Operational Plan for Bachelor of Science in Information Technology Program

Prepared by:

Quality and Academic Accreditation Committee **at the** Collage of Computing and Informatics

2021-2022

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1. Overview

The College of Computing and Informatics (CCI) at the Prince Musaid Bin Abdulrahman University (PMAU) serves as a learning-centered college dedicated to preparing highly competent professionals through innovative academic programs in computer science, information technology, data science and cybersecurity disciplines. One of which is The Bachelor of Science in Information Technology (BSIT) program. It is a program designed to help students gain a holistic perspective of the Information technology (IT) landscape.

The roles of IT specialists have become increasingly vital. There is a universal dearth of competent and skilled IT specialists, and this shortage is also increasingly evident in the Kingdom of Saudi Arabia. The field of information technology has for the last decade been experiencing tremendous growth both in the demand from the industry for well-trained graduates, and the number of aspiring students to seek education in the discipline. Hence, being at the forefront of IT studies is a strategic necessity to meet this growing challenge that places the impetus on the CCI to strive for the student's growth and development through an enriched learning-experience. Working towards this objective requires a concerted effort towards cultivating a strong academic and research culture, achieved through addressing crucial factors such as the undergraduate and graduate academic programs, course structure, faculty's teaching performance, and their contribution to research.

To fulfill the mission and goals of, PMAU, CCI and BSIT program, strategic planning is needed. Therefore, The Quality and Academic Accreditation committee at CCI is proposing a strong definitive framework in this operational plan for the BSIT. After a careful review of PMAU's Strategic 2021-2025 Plan, the various objectives, programs and trends seen in the area of quality and academic planning at numerous academic institutions at the national, regional and international levels, and drawing upon input from the CCI's faculty members and the advisory/action committees that they constitute, the operational plan addresses the relevant areas of concern, their current status, the desired status and, the challenges faced, and details the necessary steps to be taken.

2. *Prince Musaid Bin Abdulrahman University*

2..1. Vision

Lead the utilization of technology in education to contribute to national development.

2..2. Mission

Providing high-quality flexible education which utilizes technology and modern teaching methods to all segments of society, and contributing to the production, dissemination and utilization of knowledge to achieve social, cultural and economic development.

2..3. Goals

1. Provide outstanding education to empower learners to achieve their academic & professional aspirations.
2. Build a leading regional role in e-learning.
3. Grow in digital innovation and Techpreneurship.
4. Enhance engagement with communities across the Kingdom.
5. Achieve fiscal sustainability and expenditure efficiency.

2..4. Learning Outcomes

Upon completion of their degree at PMAU, graduates will be able to:

1. Demonstrate high level understanding of the fundamentals, processes, and contributions associated with the academic discipline.
2. Employ critical thinking skills by applying knowledge to make well-reasoned arguments and effective decisions.
3. Practice the lifelong skills needed in all social, economic, mental, and emotional aspects of life.
4. Illustrate effective utilization of technological tools and methods relating to the program of study.
5. Utilize skills that exhibit ethical behavior to characterize accountable, responsible, and contributing citizens to the society.
6. Recognize the social and environmental responsibilities through the participation of extra-curricular activities.
7. Demonstrate team spirit and leadership skills in a collaborative and inclusive environment.

3. College of Computing and Informatic

3..1. Vision:

A pioneer college in education and academic research at local and regional levels in the areas of computer science and information technology and through offering locally and internationally accredited programs using modern learning methods.

3..2. Mission

To prepare qualified, professional, and excellent talents in the field of computer science and information technology, and contribute in serving the community by offering various learning programs, conducting scientific research that contribute in solving community problems in technology and informatics, as well as offering consultancy and training services in the college fields with the availability of qualified faculty members and excellent learning environment.

3..3. Goals

1. To keep pace with the academic and scientific advances in international universities in the field of computation and informatics.
2. To increase learners' academic and practical experience in their areas of specialization.
3. To enable graduates to compete in the fields of computation and informatics by providing them cognitive skills.
4. To support continuous development through local and international partnerships.
5. To connect programs through integrated courses that represent the most recent scientific and technological in the field.
6. To integrate academic programs and bridging the gap between applied science and information technology.
7. To participate in offering consultation and training programs in the fields of computer science to promote the college's role in serving the community.

3..4. Committees

	Committee	Main responsibility	Chair
1	**Executive Committee**	Supervising and following-up the BSIT program and all academic aspects of it.	Dr. Mohamed Kutbi
2	**Student Affairs Committee**	Following-up students affairs including academic advising and guidance, increasing awareness, and extracurricular activities.	Dr. Samah Alhazmi
3	**Quality Assurance Committee**	Maintaining the university's approved quality standards, which lead the college to achieve academic accreditation.	Dr.Ahmed Abukhadrah
4	**Teaching & Faculty**	Setting up the teaching best practices in the university blended learning model. The committee also develops	Dr. Mohamed Kutbi

	Development Committee	the required skills for the teaching faculty and should provide supporting materials for the new faculty members. It also monitors & evaluates teaching effectiveness of faculty members of the department including members of the committee.	
5	**Curriculum Committee**	Considering suggested changes to the courses of undergraduate and graduate studies, including the addition of new courses, omission of old courses, and development of courses content. The committee is also responsible for evaluating courses e-content developed by Franklin University.	Dr. Samah Alhazmi
6	**New Programs & Planning Committee**	Searching, proposing & planning new undergraduate & graduate programs.	Dr. Mohamed Kutbi
7	**Academic Advising Committee**	Implementing and activating academic advising and distributing students among academic supervisors of the teaching staff.	Dr. Soha Alhelaly
8	**Student Activities Committee**	Developing an operational plan for the extracurricular activities in CCI and follow up on its implementation and report on each activity, and encouraging the students of the department to participate in it.	Dr. Soha Alhelaly
9	**Senior Projects Committee**	Establish a clear mechanism for how projects are proposed, selected, distributed, implemented, followed up and evaluated.	Dr. Abdulaziz Alhubaishy

3..4.1. The Quality Assurance committee

The Prince Musaid Bin Abdulrahman University is continuously aiming to provide quality education that is intrinsically linked to the various needs of the Saudi Arabia's communities. The foundation of quality is at the forefront of PMAU where academic accreditation is one of the University's main goals. In this context, the University is taking a quantum leap in the field of capacity development and the quality of performance in order to address the urgent demand for improvement and continuous development in various areas to cope up with the rapid developments taking place in the education environment.

To this purpose, the Collage of Computing and Informatics (CCI) has established the Quality and Academic Accreditation Committee to understand, enhance and strengthen the academic programs of CCI to elevate the University to an unprecedented level that is recognized locally, regionally, and globally. The establishment of the committee reflects the CCI's determination to raise the level of quality in performance, achievement in education, research, and community service, and demonstrates its commitment to elevate the overall quality of the CCI programs, while ensuring the quality of academics, administration, and training necessary to reach the highest standards. The committee plays a crucial role in the process of continuous improvement of quality education at CCI. Its responsibilities include the following:

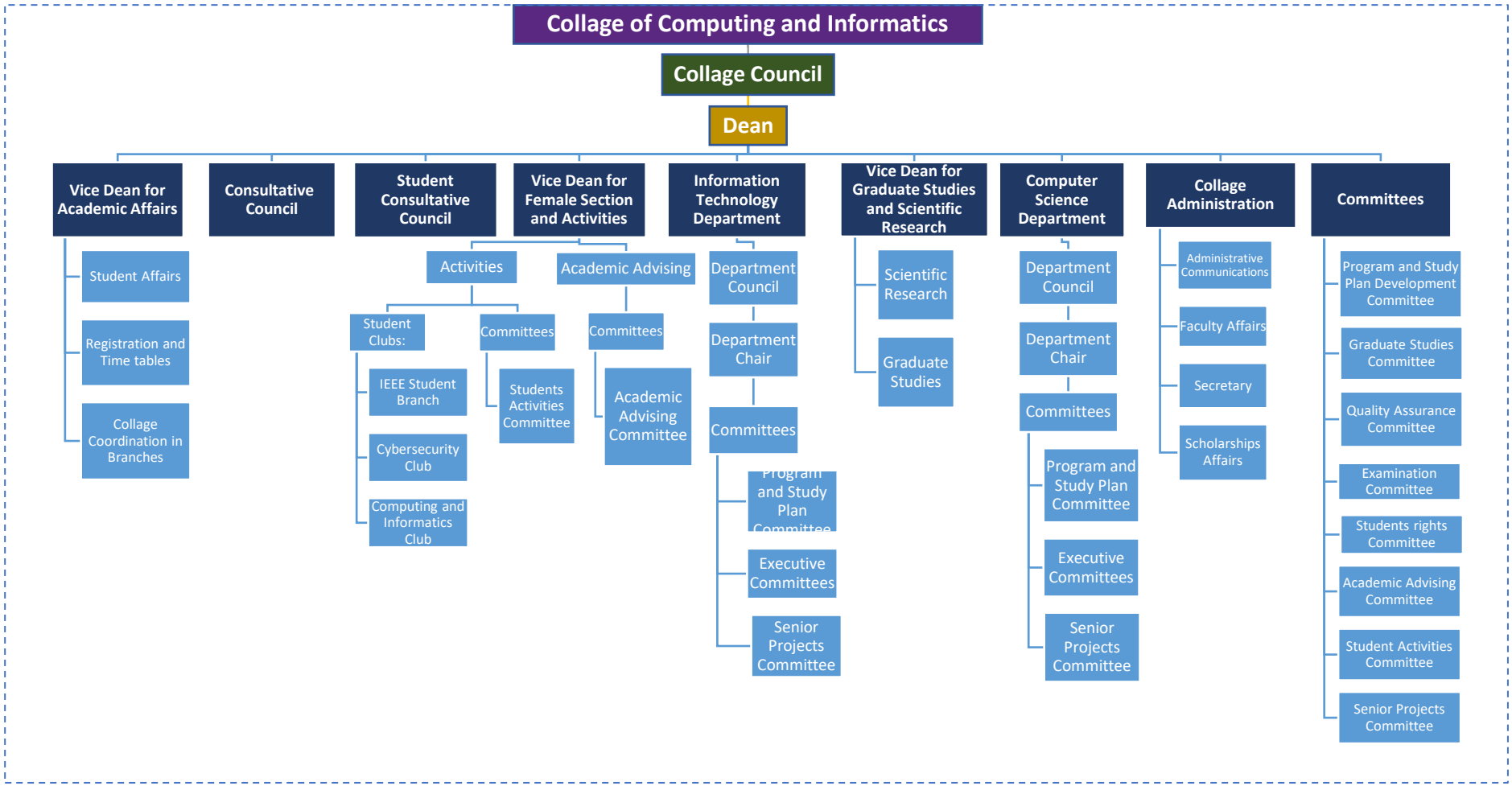
- Work on CCI programs to fulfill the requirements of the National Commission for Assessment and Academic Accreditation (NCAAA).
- Evaluate CCI programs periodically to be sure they are in line with continuous scientific and practical developments.

- Preparing the annual reports and operational plans for CCI programs.
- Supervise quality improvement, training and development at the CCI.
- Preparing academic program accreditation requirements forms.
- Submitting suggestions for initiatives to develop the educational process in the CCI.
- Continuously evaluating the study plans to analyze their suitability with the objectives of the programs in the department, and presenting proposals for development, if needed.
- Continuous coordination with CCI's committees, such as Teaching & Faculty Development Committee, Curriculum Committee, and New Programs & Planning Committee to follow-up, discuss and review the progress of Study Plans and Programs.
- Work on applying quality standards in the administrative and academic aspects that support the educational process.

3..5. Faculty Members Statistics

Branch	Saudi Faculty Members		Non-Saudi Faculty Members	Adjunct Faculty Members
	Assistant/Associate/Full Professor	Teaching Assistant/Lecturer	Assistant/Associate/Full Professor	Teaching Assistant/Lecturer
Abha - Female	0	2	0	4
Abha - Male	1	1	0	5
Dammam - Female	0	8	0	3
Dammam - Male	2	2	0	5
Jizan - Male	0	1	0	1
Jeddah - Female	5	4	0	0
Jeddah - Male	7	1	0	5
Medina - Female	3	4	0	1
Medina - Male	1	2	0	3
Qassim - Male	1	2	0	3
Riyadh - Female	6	6	0	2
Riyadh - Male	13	4	3	7
Tabuk - Male	1	0	0	1
Total	40	37	3	40
Total	**120**			

3..6. Management Structure



4. The Bachelor of Science in Information Technology (BSIT) Program

Due the increasing demand for IT graduates in the job market and the large investment of the Saudi government in knowledge economy which is based on advanced IT facilities, and due to the need for various specializations relevant to IT field, the BSc in IT has been launched to meet these requirements. The program enhances and thus contributes to the National strategic plans for communication and IT needed for localizing IT and satisfying job market demands. The academic plan covers various IT domains and complies with the accreditation criteria and international peer programs

4..1. Vision:

A pioneer college in education and academic research at local and regional levels in the areas of computer science and information technology and through offering locally and internationally accredited programs using modern learning methods.

4..2. Mission

Prepare well-educated and qualified students with the most current knowledge and skills in the various fields of information technology and to build their lifetime learning and careers, meet the labor market needs and conduct scientific research that contributes to the advancement of society's knowledge, solving community issues and meeting of future challenges in Information Technology.

4..3. Goals

1. Develop a technically proficient workforce capable of carrying out IT solutions to the best practices.
2. Provide students with soft skills and values to effectively communicate and collaborate with others professionally, ethically, and legally as well as fulfill the needs of society.
3. Improve students' experience by empowering them with the necessary entrepreneurs’ skills to develop innovative IT solutions and perform scientific research.

4..4. Study Duration

12 semesters of total of 130 Credits and 42 Courses.

4..5. Learning Outcomes

1. Demonstrate a deep understanding of the main concepts and technologies related to information technology.
2. Realize the evaluation and assessment of tasks performed as IT professionals.
3. Describe and analyze the user needs and computing requirements appropriate to problems’ solutions.

4. Apply the concepts, methods, tools and technologies mastered during the academic program.
5. Apply theories in modelling and designing IT systems using cutting edge tools and technologies.
6. Apply analysis, design, implementation, testing and evaluation principles of IT solutions to fit industrial requirements and support techpreneurship.
7. Carry out the assigned tasks with quality of work in accordance with international standards.
8. Communicate effectively, both orally and in written form, using appropriate media.
9. Identify the needs for continuous development of professional, legal and ethical skills with the ability to engage all group members.
10. Function effectively on teamwork projects and activities to accomplish a common goal.

4..6. Career Opportunities for Graduates of the Program

11. Software developer.
12. Assistant database administrator.
13. Computer Network Supervisor.
14. Site supervisor and operator.
15. Technical support specialist.
16. Website developer and programmer.
17. Information systems supervisor.
18. Information technology specialist.
19. Information systems administrator.
20. Computer operator.
21. Computer operator supervisor.
22. Internet of Things specialist (upon completion of the Internet of Things Track).
23. Cloud computing specialist (upon completion of the cloud computing Track).
24. Cyber security specialist (upon completion of the cyber security Track).

4..7. Methods of delivery

The method of delivery is in line with the university philosophy for teaching and assessment which is utilizing technology and blended learning in order to promote student-centeredness teaching and learning activities and enhance students' critical thinking and lifelong learning skills. Blended learning includes a mix of direct face-to-face interactions and virtual interactions between students, instructors and learning resources. The blended learning model achieves the ideal balance between face-to-face and e-learning activities to provide students with a diverse and integrated learning experience that includes direct lectures, simultaneous virtual lectures, and synchronous/ asynchronous electronic activities on (Blackboard).

In addition, the method of delivery of program are based on the teaching strategies, assessment method used and analysis of results. The following are the major methods to deliver the BSIT program that are used by a faculty member to achieve course objectives and targeted learning outcomes, which vary from one course to another according to the targeted learning outcomes.

1. **Lecturing (Delivery):** The faculty member delivers information and knowledge to the student through a single soundtrack presentation and may use some helpful tools.

2. **Brainstorming:** The faculty member stimulates the student's mind to learn by bringing up a topic with the aim of giving the student the opportunity to think about all possible directions and possibilities so that he can get as many ideas about the lecture as possible, and then the faculty member discusses the proposals collectively.

3. **Cooperative Learning:** The faculty member promotes teamwork among students by dividing them into groups with specific tasks, the achievement of which effectively depends on cooperation in skill exchange between members of each group.

4. **Discussion:** The faculty member asks questions related to a specific topic that is directly or indirectly related to one of the course vocabulary, and encourages them to express their opinions about the topic and interact by answering questions, asking questions, or mentioning aspects related to the topic. A strategy that is an evolution of the lecture method, whereby a faculty member asks questions about a particular subject, is directed by students and encourages them to express an opinion, provide answers and ask questions about a topic.

5. **Project:** A faculty member mandates students to work on a project within a period of time that may extend from one week to a semester, and they jointly solve a real problem or answer a complex question. They show their knowledge and skills by creating a public product or presentation for a real audience.

6. **Laboratory training:** is frequently used to develop skills necessary for more advanced study or research, where students get first-hand experience in observation and manipulation of the materials of science to develop understanding and appreciation.

7. **Problem Solving:** A faculty member provides an educational activity in which the student encounters a matter, question or problem for which the student is working to find solutions. To resolve this problem, the student follows steps arranged in a format that stimulates practical steps in research and ends up finding a logical principle or generalization.

8. **E-Learning:** This strategy is based on using multiple means in the field of information technology and interactive communications to teach students anywhere and at any time.

9. **Self-Learning:** The student will self-learn in order to acquire skills that will contribute to his ability to learn continuously to deal effectively with study tasks, and to deal productively with sources of science and knowledge.

10. **Summer Training:** Designed to provide students with a wide range of learning experience and resources to support their academic development, character building, and soft skills to maximize their future opportunities and reach their full potential.

11. **Mutual Teaching:** Students engage the faculty member in his role, with the student and faculty member leading the discussion on a topic. It includes four strategies that ask students and teachers to share the role of the teacher by allowing both to lead the discussion on a specific reading. Mutual learning includes four sub-strategies that guide the discussion: Forecasting, raising questions, clarifying, and summarizing.

12. **Assignment:** is the most common method of teaching especially in teaching of Science. It is an instructional technique comprises the guided information, self learning, writing skills and report preparation among the learners. Using the assignment method, the teacher creates an assignment with clear instructions, milestones, and grading criteria based on an outcome that students need to achieve. The teacher monitors and advises students as they work on the assignment and provides feedback that challenges students to improve.

13. **Quiz:** The Quiz is a very powerful activity that can meet many teaching needs, from simple, multiple-choice knowledge tests to complex, self-assessment tasks with detailed feedback. It can enthuse students to engage in their learning. It can also support differentiation and provide pre-teaching indicators, assessment for learning, rich feedback, self-assessment and summative information about progress. A quiz is also a great way to help with revision**.**

14. **Senior project:** A senior project is a comprehensive project specific to senior students that is typically completed prior to or as a requirement for graduation. It is a combination of experiential activities that personalize learning and guide students through college and career exploration and a way to demonstrate academic knowledge.

4..8. BSIT Program KPIs

No	KPI	Target Benchmark	Actual Value	Internal Benchmark	Analysis	New Target Benchmark
1	Percentage of achieved indicators of the program operational plan objectives	100%	83.3%	100%	The target is not achieved based on the values of indictors in college plan. The program is opened in new branches	100%
2	Students' Evaluation of quality of learning experience in the program	4.0	3.8	3.8	The value is not increased Because of COVID-19 epidemic. The students for this year did not attend practical labs in the campus.	4
3	Students' evaluation of the quality of the courses	3.9	3.9	3.8	The students see that the courses were delivered effectively, with full commitment and good interaction. Also, the students reflect that the overall assessments were fear and aid them to do well in the course.	4
4	Completion rate	5%	Male: 1.7% Female:2% Total:1.8%	Male: 1.5% Female:2.9% Total:1.9%	In the common first year, there are some requirements to pass. The students should pass in STEP exam to continue in the program, because of that, the completion rate is low.	5%
5	First-year students retention rate	42%	Male: 37.3% Female:52.9%	Male: 35.1% Female:49.3%	There is a significant improvement in the number of First-year students.	45%

			Total:42.9%	Total:39.5%		
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	Number of graduates who are employed = 60% Number of graduates who are enrolled in postgradua te = 5%	Number of graduates who are employed = 59% Number of graduates who are enrolled in postgraduate = 0%	Number of graduates who are employed = 45% Number of graduates who are enrolled in postgraduate = 0%	There is significant increase in the percentage	who are employed = 60% Number of graduates who are enrolled in postgraduat e = 5%
8	Average number of students in the class	Male: less than 25 student per class Female: less than 25 student per class	Male:16.7 Female: 19.4	Male:14.8 Female:17.4	The average number of student is acceptable	Male: less than 25 student per class Female: less than 25 student per class
9	Employers' evaluation of the program graduates proficiency	4.25	4.68	4.07	The target is achieved	4.75
10	Students' satisfaction with the offered services	2.7	2.9	2.6	There is an improvement in the students satisfaction	3.1

11	Ratio of students to teaching staff	Male: less than 25 Female: less than 25	Male : 23.4:1 Female: 21.4:1	Male :20.2:1 Female:17.5:1	The new value satisfies the value set by the Ministry of Education	Male: less than 25 Female: less than 25
12	Percentage of teaching staff distribution	Assoc. Pro. = 10% Assist. Pro. =70% Lecturer = 20%	Professor=0.87% Assoc. Pro. = 5.26% Assist. Pro. =69.29% Lecturer = 23.68%	Assoc. Pro. = 4.23% Assist. Pro. =74.03% Lecturer = 20.19%	The distribution of teaching staff is well distributed and is expected to increase with joining assistant professors.	Assoc. Pro. = 10% Assist. Pro. =70% Lecturer = 20%
13	Proportion of teaching staff leaving the program	1%	5.26%	0.96%	There are some non-Saudi teaching staff who would like to go back to their countries.	1%
14	Percentage of publications of faculty members	70%	47.8%	59.4%	The result shows promising result about the publications for faculty members.	70%
15	Rate of published research per faculty member	2.1	1.82:1	1.5:1	The rate is increasing and is expected to increase every year. The university and the college research and publication strategies seems to encourage and motivate facility members in collaborating in research and publication.	2:1
16	Citations rate in refereed journals per faculty member	12:1	9.93:1	9.11:1	The result shows promising result about the publications for faculty members. This is	12:1

					expected to increase further due the university support in aiding and encouraging research and publication.	
17	Satisfaction of beneficiaries with the learning resources	4.0	3.9	3.9	There is not increased in the percentage	4

4..9. The Action Plan for BSIT program 2021/2022 (Matrix of Initiatives and Performance Indicators)

To fulfill the mission and goals of, PMAU, CCI and BSIT program, strategic planning is needed. Therefore, The Quality and Academic Accreditation committee at CCI is proposing a strong definitive Action plan framework for the BSIT in the following table. After a careful review of PMAU's Strategic 2021-2025 Plan, the various objectives, previous CR, surveys, independent opinion, course evaluation, programs and trends seen in the area of quality and academic planning at numerous academic institutions at the national, regional and international levels, and drawing upon input from the CCI's faculty members and the advisory/action committees that they constitute, the operational plan addresses the relevant areas of concern, their current status, the desired status and, and details the necessary steps to be taken as follow:

PMAU Goal	CCI Goal	BSIT Program Goal	BSIT Program Mission	Priorities for Improvement	Initiative/Actions	Action Responsibility	Date		Achievement Indicators	Target Benchmark
							Start	End		
(PMAU-3): Providing outstanding, distinguished education to empower learners to achieve their academic & professional aspirations	**(CCI-1):** To keep pace with the academic and scientific advances in international universities in the field of computation and informatics. **(CCI-2):** To increase learners'	**(BSIT -1)** Develop a technically proficient workforce capable of carrying out IT solutions to the best practices	**BSIT-SubMission-1)** Prepared well-educated and qualified students with the most current knowledge and skills in the various fields of information technology.	High	Continuing the IT industry collaboration to be initiated with active participation of students and faculty members for current concepts and understanding.	Dean & Department chair	June 2020	Always	Number of partnerships	4
				High	Continuing the content development and feedback from faculty members should be carried	Department chair & courses instructors.	June 2020	Always	Number of improved courses	10

	experience by enabling them to solve academic and practical problems in their areas of specialization. **(CCI-4):** To support continuous development through partnerships with local and international companies.				out for each semester.					
				High	Apply for program accreditations.	Department chair & Program coordinator	June 2021	Jun 2022	Number of accreditations	1
				Medium	Conducting more outreach to employers	Department chair	June 2020	Always	Number of the employers	15
				Medium	Offer training courses for faculty members.	Department chair	June 2021	June 2022	Number of training courses	3
Strengthen engagement with communities across the Kingdom	**(CCI-2):** To increase learners' experience by enabling them to solve academic and practical problems in their areas of specialization.	**(BSIT-2)** Provide students with soft skills and values to effectively communicate and collaborate with others professionally, ethically and legally as well as fulfill the needs of society.	**BSIT-SubMission-2)** Build students lifetime learning and careers, meet the labor market needs and conduct scientific research.	Medium	Increase students participation in local and international Competitions	Department chair & Program coordinator	June 2021	June 2022	Number of competitions	7
				High	Offer the program in more PMAU branches.	Department chair & Program coordinator	June 2021	June 2022	Number of new branches	1
Grow in digital innovation and Techpreneurship.	**(CCI-3):** To enable graduates to compete in the fields of	**(BSIT-3)** Improve students' experience by empowering them with the necessary entrepreneurs' skills	**BSIT-SubMission-2)** Build students lifetime learning and careers,	Medium	Offering extra tutorial classes for low achievers to improve their performance	Department chair & courses instructors.	June 2020	Always	Number of courses that have tutorials	20

	computation and informatics.	to develop innovative IT solutions and perform scientific research	meet the labor market needs and conduct scientific research.	High	Aligning the program with Cyber-education framework.	Department chair & courses coordinators	June 2021	Jun 2022	Percentage of alignment with cyber security	80%
			BSIT-SubMission-3) Contributes to the advancement of society's knowledge, solving community issues and meeting of future challenges in Information Technology.	High	Continuing the lab support for all courses requiring practical training at all level program.	Department chair & courses coordinators & courses instructors.	June 2020	Always	Number of courses with labs	3
(PMAU-3): Providing outstanding, distinguished education to empower learners to achieve their academic & professional aspirations	**(CCI-1):** To keep pace with the academic and scientific advances in international universities in the field of computation and informatics .	**(BSIT -1)** Develop a technically proficient workforce capable of carrying out IT solutions to the best practices	**BSIT-SubMission-1)** Prepared well-educated and qualified students with the most current knowledge and skills in the various fields of information technology.	High	Increasing students' awareness about the offered services by promoting information about its offered services using digital channels, such as its website, email, announcements, and social media.	Department chair & courses coordinators & courses instructors.	June 2021	Jun 2022	Number of advertisements and workshop	3
(PMAU-3): Providing outstanding, distinguished	**(CCI-1)** To keep pace with the academic and	**(BSIT-3)** Improve students' experience by empowering them with the necessary	**BSIT-SubMission-2)** Build students lifetime learning	High	Giving English tutorials to the failed students because it's the main factor that	Department chair & courses coordinators	June 2021	Always	Number of tutorials	4

education to empower learners to achieve their academic & professional aspirations	scientific advances in international universities in the field of computation and informatics.	entrepreneurs' skills to develop innovative IT solutions and perform scientific research	and careers, meet the labor market needs and conduct scientific research. **BSIT-SubMission-3)** Contributes to the advancement of society's knowledge, solving community issues and meeting of future challenges in Information Technology.		decrease completion rate	& courses instructors.				
				High	Increasing the salary for faculty members and annual increment	Department chair	June 2021	June 2023	Percentage of annual increment	5%

4..10. The Progress of The BSIT Action Plan for 2020-2021

No.	Planned Actions	Responsibility of Action	Planned Completion Date	Level of Completion		If Not Completed	
				Completed	Not Completed	Reasons	Proposed Actions
1	Continuing the lab support for all courses requiring practical training at all level of undergraduate program.	Department chair & courses coordinators	Jun 2020		No	It is a continuous process.	
2	Continuing the IT industry collaboration to be initiated with active participation of students and faculty members for current concepts and understanding.	Department chair & courses coordinators	Jun 2020		No	It is a continuous process.	
3	Continuing the content development and feedback from faculty members should be carried out for each semester.	Department chair & courses instructors.	Jun 2020		No	It is a continuous process.	
4	Faculty incentives for more research contribution should be announced, such as publishing fees compensation.	Deanship of Scientific Research	Jun 2019	Yes			
5	Conducting more outreach to employers	Department chair	Jun 2020		No	It is a continuous process.	
6	Activating the Alumni Unit	Department chair	Jun 2020		-	Unit Transferred out of the collage	
7	Activating academic Advising system across all branches	Department chair	Jun 2020	Yes			
8	Activate Research groups	Dean & Department chair	Jun 2020	Yes			
9	Offering extra tutorial classes for low achievers to improve their performance	Department chair	Jun 2020		No	It is a continuous process.	
10	Updating the program Curriculum according to the latest ACM/IEEE 2013 curriculum guidelines	Department chair	Jun 2020	Yes			
11	Adding lab sessions for particular courses	Department chair with courses groups	Jun 2020	Yes			

4..11. Initiatives and Responsibilities Summary

- **Dean:**
  - ✓ Continuing the IT industry collaboration to be initiated with active participation of students and faculty members for current concepts and understanding. **(High)**

- **Department chair:**
  - ✓ Continuing the IT industry collaboration to be initiated with active participation of students and faculty members for current concepts and understanding. **(High)**
  - ✓ Continuing the content development and feedback from faculty members should be carried out for each semester. **(High)**
  - ✓ Apply for program accreditations. **(High)**
  - ✓ Conducting more outreach to employers. **(Medium)**
  - ✓ Offer training courses for faculty members. **(Medium)**
  - ✓ Increase students participation in local and international Competitions. **(Medium)**
  - ✓ Offer the program in more PMAU branches. **(High)**
  - ✓ Offering extra tutorial classes for low achievers to improve their performance. **(Medium)**
  - ✓ Aligning the program with Cyber-education framework. **(High)**
  - ✓ Continuing the lab support for all courses requiring practical training at all level program. **(High)**

- **Program coordinator:**
  - ✓ Apply for program accreditations. **(High)**
  - ✓ Increase students participation in local and international Competitions. **(Medium)**
  - ✓ Offer the program in more PMAU branches. **(High)**
  - ✓ Offering extra tutorial classes for low achievers to improve their performance. **(Medium)**

- **Course coordinator:**
  - ✓ Aligning the program with Cyber-education framework. **(High)**
  - ✓ Continuing the lab support for all courses requiring practical training at all level program. **(High)**

- **Courses instructors:**
  - ✓ Continuing the content development and feedback from faculty members should be carried out for each semester. **(High)**
  - ✓ Offering extra tutorial classes for low achievers to improve their performance. **(High)**
  - ✓ Continuing the lab support for all courses requiring practical training at all program's level. **(High)**

5. Acknowledgements

Being a bottom-up tactical/operational plan, the collage would like to extend a special thanks to all members of the process of planning, including the department chairs, committee chairs, program coordinators, and course coordinators. In addition, many thanks to the quality assurance committee for preparing, reviewing, and documenting the operational plan.