



برنامج ذكاء الاعمال

Business Intelligence

الخطة الاستراتيجية

2025-2021





مختصة صاحب الجلالة الهاشمية
املاك عبد الله الثاني ابن الحسين المعظم حفظه الله



صاحب السمو الملكي
الأمير الحسين بن عبد الله الثاني ولي العهد المعظم

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Message from the Head of the Department

The Department seeks to prepare graduates who possess diverse skills that enable them to continue learning and education, to compete in the labor market, and to contribute effectively to the development and service of the community. This is achieved through working according to a scientific and institutional methodology within clear plans and by using educational technology to achieve the Program's objectives, in addition to preparing specialized research and administrative cadres with distinguished qualifications in the field of Business Intelligence at the local and regional levels.

Starting from Jadara University's pursuit of fulfilling its ambitious mission in development and excellence in university education, the Bachelor's Program in Business Intelligence was launched for the academic year 2021/2022. To keep pace with the rapid developments in the field of Business Intelligence, the Department conducts continuous review of curricula and scientific research and strives to develop them continuously. This stems from our constant keenness to keep up with ongoing advances in learning and teaching, to elevate our ranking position at the local and global levels, and to realize Jordanian strategies and visions in keeping pace with rapid progress amid the smart revolutions in the world of economics and management and the use of smart technology, which has become one of the fundamentals and indicators of administrative creativity that leads to economic prosperity.

The Business Intelligence Department has distinguished itself with an outstanding cadre of faculty members specialized in multiple fields, who are graduates of prestigious universities. Currently, the Department employs a number of faculty members at various academic ranks and with diverse practical experiences.

Academic degrees awarded by the Department of Accounting

Bachelor's degree in Business Intelligence -

Strategic Plan

The Business Intelligence Department was established in 2020 in the Faculty of Business / Jadara University. It is considered one of the newest Departments within the Faculty, and since its inception the Department has been awarding the Bachelor's degree in Business Intelligence.

The Department's Strategic Plan was developed to align with the Faculty and University plan for 2021–2025. The Plan includes short- and long-term horizons, and the set objectives are achievable within the resources available to the Department.

The Strategic Plan was developed through the following:

1. Forming a committee chaired by the Head of the Department and including two faculty members with experience in this field.
2. Being guided by the Faculty's Strategic Plan.
3. Liaison with the Faculty administration concerning the Strategic Plan.

Vision, mission, core values, and strategic objectives of the Program:

Vision

To strive for leadership and excellence in the Business Intelligence specialization, and to advance its scientific research activity and its contribution to community engagement.

Mission

To contribute to preparing distinguished graduates with high professional competencies in Business Intelligence who have the ability to analyze data and information in accordance with the requirements of the local, regional, and international labor market, and to work on linking the academic program with the requirements of the private and governmental markets.

Core values: The success of the Strategic Plan depends on a set of governing values which represent reference standards for the behavior of program staff, both academic and administrative, across all functional levels. It is needless to say that these values are not to be regarded as mere slogans, but as actions to which the program's cadres are committed in all their internal and external dealings. They are represented as follows:

- Quality and excellence. ■
- Academic freedom. ■
- Fairness and integrity. ■
- Tolerance and the rejection of violence and extremism. ■
- Transparency and accountability. ■
- Teamwork. ■
- Dialogue and respect for differing opinions. ■

Objectives

- 1- Supplying business companies and educational institutions with graduates of high competence in Decision Support Systems.
- 2- Enhancing the use of Big Data analytics and its impact on the decision-making process in the business sector.

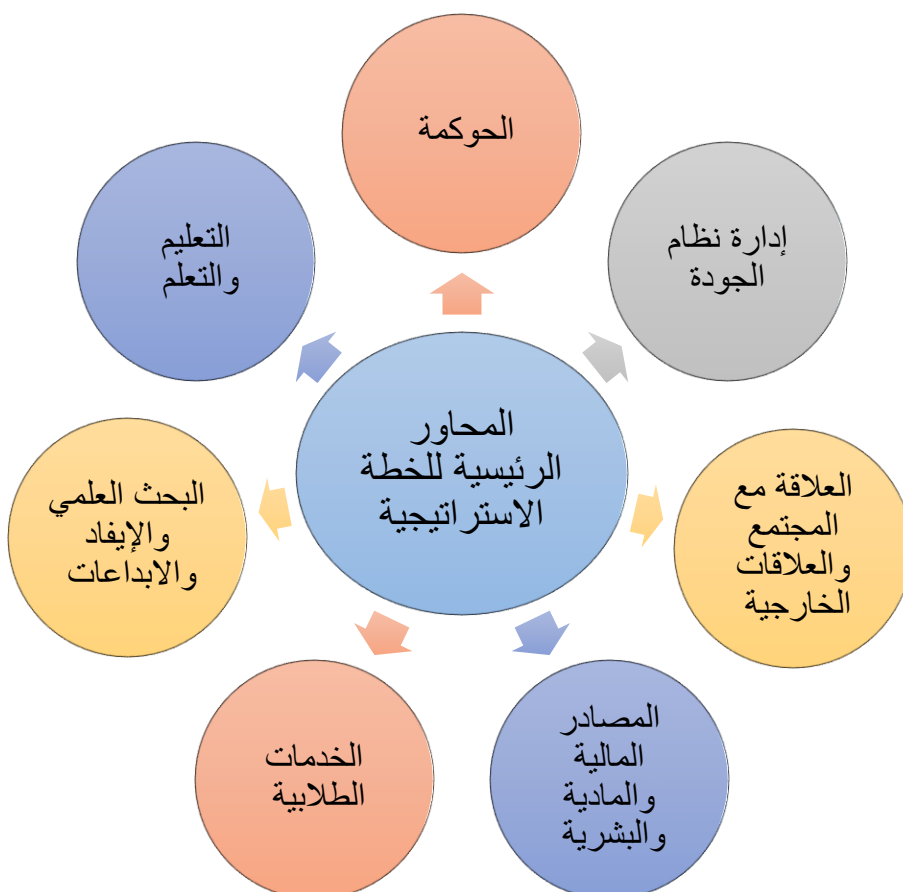
- 3- Optimal utilization of information and data sources, and working on their analysis to serve organizations locally, regionally, and internationally.
- 4- Preparing students capable of serving the business and information technology sectors through the use of the latest systems and fundamental concepts in business administration.
- 5- The ability to evaluate Business Intelligence models applied in companies within global knowledge and value frameworks.
- 6- Strengthening the concept of scientific research among students through the application of various intelligent systems to serve business organizations.
- 7- Preparing students capable of using information technology to provide the necessary information for decision-making.

Outputs

1. A comprehensive understanding of modern Business Intelligence concepts, and the importance of Business Intelligence in light of the rapid changes in the business environment.
2. The ability to apply the technologies and tools that comprise Business Intelligence, such as data warehousing, data mining, and the use of Online Analytical Processing.
3. Analysis and design of the information technology infrastructure that contributes to the implementation of Business Intelligence systems in modern administrative organizations.
4. Presenting information in the form of measures, indicators, and reports.
5. Enhancing skills in using modern Business Intelligence systems in the market to analyze commercial information and data.
6. Developing collaborative decision support systems with Big Data analytics, developing intelligent applications, and using them in business organizations.
7. Applying basic theories, concepts, and functions of business administration in the public and private sectors.

Main axes of the Strategic Plan

The axes as stated in the Guide to Procedures and Quality Assurance Standards for Academic Programs are: 1. governance 2. learning and teaching 3. scientific research, utilization, and innovations 4. student services 5. material/financial/human resources 6. community engagement and external relations 7. management of the quality assurance system



Strategic objectives and sub-objectives of the Strategic Plan for the Business Intelligence program

The Strategic Plan for the Accounting program (2021-2025) includes a number of strategic objectives that constitute a reference and a fundamental pillar in the construction of the Executive Plan as follows:

Strategic Objective (1): Improve the management of quality assurance academically and administratively to reach global standards and to enhance and monitor the program's performance.

Sub-objectives:

1.1 Consolidate and disseminate a culture of quality within the academic and administrative work framework.

1.2 Establish an integrated system for quality management and accreditation requirements, develop it, and build a robust internal system.

1.3 Focus on the process of self-assessment and continuous improvement of the program.

Strategic Objective (2): Develop and qualify the human and institutional capacities of faculty members and staff.

Sub-objectives:

2.1 Select distinguished faculty members.

2.2 Work on improving the competence of faculty members.

2.3 Develop and incentivize the faculty and administrative staff in the program.

2.4 Development of the information system within the program.

2.5 Strengthen transparency and accountability.

Strategic Goal (3): Enhance and prepare a university environment conducive to creativity and academic excellence.

Sub-objectives:

3.1 Promote democracy and a culture of tolerance.

3.2 Improve student services.

3.3 Develop students' skills and capacities.

3.4 The purpose of incoming students.

Strategic Goal (4): Enhance the level of scientific research and postgraduate studies.

Sub-objectives:

4.1 Encourage the research activities and capacities of faculty members and postgraduate students.

4.2 Increase the number of research publications in international journals.

4.3 Direct master's thesis topics toward societal problems and development priorities.

4.4 Increase the number of research publications by faculty members in the Scopus database.

4.5 Increase the citation index for faculty members.

Strategic Goal (5): Strengthen the concept of community engagement.

Sub-objectives:

5.1 Integrate the concept of community engagement into the curricula.

5.2 Promote a culture of community engagement.

5.3 Advance and participate in the college's role in developing and serving the local community.

5.4 Assist in the employment of program graduates as much as possible.

Strategic Goal (6): Achieve excellence in the program and apply quality assurance standards.

Sub-objectives:

- 6.1 Develop the academic program and study plans.
 - 6.2 Strengthen the foundations of quality assurance and accreditation.
 - 6.3 Develop and enhance a distinguished teaching staff.
 - 6.4 Develop learning resources.
 - 6.5 Expand training of the teaching staff in e-learning.
- Strategic Objective (7): To qualify and develop students' scientific capacities and to enhance their competitive capabilities.

Sub-objectives:

- 7.1 Fostering national spirit.
- 7.2 Care for graduate affairs.
- 7.3 Providing distinguished student services.
- 7.4 Attracting and supporting students, especially international students.

Strategic Objective (8): Increase the Program's financial resources.

Sub-objectives:

- 1 Increase the Program's financial resources.

Methodology for Preparing the Executive (Operational) Plan of the Department of Business Intelligence. (2022/2023)

The following steps were followed to prepare the Executive Plan for the Accounting Department, as follows:

First: Formation of the planning team, which consisted of:

- Dr. Khalid Al-Samadi, Head of Department. .1
- Dr. Tareq Al-Dababseh (Rapporteur). .2
- Dr. Saleh Al-Omr (Member). .3

Second: A meeting was held between the Head of Department and the members of the planning team to agree on how to prepare the Executive Plan.

Third: The plan was circulated to the Department's faculty members to provide their developmental ideas on the plan.

Fourth: The draft Executive Plan for 2022/2023 was prepared and discussed with the planning team in light of the agreements reached.

Fifth: The planning team held a session to evaluate the Executive Plan; some observations were taken into account and the plan was drafted in accordance with the following updates:

- a. Recommendations of the faculty members.
- b. The University's Strategic Plan for 2021/2025.
- c. The College's Strategic Plan for 2021/2025.
- d. Criteria of the Local Quality Assurance Award issued by the Higher Education Accreditation Commission.
- e. The plan, in its final form, was presented to the Department Council and approved, after which it was printed and submitted to the College Council for ratification through the Head of Department.

It is worth mentioning that a new approach was followed in preparing and designing the Department's Executive Plan, whereby a number of implementation projects and activities related to those projects were adopted, in addition to specifying the implementation period and performance indicators for those activities that achieve the outputs of the implementation projects. The implementation projects reflected the main axes of the plan, which are:

- Axis One: Management of the Quality Assurance System.
- Axis Two: Scientific Research, Secondments, and Innovations.
- Axis Three: Governance.
- Axis Four: Community Engagement and External Relations.
- Axis Five: Learning and teaching.
- Axis Six: Student services.
- Axis Seven: Material, financial, and human resources.

الخطة التنفيذية

Summary of the Executive Plan for the academic year 2022/2023.
(Executive projects, according to the Plan's axes)

Goal One: Enhance the competitiveness of the Department of Business Intelligence locally and globally.

Axis One: Management of the quality assurance system.

1.1 Project: Enhancing the quality of teaching in the Department of Business Intelligence.

1.2 Project: Developing the Department's page on the college website.

1.3 Project: Obtaining the local quality assurance certificate.

Axis Two: Scientific research, faculty assignments, and innovations.

2.1 Project: Enhancing the efficiency of tools supporting scientific research.

2.2 Project: Encouraging the research capabilities of faculty members.

2.3 Project: Seminars and conferences.

Goal Two: Consolidating and developing positive values and attitudes and serving the local community.

Axis Three: Governance.

4.1 Project: Improving the efficiency of faculty members.

4.2 Project: Managing and evaluating the performance of faculty members.

4.3 Project: Building and developing the Department's committees.

4.4 Project: Implementing integrity and transparency.

Axis Four: Community Engagement and External Relations.

5.1 Project: Contribution of faculty members to community service.

5.2 Project: Developing a plan for serving the local community.

5.3 Project: Managing external relations.

Goal Three: Developing administrative education and enhancing students' capabilities.

Axis Five: Learning and teaching.

6.1 Project to prepare policies and procedures for the development of the Business Intelligence Department.

6.2 Project to evaluate the effectiveness of the Business Intelligence Department.

6.3 Project for student guidance and assessment of their academic performance.

Axis Six: Student Services.

7.1 Project for student volunteer activities.

7.2 Project for building and developing students' capacities and skills.

7.3 Project for student services.

7.4 Project to improve the level of services provided to students.

7.5 Project to strengthen and consolidate the values of democracy and a culture of tolerance.

Goal Four: Developing the institution's financial and material resources and developing human resources through the college's training mechanisms.

Axis Seven: Financial and Human Resources.

8.1 Project for attracting and developing human talent.

(Addition of new axes available separately)

Executive Plan for the academic year 2022/2023.

Axis One: Quality Assurance and Management.

Performance indicators	Responsible entity	Implementation period	Activities	Executive projects	Strategic goal	Number
Number of awareness meetings; notice boards; number of awareness programs for new staff.	College Deanship; Heads of Departments	Semester 1+2	Promote a culture of quality assurance among college staff	Project for Enhancing Quality Assurance and Continuous Improvement of Teaching in the College's Departments		1
Approval of the formation of the Task Development Committee	College Deanship	Semester 1	Establish a unit (Quality Committee) in the college that reports to the Dean			
Number of areas for which improvement plans were developed	Deanship of the College	Semester 1	Developing improvement plans for quality areas			
Approval of the manual by the Dean of the College.	Assistant Dean for Quality and Heads of Departments	Semesters 1 and 2	Preparation of the desired graduate specifications manual for each Department.			
Number of participants	Assistant Dean for Quality and Heads of Departments	Semesters 1 and 2	Implementing a training program for Heads of Departments on the concept of quality and learning outcomes.			
Website coverage level for all electronic services for beneficiaries.	Vice Dean, Chair of the Website Committee	Semesters 1 and 2	Preparation and coordination of the electronic content for the College website.	Website Development Project		2
Level of the site's coverage of all electronic services for beneficiaries.	Vice Dean, Website Committee	Semester 1+2	Maintaining the College's information, data, and activities on the website.			

Approval of the self-evaluation study.	College Deanship, Heads of Departments	Semester 1	Conducting the College's self-evaluation study and assessing eligibility requirements.	Project for Obtaining the Local Quality Assurance Certificate		3
Holding the workshop on schedule; percentage of participants.	College Deanship, Heads of Departments	Semester 2	Awareness / holding a workshop on the process of preparing the self-evaluation report.			
Approval of the University President to submit the application for obtaining the Quality Assurance certificate	Heads of Departments	Chapter 2	Organization of files, records, and evidence for the fields and local quality standards			

Axis Two: Scientific Research and Postgraduate Studies

Performance indicators	Responsible entity for implementation	Implementation period	Activities	Executive projects	Strategic objective	Number
Availability of an updated database.	Assistant Dean for Quality; Heads of Departments ; Chair of the Library Committee.	Semester 1+2.	Establish a database of research produced by the college's faculty members.	Project to enhance the efficiency of research-supporting tools in the college (library, databases).		4.
Report of the Library Committee.	Chair of the Library Committee.	Semester 1+2.	Provide the library with required information resources through the College Library Committee.			
One workshop in each semester.*	College Deanship; Heads of Departments .	Semester 1+2.	Hold workshops to enhance the research capabilities of faculty members.	Project to Encourage the Research Capacities of Faculty Members		5
One meeting with faculty members.	Deanship of the College, Heads of Departments	Semester 1	Awareness of the University's Research Incentive System.			
Number of meetings (2)	Deanship of the College, Heads of	Semesters 1+2	Hold a workshop on the new promotion regulations.			

	Departments					
*Number of research teams; level of collaboration between disciplines.	Dean of the College	Semesters 1+2	Encourage the formation of research teams within a single specialization and across specializations.			
(2) research papers per faculty member.	Dean of the College, Heads of Departments	Semester 1+2	Periodic evaluation of faculty members in scientific research.			
Number of seminars/workshops at a rate of (2) seminars/workshops per Department.	Vice Dean; Heads of Departments	Semester 1+2	Organization of seminars/workshops by the Departments, each in its area of specialization according to the beneficiaries.	Project: Scientific Seminars and Conferences		6
Number of external participations.	Dean of the College; Chair of the Conferences Committee	Semester 2	Coordination with relevant institutions for participation in the implementation of seminars and workshops.			
Holding the conference on its scheduled date. Level of participation by the Departments.	Dean of the College; Chair of the Conferences Committee	Chapter 2	Hold one (1) international conference that addresses the interests of the college's seven specializations.			
Percentage of theses that addressed community issues.	Dean of the College; Heads of Departments	Chapters 1+2	Direct thesis topics to community problems and development priorities.	Project: Improving the quality of master's theses for graduate students and directing them to community issues.		7
Number of theses that won awards.	College Deanship	Chapters 1+2	Activate the Award for Best Master's Thesis.			

Axis Three: University Environment

Performance indicators	Responsible entity	Implementation period	Activities	Executive projects	Strategic objective	Number
Number of students participating in club activities.	Deputy Dean, Department Heads, Faculty	Semester 1 + 2	*Activate the role of student activities that focus on the values of good citizenship.	Project to Strengthen and Consolidate the Values of		8

	members			Democracy and a Culture of Tolerance		
Number of awareness programs.	Deputy Dean, Department Heads, relevant faculty members	Semester 1 + 2	Organize awareness programs for students on the importance of democratic participation in cooperation with the Deanship of Student Affairs			
Students' level of satisfaction with this course and achievement of its objectives.	Vice Dean, Heads of Departments , concerned faculty members	Semester 1+2	Activate the Community Responsibility course to enhance national belonging.			
Students' level of satisfaction with academic advising.	Vice Dean, Heads of Departments	Semester 1+2	Assign an academic advisor to each student.	Project to Improve the Level of Student Services		9
Number of periodic meetings, participants.	Vice Dean, Heads of Departments	Semester 1+2	Hold periodic meetings at the Departments and College levels to identify students' needs.			
Number of cases presented to the office concerning the extent of coordination between the College and Student Services.	College Liaison Officer	Semester 1+2	Coordination with the Psychological Counseling Office in the Deanship of Student Services to study students' special needs.			
Number of outstanding students who were honored.	Assistant Dean for Student Services, Heads of Departments , Faculty Members	Semester 1+2	Supporting outstanding students and providing incentive awards to them.			
Number of students benefiting from training opportunities.	Assistant Dean for Student Services, Heads of Departments	Semester 1+2	Providing opportunities for training and developing students' capabilities.			

Number of programs, and number of beneficiary students.	Vice Dean, Department Heads, Faculty Members	Semesters 1+2	Develop specialized programs to assist academically struggling students.			
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Axis Four: Administrative Development and Governance

Performance Indicators	Responsible entity for implementation	Implementation Period	Activities	Executive Projects	Strategic Objective	Number
Number of courses; percentage of participants	Dean of the College; Heads of Departments	Semester 1+2	Organize training courses for faculty members (teaching methods and strategies)	Project to Improve the Competence of Faculty Members		10
Percentage of participants among new faculty members	Dean of the College; Heads of Departments	Semester 1+2	Organize training courses for new faculty members.			
Number of participants in conferences	Dean of the College	Semester 1+2	Encourage faculty members to participate in relevant conferences.			
One program in the first semester and one program in the second semester; participation rate.	Heads of Departments	Semester 1 + 2	Hold training programs for Heads of Departments in leadership and administration.			
Approval of the job description by the Dean of the College.	Dean of the College	Semester 1 + 2	Develop a job description for academic leaders in the College.			
Number of awareness workshops; participation rate.	Dean of the College; Heads of Departments		Awareness of the performance evaluation model and criteria for Faculty Members.	Project for Managing and Evaluating the Performance of Faculty Members		11
Approval of evaluation reports.	Heads of Departments		Conduct an annual evaluation of faculty members.			
Approval of evaluation reports	Heads of Departments		Conduct evaluation and follow-up for new faculty members.			
Number of meetings; percentage of participants	Dean of the College; Heads of Departments		Meet with faculty members regularly to provide feedback on their performance.			

A list of the names of departmental or college councils and representatives of the local community.	Dean of the College	Semester 1	Designation of Departmental Councils.	Project for the establishment and development of governance councils in the college		12
A list of the names of the Department or College councils and the representatives of the local community.	Dean of the College	Section a1	Designation of the College Council and the representatives of the local community.			
Documenting and distributing tasks after their approval by the Dean of the College.	Dean of the College	Section 1	Defining the tasks and responsibilities of the governance councils in the College.			
Evaluation Report	Assistant Dean for Quality; Heads of Departments	Section 2	Reviewing and evaluating the performance of the governance councils in the Departments and the College Council.			
Evaluation Report	Dean of the College; Assistant Dean for Quality	Chapter 2	Review and evaluation of the performance of the college committees.			
Announcement of governance councils and their documentation.	Dean of the College	Chapter 1	Appointment of governance council members with transparency and integrity.	Project for the Implementation of Integrity and Transparency		13
Distribution of the accountability system to the Departments and faculty members.	Dean; Deputy Dean	Chapter 2	Development of an accountability system for shortcomings in work performance.			
Axis Five: Community Engagement						
Performance Indicators	Responsible Entity	Implementation Period	Activities	Executive Projects	Strategic Goal	Number

Number of studies related to community engagement.	College Deanship	Semester 1 + 2	Conduct studies and research related to community engagement.	Project: Faculty Contribution to Community Engagement		14
Number of faculty members engaged in community engagement.	Heads of Departments , faculty members	Semester 1+2	Encouraging faculty members to participate in community engagement.			
Number of seminars/conferences that included the topic of community engagement.	Deanship of the College, Heads of Departments	Semester 1+2	Organize training courses on community engagement. Include community engagement as a main theme in the College's conferences and seminars.			
Number of faculty members participating in the technical and advisory committees of local community institutions.	Deanship of the College, Heads of Departments , faculty members	Semester 1+2	Participation in the technical and advisory committees requested by community institutions.			
Community needs report.	Vice Dean; Heads of Departments	Semesters 1+2	Identifying community needs for the development of the local community.	Project to develop a plan to serve the local community and meet its needs		15
Completion of establishing the database.	College Deanship	Semesters 1+2	Establishing a database of faculty members' contributions to community engagement.			
Issuance of the committee formation letter and its duties.	Dean of the College	Semester 1	Formation of the College Community Engagement Committee.			
Issuance of approval for the community engagement plan.	College Deanship; Heads of Departments	Chapter 1	Develop a plan for community engagement.			
Number of recruitment activities	Assistant Dean for Quality; Chair of the Website Committee	Chapter 1+2	Implement student recruitment activities for the College.	External Relations Management Project		16
Number of agreements;	Dean of the College;	Chapter 1+2	Conclude academic agreements with local/foreign universities;			

presence of two representatives on the College Council from the local community	Dean of the College		provide representatives of the local community on the College Council.			
Number of reports from employers; analysis and allocation of work.	Vice Dean; Assistant Dean for Quality; Heads of Departments	Chapter 1+2	Obtain feedback from employers about graduates of the college's programs.			

Axis Six: Learning and Teaching and Academic Programs.

Performance indicators	Responsible entity	Implementation period	Activities	Executive projects	Strategic goal	Number
Documented and publicly announced policies and procedures for all	Assistant Dean for Quality Assurance	Chapter 1	Develop policies and procedures for academic program development (documented and publicly announced)	Project: Preparing policies and procedures for the development of academic programs in the College		17

Documented and publicly announced policies and procedures for all	Assistant Dean for Quality Assurance	Chapter 1	Develop policies and procedures for course equivalency (documented and publicly announced)			
Documented and publicly announced policies and procedures for all	Assistant Dean for Quality Assurance	Chapter 1	Developing policies and procedures for discontinuing course units (documented and announced)			
Approval of the Academic Programs Improvement Plan. Evaluation report on program effectiveness.	Dean of the College, Heads of Departments, Faculty Members	Semester 1+2	Prepare a plan to improve the College's academic programs. Prepare written procedures to periodically evaluate program effectiveness.	Project: Effectiveness Evaluation of the College's Academic Programs		18
Approval and dissemination of learning outcomes. Number of workshops, percentage of participants.	Dean of the College, Heads of Departments, Faculty Members	Semester 1+2	Publish the learning outcomes of the College's programs. Hold workshops to raise awareness among faculty members and students about the learning outcomes of the College's programs.			
Assign students to faculty members. Level of communication between each academic advisor and their students. Prepare an analytical study of the results.	College Deanship, Heads of Departments	Semester 1+2	Assign an academic advisor to each student. Conduct an analytical study of student results at the end of each semester.	Student Guidance and Academic Performance Evaluation Project		19
Percentage of achievement of learning outcomes across all programs.	Assistant Dean for Quality	Semester 1+2	Measure the extent to which students achieve the learning outcomes.			
Level of student representation	Assistant Dean for	Semester 1+2	Involving students in the evaluation of learning			

in the evaluation of each program	Quality Assurance		outcomes for each program in the College			
Level of provision of instructions to concerned parties	Deputy Dean	Semester 1	Distribution of (Master's) guidelines to faculty members concerned with university theses			

Axis Seven: Students.

Performance indicators	Responsible entity	Implementation period	Activities	Executive projects	Strategic objective	Number
Number of activities implemented. Number of students participating in national events and their percentage. Number of participating faculty members. Number of volunteer activities and their variety.	Deanship of the College	Semester 1+2	Organizing voluntary activities to serve the community. Student participation in national events. Participation of College faculty members in teaching the Volunteer Work course.	Student Volunteer Activities Project		20
Number of courses conducted. Number of students participating. Number of courses conducted. Number of students participating.	Deanship of the College, Heads of Departments	Semester 1+2	Holding programs and courses in oral and written communication skills at the department and college levels. Holding volunteer courses in English at the department and college levels. Organizing workshops concerned with research ethics.	Project for Building and Developing Students' Capacities		21

Implementing the Activity Day at its scheduled time. Availability of a database for students with special needs. Number of students participating in creative initiatives. Number of creative initiatives.	College Deanship; Heads of Departments	Semester 2; Semesters 1 and 2; Semesters 1 and 2	Holding an employment Activity Day at the college level. Preparing a database for students with special needs and providing care for them. Announcing and encouraging students to submit creative initiatives.	Student Services Project		22
Adopting a policy for handling student complaints	Assistant Dean for Student Affairs	Semesters 1 and 2	Establishing a clear policy for handling student complaints and benefiting from them.			

Axis Eight: Financial and Human Resources.

Performance indicators	Responsible entity	Implementation period	Activities	Executive Projects	Strategic goal	Number
Formulating policies for budget preparation and adopting them.	College Deanship	Semester 1	Developing policies for preparing the financial budget.	Project: Developing Policies for Budget Approval		23
Formulating policies for identifying financial sources and adopting them.	College Deanship	Chapter 1	Establish policies to identify and allocate financial resources.			

Formulate clear policies for attraction, employment, and appointment, and approve them.	College Deanship	Chapter 2	Establish clear policies for attraction, employment, and appointment.	Project: Attraction and Development of Human Talent		24
Formulate and approve policies and procedures for professional and career development.	College Deanship	Chapter 2	Establish policies and procedures for professional and career development.			

Please accept our highest respect and appreciation.