


# Deanery of Students Process

## Process Definition



	<b>DEANERY OF STUDENTS PROCESS DEFINITION</b>		<b>Document No</b>	<b>TIU.QM.PR.015E</b>
			<b>Issue Date</b>	01-11-2017
			<b>Revision No</b>	01
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## 1. SUMMERY

- 1.1. This document defines the Deanery of Students process in details.
- 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].

## 2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.


Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Wasfi Kawachi	Dr. Idris Hadi Salih

#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	15/05/2015	0	3 years	Original Release	Cemil Cekiz	Rasha Alkabbanie	Dr. Mehmet Ozdemir
2	01/11/2017	1	3 years	The format has been changed, other items has been added to the content	Rasha Alkabbanie	Dr. Wasfi Kawachi	Dr. Idris Hadi Salih

## 3. PROCESS DEFINITION

- 3.1. The purpose of this process is to organize activities to contribute to the social, cultural and personal growth of the student, to help them adapt to the university and familiarize them with all the possibilities and opportunities in life.

## 4. PROCESS OBJECTIVES AND METRICS

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- 4.1. Process objectives for this process are defined in the “Quality Objectives of Tishk International University” document.
- 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
K1-Increasing the Number of alumni employed by the help of Alumni office and career building center	Number of alumni employed by the help of Alumni office and career building center	None
K2-Increasing the alumni’s participations in the events organized by the University	Number of alumni participated in the events organized by the university	None
K3-Increasing the events done by the alumni	Number of events done by the alumni	None
H2-Inviting student’s representatives to the boards meetings (when necessary).	Number of times the students representatives were invited to the : University council , Dep. Meeting, Faculty meeting	None
G2-Increasing the Number of sport events.	Number of sport events	None
G4-Increasing the Number of social projects conducted.	Number of social projects conducted	Departmental Activities Process

## 5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. The owner of this process is the **Dean of Students**.
- 5.2. **All the staff of Deanery of Students Units** will ensure proper fulfillment of the requirements of this process.
- 5.3. The **vice-president of Administrative Affairs** will ensure proper resources are provided for this process.

## 6. TYPICAL PROCESS INPUTS AND RESOURCES

- 6.1. Technical Information Needed:
  - Demands for Clubs.
  - Lists of university Graduates.
  - Contacts with companies within KRG.
  - Student handbook.
  - Staff handbook.

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6.2. Resources/Facilities and Techniques needed:

- Sports facilities and equipment.
- Clubs requirements.
- Social Projects Requirements.
- Social activities Requirements.

6.3. Resources/Personnel needed:

- Staff of Deanery of Students.
- Clubs Instructors.

6.4. Special training needed

- None.

## 7. SUP-PROCESSES WITHIN THIS PROCESS:

- Opening a Club.
- Maintaining good relation with the Alumni of Tishk International University.
- Holding Career Days.
- Students Council.

## 8. TYPICAL PROCESS OUTPUTS

8.1. Service produced:


- Student's skills are improved through clubs.
- Good relation is maintained with the university alumni.
- Students' complaints and suggestions are imparted to the higher management through student's council.
- Students are able to contact with the employers and market representatives.

8.2. Documents produces :

- None.

8.3. Records produced:

Alumni Information Survey	IU.QM.FR.370E
Ballot Paper 1	IU.DS.FR.005E
Class Representative Nomination Form	IU.DS.FR.004E
Club Proposal	IU.DS.FR.O13E
Clubs Demanding Form	IU-DS-FR-001E
Faculty Representative Nomination Form	IU.DS.FR.004E
Graduation Contact Information Form	IU-DS-FR-031E
Results Of Class Representatives And Faculty Representatives Election	IU.FA.FR.007E

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Student Representative Candidacy Form	IU.QM.FR.371E
Volunteer Application Form	IU-DS-FR-007E
Voting Processing Sheet	IU.QM.FR.372E
Alumni Form Reunion	IU.DS.FR.007E


## 9. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Reduction in the number of Alumni employed by the help of Alumni Office and Career Center	Likely to occur	Moderate	Evaluating Quality Objectives	Since it is related to the Economical and Security Situation of the Country, no effective mitigation plan can be set in this regard.
Reduction in the number of the students participating in the clubs	Somewhat likely to occur	Minor	Internal Auditing	Better advertisements for the opened clubs
Ineffective students council rule	Somewhat likely to occur	Moderate	None	Inviting the Students Council members to the departmental meetings, faculty meetings, and University Council Meeting

## 10. STEPS

### 10.1 For sub-process: Opening a Club.

- Office of Student Clubs and Cultural Activities, any staff member (academic or non-academic) or a student can demand or propose to a club.
- Office of Student Clubs and Cultural Activities, if necessary, demands permission from Student Deanery or, if the proposed club may have sophisticated and comprehensive activities, demands permission from the Rectorate.
- If the opening of the proposed club is denied, then Office of Student Clubs and Cultural Activities defines the excuse of the denial to the proposed person.

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4. If there are enough students (ideally 6, can be more or less) to run the club, Office of Student Clubs and Cultural Activities opens the club and advertises it.
5. Office of Student Clubs and Cultural Activities employs the instructor if necessary.
6. Office of Student Clubs and Cultural Activities arranges the day, time, place (can be a room at university, sports hall or any other facility) and frequency (mostly once a week) for holding clubs' sessions.
7. If the number of the members is less than supposed Office of Student Clubs and Cultural Activities advertises the club with posters, Tishk International University's webpage, social media, fair, stands and etc.
8. If the club has an additional benefit for academic and social life of the university, Office of Student Clubs and Cultural Activities demands help from the academic departments and the Rectorate to make the club work more efficiently.
9. If the club losses members then Office of Student Clubs and Cultural Activities closes the club.
10. Office of Student Clubs and Cultural Activities demands the necessary budget before the activities.
11. Office of Student Clubs and Cultural Activities sends the members for advanced instruction to a professional course.
12. Office of Student Clubs and Cultural Activities organizes field trips.
13. Office of Student Clubs and Cultural Activities gives certificates to deserved club members.
14. Office of Student Clubs and Cultural Activities honours the deserved club members.

### **10.2 For sub-process: Maintaining good relation with the Alumni of Tishk International University.**

1. Pre-graduating, the director of Alumni office directs the students to fill up the Alumni Contact Information Form.
2. Alumni office is Alumni Survey List which includes the contact information of the Alumni.
3. Alumni Office organizes many event to re-engage the Alumni into the university activities.
4. Alumni office "organizes Alumni Re-joint Event" for each and every department.

### **10.3 For sub-process: Holding Career Days:**

1. The Director of Career Days contacts the companies and offers them to participate in the Career Days Event as sponsors or only participants.
2. Denary of Students set the Event' Dates and Agenda.
3. University Council approves the Agenda.
4. The University announces the event in the website and social media. Also posters are designed for the event.
5. A day before the Career Day, the companies setup their stands and prepares their materials.
6. At the day of the event, some protocol speeches are made.
7. Students visit the stands and submit their CVs.

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8. By the end of the event, plaque ceremony is held dedicated to the sponsor companies and other participants.
9. The event is reported according to the “Departmental Activities Process”.

#### 10.4 For sub-process: Students Council

1. The advisor of the Students Council announces the start of the election process for the Class Representative Position.
2. The students who want to nominate themselves for the position shall fill up the “Representative Nomination Form” and submits it to the Students Council Advisor.
3. The Advisor checks the validity of the submitted forms and the attachments then forward the names of the nominated students to the faculty’s representative of the student deanery (FRSDs).
4. The FRSD visits the classrooms and starts the voting step. He/she distributes ballots for the students and counts valid ballots and prepares official reports of election results to the Advisor.
5. The advisors fills up the “Results of Class Representatives and Faculty Representatives Election” form, submits it to the Dean of Students for his approval then announces the results.
6. Class representative’s vote for their Department representative.
7. Department’s representatives vote for faculty representative.
8. A Council composed by Faculty representatives meets periodically at least twice per month on Advisor’s call.
9. The advisor discusses with the representatives the students’ complaints and suggestions, then he/she writes the Meeting Minutes and submits it to the Dean of Students.
10. Dean of Students discusses the minute’s content in the University Council Meetings. Decisions shall be made upon.
11. University Council invites Faculty/Department Representatives to their meeting periodically and when a need arises. Also, Faculty Councils and Departmental Boards invite the representatives periodically to discuss and try to find a solution to the student problems that may arise.