



Strategic Plan Framework
Quality Assurance Unit (QAU)
An Najah University

Vision:

The Quality Assurance Unit is seeking to be an active center for quality assurance in order to ensure the desired excellence at all levels at the University.

Mission:

Our Mission is to ensure a good Quality Culture among the different University levels, and to improve the quality of the processes at the academic, administrative, scientific research and community service, with an active participation from all stakeholders.

We are looking to implement the best practices worldwide in the field of quality, matching it with our own requirements and environment.

Strategic Goals:

Goal # 1: Establishing a good quality culture in the university:

Aims:

1. promote the concepts of quality to increase the awareness of the university community to the subject of quality

Strategies:

- a. Organizing workshops and seminars in order to develop the capacity and experiences of the University's staff toward the quality topic.
- b. Organizing annual and semi-annual surveys for the academic and administrative staff as well as the students in order to promote the quality culture among participants.



Goal # 2: Advancing the standard of quality at the academic, administrative, scientific research and community service at the university with the participation of all University employees.

Aims:

1. Establishing the needed human resources capacity building programs to achieve excellence and innovation

Strategies:

- a. Identify the training needs for the employees in the field of quality.
- b. Rehabilitation of specialists in different and implemented quality system at the University.
- c. Stimulate establishing cooperation partnerships, locally and globally, with the relevant authorities in the field of quality.
- d. Provide the University departments with the needed assistant to develop plans and strategies for staff training and raising their efficiency.

2. Activating the participation of staff members and students in the field of quality in the university:

Strategies:

- a. Forming the needed quality assurance committees at the academic programs and colleges' level.
- b. Encourage the involvement of students in quality committees the academic programs and colleges' level.
- c. Forming the needed quality assurance committees at the administrative departments' level.

3. Improving the administrative services that are provided to University beneficiaries:

Strategies:

- a. Encouraging all university departments to develop their own vision, mission and goals that should be consistent with the University vision and mission.
- b. Encouraging all University departments to develop their own strategic plan that should be consistent with the University strategic objectives.
- c. Re-structuring the organizational structure for the university to fit the needs of the university strategic plan.



- d. Provide the needed assistance to administrative departments to prepare the “standard working procedures’ document”.

4. Improvement and Development of Scientific research level at the University:

Strategies:

- a. Connecting the scientific research performance for each faculty member, as an evaluation standard, with the career promotion.
- b. Development of rewards and incentive awards for scientific research.
- c. Strengthen the sabbatical leave system at the University.

5. Raise the level of quality at the academic process:

Strategies:

- a. Forming quality committees at the academic programs and colleges’ level.
- b. Improving Course level Self-evaluation forms.
- c. Improving Self-evaluation forms at the course, academic program and college level.
- d. Define the list of intended learning outcomes at the course level.
- e. Improve the students evaluation process according to the achievements of intended learning outcomes.
- f. Unify the course syllabus form for all University courses.
- g. Defining and continuously updating the graduate attributes at the program, college and university level.

Goal # 3: adopting and implementing local, regional and international quality standards, taking in consideration the specific needs and condition of the University:

Aims:

1. Implement the Accreditation and Quality Assurance Commission standards:

Strategies:

- a. Updating the annual reports for programs, faculties and courses in order to be relevant with the AQAC standards and terms.
- b. Insure the fulfillment of the ongoing programs and faculties to the requirements and terms of the AQAC.



2. Implement international academic quality standards:

Strategies:

- a. Implement international Quality standards at all administrative and academic departments.
- b. Implement international Quality standards at the academic, administrative and services departments' level.