

## Action Plans

Good practice	Action to be taken	Date for completion	Action by
The effective use made of external examiners, and externality more broadly, in assuring assessment standards and external benchmarking. (Standard 1.3 & 1.9)	GMU will continue in pursuing international accreditation/certification of its programs	Continuous	Deans and Program Directors
The multiple opportunities for students to provide feedback has positively impacted on their overall learning experience. (Standard 1.7)	Students will be oriented to maximize the use of online grievance ( <a href="#">Link</a> ) and suggestions ( <a href="#">Link</a> ) systems.	October 2021	Student happiness centre
The Quality Assurance and Institutional Effectiveness portal, which provides staff at all levels easy access to data and information critical to monitoring many aspects that impact on student progression, achievement, and evaluation of programme effectiveness. (Standard 1.7, 1.9, 1.10)	Online system is developed to submit, track and respond to requests coming from different colleges/departments to the QA&IE Unit ( <a href="#">Link</a> ).	July 2021	Director - QA&IE unit
	A database system is established to help QA&IE unit members to track their regular tasks and monitor its accomplishment as per the deadlines.	September 2021	Director - QA&IE unit

# Gulf Medical University

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Recommendation- Desirable	Action to be taken	Date for completion	Action by
Introduce training and development for student representatives engaging with quality assurance processes (Standard 1.2)	College Student Happiness Centre will develop blend of tailored training courses for students elected as members in student council, peer tutoring, class representatives, etc. using Edpuzzle application.	October 2021	Student Happiness centre team
	Student affairs will launch a leadership course starting from September 2021. One session per month has been planned to be offered to all students on leadership roles.	October 2021	Head - Student Affairs
Employ a broader range of methods in the acquisition of student feedback. (Standard 1.7)	The mid-semester course evaluation will be replaced by meeting with class representative to get a midsemester feedback on courses.	November 2021	Deans and Program Directors
Clarify the support available to diverse students and people of determination and ensure that this information is easily accessible. (Standard 1.8)	Recruitment of a coordinator to oversee the services offered to diverse students & people of determination.	October 2021	Vice Chancellor Academics
	In the beginning of every academic year, the orientation program for freshmen students will include information about services offered to diverse students and people of determination.	August 2021	Deans/Associate Deans

	<p>“Services For Students of Determination” (<a href="#">Link</a>) page on the GMU website will be updated to include more details about the relevant services and support offered by the university.</p>	September 2021	Deans/Associate Deans
	<p>The student handbook will be updated with a dedicated section on services offered to diverse students &amp; people of determination.</p>	September 2021	Office of Vice Chancellor Academics
	<p>Ensuring that admission officers will be giving an overview to applicants on the available services.</p>	September 2021	Director – Admission Department
<p>Develop a strategic approach to benchmarking that defines what is to be benchmarked, level of attainment and the use to be made of external input, with particular reference to international partnerships. (Standards 1.9 &amp; 1.10)</p>	<p>Exchange of program specific Key Performance Indicators with strategic partners such as collaborating universities.</p>	December 2021	Deans and Program Directors