


Database and Statistics Process

Process Definition



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1. SUMMERY

- 1.1. This document defines the process of collecting data of the academic programs and performing statistics that will be used in evaluating the performance of the study programs and making decisions.
- 1.2. The relationship between this process and the other processes within the Tishk International University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM.IN.001E].

2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi Salih


#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	25/12/2017	0	3 years	Original Release	Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi Salih

3. PROCESS DEFINITION

- 3.1. The purpose of this process is to apply statistics and surveys about the performance of the students, lecturers and heads of departments which would be used in decision making.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in the "Quality Objectives of Tishk International University" document.

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- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the “Quality Objectives of Tishk International University” document.
- 4.3. The targets of each objective are determined in October of every academic year.
- 4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
The Success Factor of all the study programs should be analyzed	The percentage of study programs subjected to Success Factor Analysis	Examination Process
The Passing Average of all the study programs should be analyzed	The percentage of study programs subjected to Passing Average analysis	Examination Process
The Students Satisfaction of all the study programs should be analyzed	The percentage of study programs subjected to Students Satisfaction Analysis	Quality Assurance Process

5. PROCESS OWNERS AND RESPONSIBLE PARTIES


- 5.1. The owner of this process is the **Director of Database and Survey Office**.
- 5.2. **Staff of Database and Survey Office** will ensure proper fulfillment of the requirements of this process.
- 5.3. The **University Council** will ensure proper resources are provided for this process.

6. TYPICAL PROCESS INPUTS AND RESOURCES

- 6.1. Technical Information Needed.
- Tishk International University Academic Calendar.
 - Students Handbook.
- 6.2. Resources/Facilities and Techniques needed:
- PBS System
 - SIS System
- 6.3. Resources/Personnel needed:
- Database and Survey office Staff.
- 6.4. Special training needed
- Knowledge in using and programing of PBS and SIS Systems.

7. SUP-PROCESSES WITHIN THIS PROCESS:

- Applying Success Factor and Passing Average analysis
- Applying Student Satisfaction Survey about the courses

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8. TYPICAL PROCESS OUTPUTS

8.1. Service produced:

- Success Factor Results of the Academic Terms/years
- Passing Averages Results of the Academic Terms/Years
- Students Satisfaction Results of the Academic Terms/Years

8.2. Documents produced :

- None

8.3. Records produced:

- Table/Graph of the Success Factor Results
- Table/Graph of the Passing Averages Results
- Table/Graph of the Students Satisfaction Results


9. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Students Assessment Results not entered to PBS System	Unlikely to Occur	High	This appears on the PBS System	The head of departments follow-up the process of Assessment Results entrance
The students may not fill the students survey form	Likely to occur	Moderate	This appears on the PBS System	Blocking the student's account on SIS System till he/she fills up the form

10. STEPS

10.1: Applying Success Factor and Passing Average Analysis

- Courses instructors enters the Assessment results into the PBS System.
- The Director of Database and Survey office analysis the Success Factor and Passing Average of each an every department and put the results into tables and graphs.

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- The results are sent to the Vice-president of Academic Affairs for checking.
- The results are presented and discussed by the University Council Members at the end of each academic term, and decisions are made.
- Copies of the results are sent to the deans and heads of departments

10.2 : Applying Student Satisfaction Survey about the courses

- The instructors inform the students to fill-up the Satisfaction Survey through SIS System.
- The director of the Database and Survey office analysis the results and put them into Tables and Graphs.
- The results are sent to the Vice-president of Academic Affairs for checking.
- The results are presented and discussed by the University Council Members at the end of each academic term, and decisions are made.
- The results are used by the Quality Assurance Office for evaluating purposes.