be occupied with constant improvement through their expert learning encounters. Coming up next are the prescribed plans to help manufacture the framework for giving a domain that underpins constant improvement for proficient learning, not simply advancement. Building up this framework will assist us with bettering serve and bolster understudies' adapting needs.

3. Research and Innovation

Activities Implemented	Brief Description*
Research Projects for Deanship of Scientific Research	The faculty member of information system department applied total 5 research projects under deanship of scientific research and all are accepted and currently are in progress

SCIE and ESCI Papers published by IS department faculty	These are .There were 32 papers published in ISI web of science journal indexed in Science Citation Indexed Expended which is impact factor service All papers are very .and SCOPUS and Emerging Source of Citation Indexed high quality and published in well reputed journals.
Research project grant for COVID Projects	In total 3 projects were applied in deanship of Scientific Research for COVID and all are accepted and currently in progress.
New Journal Launch with Department Information System Affiliation	New Journal launch is launched by the faculty members of department of The name of journal is *International Journal of Advanced* .information system *Computer Systems and Software Engineering* which is currently google scholar several other indexing services will be applied ,indexed and soon
Special Issues for Research papers indexed in ISI web of Science and Scopus	The faculty of information system department finalized 13 special issues this year and approximately 750 plus publications are published in these special Special issue .All issues are ISI web of science and Scopus Indexed .issues details can be found in following links:

and ,Big data , Special Issue on Impact of Current Trends in Social Commerce International Journal of Information Technology Project .Business Analytics .[Web][Online] .Scopus Indexed and ESCI Indexed ,Management (IJITPM) 2020. ,Due Date is April 15

 Special Issue on Trends and Applications of Data Science and Big .International Journal of Data Science (IJDS) By Inderscience .Knowledge 2020. ,Due Date is May 12 .[Online]

 Special Issue on Advances in System Dynamics, Simulation, and Machine International Journal of System Dynamics Applications .Learning Techniques 2020. ,Due Date is November 31 .[Online] .(IJSDA) By IGI Global

 Special Issue on New Frontiers in Data Sciences and Data Analytics Tools ESCI .Advances in Data Science and Adaptive Analysis .and Applications ,Due Date is July 20 .[Online] .Indexed (Web of Science) By World Scientific 2020.

Special Issue on Recent Information Communication Technologies (ICT) International Journal of .Trends for Scalable Information System Applications ESCI Indexed (Web of .Intelligent Engineering Informatics By Inderscience 2020. ,Due Date is September 30 .[Web][Online] .(Science

. Special Issue on Smart Systems with Advanced AI and Learning .International Journal of Intelligent Engineering Informatics By Inderscience ,Due Date is September 30 .[Web][Online] .(ESCI Indexed (Web of Science 2020.

Special Issue on Impact of Integrated Intelligent Information and Analytical ,(Journal of Information Technology Management (JITM .Systems on Society 2020 ,Published on September 1 .[Online] [Guest Editorial] .Scopus Indexed

Special Issue on Advances in Deep Learning in Mobile Interactive Algorithms International Journal of Interactive Mobile .and Learning Technologies Published .[Online] [Guest Editorial] .Scopus Indexed ,(Technologies (iJIM 2020. ,on June 30

Special Issue on Evaluating Critical Measures of Quality Management And : Scopus ,International Journal of Quality Research (IJQR) .Quality Control 2020. ,Published on June 24 .[Web][Online] .and ESCI Indexed

,(and Secure Methods (CSSyM ,Special Issue on Computer Software International Journal of Advanced Trends in Computer Science and ,Published on March 2 .[Online] .Scopus Indexed ,(Engineering (IJATCSE 2020. |

	Indian ,(and Software Modeling (CSSyM , Special Issue on Computer System Published .[Online] .ISI Web of Science ,Journal of Science and Technology 2019 ,on May 13
	,Special issue for 4th International Conference on Communication International Journal of Advanced ,Management and Information Technology .Scopus Indexed ,(Trends in Computer Science and Engineering (IJATCSE 2019 ,Published on March 13 .[Online]
	Special Issue on the Impact of Management of Information Communication ,Indian Journal of Science and Technology ,Technology (MICT) on Society 2019 ,Published on May 1 .[Guest Editorial] ,[Online] .ISI Web of Science

Comment on Research and Innovation **

Information System Department of Najran University embraces and supports great practices in exploration of high caliber. This is accomplished through instruction, preparing, and oversight with the goal that the scientists become mindful of the duties they have towards the college and the exploration network on the loose. Keeping itself lined up with its vision and mission, IS in NU is focused on advancing exploration and supporting employees by means of making sure about the necessary educating extra time, the money related help and joint efforts, and amplifying their achievement in research as one of the objectives of the institutional key arrangement. The Deanship of Scientific Research is liable for guaranteeing that examination and insightful exercises are coordinated towards the creation, incorporation, and utilization of information that will bring about better financial, social, and social prosperity. The university must guarantee that, in accordance with an exploration methodology, research support, research strategy, research desires, and agreeable courses of action all mirror the college's promise to investigate and insightful exercises. Every employee is assuming essential job to make sure about exploration exercises with the school.

4. Community Partnership

Activities Implemented	Brief Description*
Informative lecture about programs in College of computer science and IS.	Informative lecture to high school students about programs in College of ٢٠٢٠ features offered in November, computer science and IS
Google education features	Informative lecture to high school teachers out Google Education November, features offered in ٢٠٢٠
How to protect yourself in the Internet world	Informative lecture to high school and intermediate students about different ways to protect your information in the internet world offered in November, ٢٠٢٠
Mobile application development (future development)	Informative lecture to high school and intermediate students about programing the mobile application offered in November, ٢٠٢٠
The little programmer	Informative lecture to primary school students about programing skills and information and ways to learn it offered in November ٢٠٢٠ ,
Python programming language basics and concepts	Informative lecture and practical lessons to CSIS students about Python programming language basics and concepts

Multimedia techniques concepts	Informative lecture to Najran University's students about multimedia uses in November ٢٠٢٠, offered in computers
ELECTRONIXC COMMERCE	Teaching and training students to understand business basic concepts and how to create electronic commerce application offered in November ٢٠٢٠
Programming competition	Competition between CSIS students in computer programming offered in November ٢٠٢٠
Training about computer applications	Training held for university students about important computer applications offered for three days in November ٢٠٢٠
Extra food donation application	Provide training for creating computer application for food donation offered in November ٢٠٢٠
Employability skills	Provide students with 27 skills that is required in the job market

Comment on Community Partnership

The program impalement serval community activities.

5. Analysis of Program Activities
(including strengths, Areas for Improvement:, and priorities for improvement)

Strengths:

We continue to see great efforts across the entire spectrum including Professional Development Activities, Community partnership as well as research and innovation. Clearly there is a collective effort behind this productivity which led to a steady result for two years now.

Areas for Improvement:

To make sure this effort remains, we need to work on some incentive mechanisms that would lead to more sustainable and positive behavior. In addition, different stakeholders need to share their feedback regularly, so we go toward more agile approach for continues improvement.

Priorities for Improvement:

Continues feedback and improvement

F. Program Evaluation

1. Evaluation of Courses

Course Code	Course Title	Student Evaluation (Yes-No)	Other Evaluations (specify)	Developmental Recommendations
111ISL-2	Introduction to Islamic Culture 1	Yes	N/A	Developmental recommendations was mentioned in the Course report in details
104PHYS-4	Principles of Physics	Yes	N/A	
111CSS-4	Programming Language 1	Yes	N/A	
106MATH-3	Introduction to Integration	Yes	N/A	
152MATH-3	Discrete Mathematics	Yes	N/A	
201ARAB-2	Arabic Language Skills	Yes	N/A	
101ACC-3	Accounting principles	Yes	N/A	
113CSS-4	Object Oriented Programming	Yes	N/A	
324STAT-3	Probabilities and Engineering Statistics	Yes	N/A	
240CIS-3	Information Systems Analysis and Design	Yes	N/A	Developmental recommendations was mentioned in the Course report in details
342MATH-3	Linear Algebra	Yes	N/A	
212CSS-3	Data Structures	Yes	N/A	
230CIS-3	Fundamental of Databases	Yes	N/A	
342CIS-3	Information Systems Engineering	Yes	N/A	
211GMAN-3	Principles of Management	Yes	N/A	
227CSS-3	Operating Systems	Yes	N/A	

370CIS-3	Data Communication and Computer Networks	Yes	N/A	
224CIS-3	Visual Programming	Yes	N/A	
335CIS-3	Database Management Systems	Yes	N/A	
351CIS-3	Information System Project Management	Yes	N/A	Developmental recommendations was mentioned in the Course report in details
112ISL-2	Introduction to Islamic Culture 2	Yes	N/A	
430CIS-3	Electronic Busin ess	Yes	N/A	
324CIS-3	Modern Applications Development	Yes	N/A	
440CIS-3	Multimedia Technologies	Yes	N/A	
202ARAB-2	Arabic Writing	Yes	N/A	
337CIS-3	Database Management Systems Administration	Yes	N/A	
491CIS-4	Project 1	Yes	N/A	
113ISL-2	Islamic Culture 3	Yes	N/A	Developmental recommendations was mentioned in the Course report in details
446CIS-4	Internet Applications Development	Yes	N/A	
420CIS-3	ICT Networks Administration	Yes	N/A	
460CIS-3	Information Systems Security Administration	Yes	N/A	

114ISL-2	Islamic Culture 4	Yes	N/A	Developmental recommendations was mentioned in the Course report in details
492CIS-4	Project-2	Yes	N/A	
410CIS-3	Information System Policies and Strategies	Yes	N/A	
450CIS-3	Decision Support Systems	Yes	N/A	
470CIS-3	Geography Information System	Yes	N/A	

2. Students Evaluation of Program Quality

Evaluation Date : 15/5/2020	Number of Participants:126
Students Feedback	**Program Response**
Strengths: <u>From the students survey report of the academic year 2019 - 2020 in the following sections:</u> • The average of academic advising service is 80%. • Students' satisfaction about guidance and problem solving services is 83.5% • Students' satisfaction about advising communication services is 82%, • students' satisfaction advising about course selection services 80.5% From the above data, it can be said that the students were lightly comfortable and satisfied with the services offered by the CS program especially (academic advising) provided to them throughout their association with the academic advisors and awareness of rules and regulations. Most of services are generally got high percentage of students' satisfaction. Also the data indicates that most services got high percentage in female section.	Because of the Covid-19 most of the services during the last time of studies are transferred into online services and they were mostly focused on academic services. The most important notice here is the satisfaction of academic advising system in general. Most services were above 80% percent and most of them were near the targeted benchmark. This information indicate the strength of academic advising which is the core of standard 4 and most of element evaluation are related to. Moreover, the data shows that many students are satisfied of guidance and problem solving.
Areas for Improvement::	

• It can be seen that the percentage is below than the previous benchmark which was 86.76% but in this time it is 82 which is less than previous one. The main reason of this decreasing is because of COVID19 and the transfer to online study where as the percentage still high 80% but not achieve the target benchmark. • The psychology advising wasn't performed proficiently as no expert from advisors in this field. • The students do not approach the advisor sometimes. • Some students weren't aware of complains mechanism. • Connecting with main advising unit in university is poor.	
Suggestions for improvement: • The program will contact the central academic advising unit for more collaboration and to transfer psychology advising as well. • The program will look into steps on how to improve web site related to academic advising unit to have more information about student's services and gain knowledge from the unit website. • The program will motivate students to participate and associate with different club such as "Programming Club" and "Cyber Security club". • The program will focus on the tracking the requests of students and measure how many request are completed and not completed to improve the percentage of students' satisfaction about problem solving services.	

3. Other Evaluations

(e.g. Evaluations by independent reviewer, program advisory committee, and stakeholders (e.g., faculty members, alumni, and employers)

Evaluation method : Independent reviewer	Date: May 12, 2020	Number of Participants : 1
Summary of Evaluator Review		Program Response
Strengths: · The IS program was prepared and applied to ABET accreditation in 2014 and 2015. · The IS program already completed one continuous quality improvement cycle and the result of this cycle was a new IS study plan. · The IS program uses different direct and indirect assessment methods to measure the attainment of learning outcomes at different levels (courses and programs) and apply the attainment results in the improvements of the program. · All faculty members are involved in the quality assurance and accreditation related tasks (committees, course files, etc.). · The IS program was opened in 2019 in the female section to fulfill the needs of stakeholders in terms of IS female graduates. · The program started applying the concepts of quality and accreditation since its establishment, therefore, it is clear that there is an effective and regular application and assessment to improve the quality of the program. · The available facilities and resources for the IS program allow the program to achieve its objectives.		
Points for Improvements:: · The IS Handbook needs to be completed. Some sections are empty. · Many criteria have been evaluated at the perfect compliance (level 4) level. However, they lack of internal and external benchmarking that are used to show better results compared to the previous results. · There are a huge number of improvement actions in different documents. I would suggest to prepare a report to show the status (completed or not) of those actions. This will confirm that the program is closing the quality cycle and not only preparing actions that are not implemented. · The SSR and SES should be revised and written in the same flow. · Program Specification and report must be signed and approved. · Course Specification and reports must be signed and approved.		Improvement plan and reviewer points are assigned to head of standards to respond and make actions based on reviewer notes.

· The details in Standard 3 could be removed from the SSR because they are documented in the PLOs assessment reports. · Program learning Outcomes Mapping Matrix should be revised.	
Suggestions for improvement · Comprehensive revision of the course specifications is highly recommended. · Mechanism to approve the overall course report, annual report and any other reports that contain actions for improvements. · It is very important for the program to identify a mechanism and procedure to follow up the execution of actions. · To achieve the continuous improvement requirement in the accreditation criteria, the program should confirm that the evaluation results in the analysis report are followed by a set of improvement actions, if any. · It is important to consider the male and female sections in all standards and criteria. · Relevant and sufficient evidences are important to be provided in many criteria. For example, some evidences are mentioned in the SSR or in the list of evidences file but they are not attached in the folder. · Analysis reports should contain improvement actions that need to be approved and followed. · In several places the program attaches only the templates; however, samples are important to be attached.	Improvement plan and reviewer points are assigned to head of standards to respond and make actions based on reviewer notes.

4. Key Performance Indicators (KPIs)

List the results of the program key performance indicators (including the key performance indicators required by the National Center for Academic Accreditation and evaluation)

No	KPI	Target Benchmark	Actual Value	Internal Benchmark	Analysis	New Target Benchmark
1	Percentage of achieved indicators of the program operational plan objectives	85%	89.51%	89.51%	1. Achievement percentage shows that 83.33% of committee's operational plan achieved the target benchmark. (i.e. average achievement of ten committees operational plan out of twelve committees achieved the target benchmark) 2. Achievement percentage of all indicators of library and periodicals committee's operational plan is 100%. 3. Achievement percentage of all indicators of examinations committee's operational plan is 100%. 4. Achievement percentage of all indicators of academic schedule committee's operational plan is 100%. 5. Achievement percentage of all indicators of laboratories, devices and halls committee's operational plan is 96.42%. All indicators of operational plan achieved the target benchmark (i.e. 85%). **Recommendations** a) Student guidance committee: - Preparing, distributing and collecting questionnaires and analyzing the results. b) Media Committee: -Submit a monthly report to the department head on all courses and conferences to announce them and their usefulness to the college (Media Committee) c) Graduate affairs committee - Increase the success rate and excellence in the general capabilities and Increasing the pass rate and passing the competency test d) Development and quality committee:- Prepare the annual quality report. e) Equivalence Committee: - Communicating with the department head in order to receive the modern plan for the department every semester f) Website Committee: - Trying to get students to participate in the college and department website.	90%

					g) Seminar Committee: - Meetings with faculty members to encourage them to participate internal or external research projects. Deepening the communication between the college, university administration and institutions. h) External courses committee: - Study the results of external courses. i) Document and translation committee: - Make availability of data from document and translation committee.	
2	Students' evaluation of quality of learning experience in the program	85%≈ 4.25 (on five point scale)	65%≈ 3.25 (on five point scale)	69.51% ≈ 3.48(on five point scale)	Students are very much satisfied with the assessment of learning process of the IS program and they find the program is very beneficial for them. **Recommendations** a) Since students sometimes randomly fill surveys, so next time a time-slot is booked for them, to understand each and every questions then answer, since their responses are going to help the college to improve its students support services to the future students. b) The importance of accessing the learning resources in the library should be emphasized to the students. Awareness should be created among the students to visit the library and how it will be beneficial for them in their course of study. c) Industrial Visits and Field Trips should be organized for the students. d) Career Counseling should be provided for the students In order to increase number of students in IS program the following initiatives can be taken by the program leaders: 1. Workshops on students' motivation in preparatory year so that more students get admitted in IS program 2. Visit the secondary school here in Najran region and make seminars on the importance of learning and obtaining degrees on computer science and information systems specialization and do focus on its good impacts over local and global markets, community and research.	85%≈ 4.25 (on five point scale)
3	Students evaluation on the quality of the courses	80% ≈ 4.0 (on five point scale)	83.45% ≈ 4.17 (on five	79.24% ≈ 3.96(on five point	Students courses online survey of IS program are collected and analyzed and result is prepared according to the level of students' satisfaction on the courses.	85% ≈ 4.0 (on five point scale)

			point scale)	scale)	**Recommendations** a) Outstanding faculty must be rewarded both in teaching, quality, research etc. b) b) The faculty and the program administrators should take following initiatives in order to achieve the target benchmark: c) Faculty should divide the whole academic semester into the three stages as initial, mid and final stages and design the syllabus and curriculum in such a way that students can understand the level of difficulties of that particular course. d) Faculty should explain the course learning outcomes (CLOs) and student outcomes (SOs) and their corresponding mapping to the students in a periodic order and their benefits in teaching and learning process. Program administrators should follow and monitor the whole teaching and learning process of the program during the semester.	
4	Completion Rate	50%	50%	61.19 %	Since the overall percentage of students entering undergraduate programs who complete those programs in minimum time is upgraded as compared to the year 2018-2019 and the rate is 50% so, there is strength. **Recommendations** a) The faculty and the program administrators should take following initiatives in order to achieve the target benchmark: b) Identifying the difficulties by conducting meetings and seminars with the students in each level. c) Finding the reasons of students' failing, dropping and withdrawing of their courses by meeting, seminars, and academic advising. d) Monitoring the teaching and learning process throughout the whole academic year and semesters. e) Awarding outstanding students and faculty members. Arranging more extra-curricular activities so that students can develop their logic while studying scientific topics.	**60%**
5	First year students retention rate	50%	87.46 %	90%	Since the overall percentage of students entering programs who successfully complete first year is	**90%**

#						
					increased as compared to the year 20182019 and the current rate is 87.46%. **Recommendations** a) The faculty and the program administrators should take following initiatives in order to achieve the target benchmark: b) Identifying the difficulties by conducting meetings and seminars with the newly admitted students. c) Insisting academic advisors to close monitors students' progress and difficulties they face during the semester. d) Conducting meetings with the college of preparatory year about the teaching and learning process of basic courses including math, physics and English language. Assigning dedicated faculty for teaching the programming language 1 (111CSS-4).	
6	Students' performance in the professional and/or national examinations	N/A	N/A	N/A	N/A	N/A
7	Graduates' employability and enrolment in postgraduate programs	a) ≥ 50% b) ≥ 10%	a) 14.29 % 0%	a)22.5% b)6.5 %	**Recommendations** a) The program administrators should take following initiatives in order to achieve the target benchmark: b) Offering postgraduate program in the college of CSIS. c) Offering certificate courses including CISCO, Microsoft certified programs, etc. in parallel with the core programs in the college. d) Offering co-op programs with national and international universities. e) Offering exchange program in national and international universities. f) Arranging career days and inviting national and multinational companies so that students get benefitted for their future career. Inviting famous academicians and scholars in the field CS and IS while designing and updating programs' curriculum, syllabus and study plan so that it could meet the international standards.	a) ≥ 50% b) ≥ 10%
8	Average number of students in the class	10	11	12	a) The average number of students in a class has increased comparatively with the previous year, as IS program started in the female section also.	**15**

				b) Teaching staff can provide more times for the individual student for his/her skills development. **Recommendations** a) Motivate preparatory year students to get admitted into IS program. Arrange seminar/ workshops in high schools for better motivation to get admitted into computing and informatics disciplines.	
9	Employers' evaluation of the program graduates proficiency	80%	87.98 %	88%	Employers' overall evaluation considering all the criteria of the survey of the program graduates' proficiency is very good. **Recommendations** It is important to invite more employers from different sectors to take part in survey/ questionnaire answering session	**90%**
10	Students' satisfaction with the offered services	70% (3.5 on a 5-point scale)	66.25 % (3.3 on a 5-point scale)	81.5 % (4.08 on a 5-point scale)	Students were lightly comfortable and satisfied with the services offered by the IS program especially (academic advising) provided to them throughout their association with the academic advisors and awareness of rules and regulations. Most of services are generally got high percentage of students' satisfaction. **Recommendations** a) The program will contact the central academic advising unit for more collaboration and to transfer psychology advising as well. b) The program will look into steps on how to improve web site related to academic advising unit to have more information about student's services and gain knowledge from the unit website. c) The program will motivate students to participate and associate with different club such as "Programming Club" and "Cyber Security club". The program will focus on the tracking the requests of students and measure how many request are completed and not completed to improve the percentage of students' satisfaction about problem solving services.	70% (3.5 on a 5-point scale)
11	Ratio of students to teaching staff	1:5	1:4	1:10	The IS program has an adequate number of faculty members at all male and female campus. **Recommendations** Focus and Establish a research centre that allows faculty members to dedicate themselves to research and study, and to provide opportunities for international and local participation in conferences	1:5
12	Percentage of teaching staff distribution	70%	50%	40%	a) IS Program started in the female section in 2019-2020. b) The IS program has an adequate number of faculty members at all male and female campus.	70%

					c) Percentage of teaching staff distribution among male section is satisfied and fair because of a high percentage of assistant professor in male section. Thus, the result considers a strength point. **Recommendations** a) The IS program will look into steps on how to increase the percentage of Professors and Associate Professors by writing a letter to management to hire them. The IS program will encourage and support teaching staff to complete their studies especially female section since the program has a high number of lecturers in female section.	
13	Proportion of teaching staff leaving the program	≤10%	10%	7%	**Recommendations** The program management should identify the reasons behind the staff leaving the program and that helps to decrease the number of staff leaving the program.	≤10%
14	Percentage of publications of faculty members	≥ 40%	70%	40%	There are more publications from the faculty members in both the male and female section **Recommendations** • Improve Percentage of publications of faculty members master degree Encourage the faculty members to publish more research papers.	≥ 50%
15	Rate of published research per faculty member	1:2	1:2	1:1	There are more publications from the faculty members in both the male and female section **Recommendations** • Improve Percentage of publications of faculty members' master degree. Encourage the faculty members to publish more research papers.	1:3
16	Citations rate in referred journals per faculty member	1:4	1:5.3	1:5.7	There are more citations referred from publications from the faculty members in male section **Recommendations** • Improve Percentage of publications of faculty members' master degree. Encourage the faculty members to publish more research papers.	1:5
17	Satisfaction of beneficiaries with the learning resources	70% = 3.5 (on 5-point scale)	54.04 % = 2.7 (on 5-point scale)	55.89 % = 2.79(on 5-point scale)	a) Reading /study room facilities with calm atmosphere provided in library b) Library catalogue is available on-line. c) The teaching staff submits recommendation and suggestions every semester through course coordinator.	70% = 3.5 (on 5-point scale)

					d) The Central Library has well established automated services and organizing system, and update the availability of books regularly. **Recommendations** a) Important to get Sufficient skilled training programs on the digital library. b) Need to Students awareness about the importance of digital library utilization c) Update the available electronic system. d) It is important to introduce sufficient photocopying facilities for students. e) Learning resources and reference materials in relation to English and Arabic Language should be documented. f) Provide modern computers and software in labs. g) The open lab and library for students must open with less constrain. Ramps should be constructed to help the students with special needs near the staircase of the entry/exit gate in the female section	
KPI-P-I-1	Proportion of full-time teaching and other staff actively engaged in community service activities.	1:2	2:1	1:3	a) Research unit formed in the college of computer science and information systems in 2013/2014, where some faculty members from IS department are working on research studies that can be beneficial for the community. b) In the department of information system, several research papers have been published and accepted but out of them some belongs to community services. The projects from deanship of scientific research are also applied accepted from some faculty members. **Recommendations** a) Need to motivate the faculty members of information system department (both male and female campus) to propose projects that can address the community needs in all sectors. b) Department of information system needs to find some other source for national and international research funding, e.g. KACST. c) Need to increase the number of seminars and workshops for coming years that focus toward community needs. Make regular contact with advisory board members, schools, industry and alumni to get the needs of Najran region.	1:2

Comments on the Program KPIs and Benchmarks results :

Strengths :

- ✓ Most of the tasks in IS operational plan has 100% achievement
- ✓ Students are very much satisfied with the assessment and the learning process of the IS program and they find the program is beneficial for them.
- ✓ The university adopts the good practice of getting the students' satisfaction level for their registered courses every semester.
- ✓ Students are satisfied with the quality of the courses of the IS program according to the survey.
- ✓ Employers' overall evaluation considering all the criteria of the survey of the program graduates proficiency is very good.
- ✓ The students were comfortable and satisfied with the various services offered by the program especially academic advising provided to them throughout their association with the program. Moreover, it can be seen that the comprehensive orientation program set by the advising unit for prospective students is highly met the students' satisfaction.
- ✓ The Program has adequate number of faculty members. There are more Ph.D holders than the Non-Ph.D holders in the department.
- ✓ In the IS department, there are research and publications from the faculty members.

Weaknesses :
- ✓ The students' satisfaction level is less in terms of supportive learning resources.
- ✓ In all three years, the employability percentages were below the target benchmark which is 50%.

Priorities for Improvement:
- ✓ Improve the supportive learning resources.
- ✓ Conduct an employability skills workshops and guidance

5. Analysis of Program Evaluation
(including strengths, Areas for Improvement:, and priorities for improvement)

Strengths :
- Most of Program KPIs were achieved
- Independent opinion gives a positive feedback about the program
- Students feedback about the services

Areas for Improvement:
- Employability percentages were below the target benchmark
- Connecting with main advising unit in university is poor.
- The students' satisfaction level is less in terms of supportive learning resources.
- Independent opinion comments

Priorities for Improvement:
- Conduct an employability skills workshops and guidance
- Enhance the communication with main advising unit in university
- Improve the supportive learning resources.

-	Solve the issues that were mentioned in independent opinion comments

G. Difficulties and Challenges Faced Program Management

Difficulties and Challenges	Implications on the Program	Actions Taken
The number of students is less than it should be.	The evaluation is not accurate with few number of students, waste of resources.	Even with female section opened, the number is still low. We hope coming semesters we will overcome this issue.
Students absence is very high in the department.	Not understanding lectures that they didn't addend, which is reflected in their grades.	Contact by academic advisor
Resources are not fully supplied (laptop, printers, ink cartridge, scanners…etc).	The instructors are wasting more time in finding ways to overcome this issue.	Request resources from the higher management.
Number of PhD holders in the Newly opened female section is very low.	The teaching and administration of female section was difficult	Request to hire more people.
Corona Pandemic	Impacted the teaching, assessment methods, administration of the department	The department adopted an executive plan for examinations and alternative assessment methods.

*Internal and external difficulties and challenges

H. Program Improvement Plan

No.	Priorities for Improvement	Actions	Action Responsibility	Date		Achievement Indicators	Target Benchmark
				Start	End		
1	Improve the level of English language proficiency of our students	English training program	student activity unit	September 2020	June 2021	70% of Students can communicate effectively with their lecturers	4 English training program
2	Specifies a budget for seminars and workshops which is targeted the faculty members.	Conduct the seminar online	seminars and workshops unite	September 2020	June 2021	1 activity per 2 months	6 seminars and workshops
3	Enhance the program completion ration	Academic advising unit should guide the students to complete their courses as plan in their	Academic advising	September 2020	June 2021	20% Enhancement in the program completion ration	70 %

		academic plan					
4	The number of students is less than it should be.	Conduct an orientation programs outside the college	student activity unit	**September 2020**	**June 2021**	20 % enhancement in the enrollment ration	**4** orientation programs
5	Students absence is very high in the department.	Contact by academic Advisor to advise them for attendance	Academic advising	**September 2020**	**June 2021**	Enhance the attendance ratio to 80%	1 communication with students per month
6	Number of PhD holders in the Newly opened female section is very low.	Request to hire more people.	HoD	**September 2020**	**June 2021**	Hire 1 PhD holder in the next year	1 request
7	Corona Pandemic	adopted an executive plan for examinations and alternative assessment methods.	Curriculum committee	**September 2020**	**June 2021**	examinations and alternative assessment methods plan	1 plan

I. Report Approving Authority

Council / Committee	**DEPARTMENT COUNCIL**
Reference No.	**5TH SESSION**
Date	**29/10/2020**