


# Examination Process

## Process Definition



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QMS COORDINATOR

	<b>EXAMINATION PROCESS DEFINITION</b>		<b>Document No</b>	<b>TIU.QM.PR.072E</b>
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## 1. SUMMERY

- 1.1. This document defines the Examination 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
<b>Rasha Alkabbanie</b>	Dr. Mehmet Ozdemir	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	Rasha Alkabbanie	Dr. Mehmet Ozdemir	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. Mehmet Ozdemir	Dr. Idris Hadi Salih

## 1. PROCESS DEFINITION

- 1.1. The purpose of this process is to assess the students understanding and comprehension of the courses (in addition to other 3 assessment methods according to Tishk International University Regulations).

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## 2. PROCESS OBJECTIVES AND METRICS

- 2.1. Process objectives for this process are defined in the “Quality Objectives of Tishk International University” document.
- 2.2. 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.
- 2.3. The targets of each objective are determined in October of every academic year.
- 2.4. 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
Enhancing the creditability of exam results	Number of cheating cases	Disciplinary cases
	Number of objections submitted by students to object exam results	None
Raising satisfaction level of the students about the examination process	Number of petition letters complaining about the exams	None

## 3. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 3.1. The owner of this process is the **Departmental Examination Committee**
- 3.2. The **Teaching Staff** will ensure proper fulfillment of the requirements of this process.
- 3.3. The **University Examination Committee** will ensure proper resources are provided for this process.

## 4. TYPICAL PROCESS INPUTS AND RESOURCES

- 4.1. Technical Information Needed:
  - Examination Rules (IU.XC.IN.001E).
  - Staff Handbook.
  - Students Handbook.
  - Courses.
- 4.2. Resources/Facilities and Techniques needed:
  - Access to PBS System.
  - Ability to Post Exam schedule and notifications on the University Webpage.
- 4.3. Resources/Personnel needed:
  - Members of Departmental Exam Committees.
  - Teaching Staff.
  - Invigilators.
- 4.4. Special training needed

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- None.

#### 5. SUP-PROCESSES WITHIN THIS PROCESS:

- Preparation of Examination Timetable
- Setting and moderating Exam Questions Drafts
- Marking and submitting Examination Results
- Exams Invigilation

#### 6. TYPICAL PROCESS OUTPUTS

##### 6.1. Service produced:

- Students assessed regarding the provided courses.
- Status of students (passed/not passes) is determined.
- Exam creditability is insured.
- Exam schedule is prepared.

##### 6.2. Documents produces :


- Invigilation Report.

##### 6.3. Records produced:

- Examination Schedule (IU.XC.SC.001).
- Examination results list (in PBS System).
- Exams Questions Sheets.
- Incident Report Form (IU.FA.FR.003)).

#### 7. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Conflicts and overlapping in the examination schedule	Somewhat likely to occur	Moderate	Students petitions and objections on the exam schedule	Double check and revising the schedule before issuance
Students are not satisfied about the Exam schedule	Likely to occur	Moderate	Students petitions and objections on the exam schedule	Involving Departmental Representative in decision making regarding setting exam schedule
Students are not satisfied about the Exam results	Somewhat likely to occur	High	Exam objections	asking the teaching staff to submit a clear and definite answer keys for the submitted exam questions before holding the exam

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## 8. STEPS

#	Responsible	The Step	Timeline	Form/Document
1	The lecturer of the course	Distributes Question Style (Bank) which contains sample questions before 15 days of the final examination via lecturer notes page in the webpage.	15 days before the Examination Term	
2	Departmental Exam Committee	Prepares a draft of Examination Schedule (IU.XC.SC.001) including the (date, time, exam hall, and invigilators) at least 15 days before the exam period then sends it to University Central Examination Committee at least 15 days before the start of the final examinations.	15 days before the Examination Term	Examination Schedule (IU.XC.SC.001) (draft version)
3	Central Examination Committee	Approves the schedules within 3 days after receiving them	12 days before the Examination Term	Examination Schedule (IU.XC.SC.001) (final version)
4	The lecturer of the course	Announces the results of pre-finals (midterm, quiz, activity, etc.) at least one week before the start of the final examination.	7 days before the Examination Term	Pre-final list (from PBS)
5	The lecturer of the course	Announces the attendance of the students and list of students, who failed because of attendance, at least one week before the start of the final examinations.	7 days before the Examination Term	List of Students Failed of Attendance (form PBS)
6	Faculty Examination Committee	Announces the examination schedule after approval by the Central Examination Committee at least one week before the start of the final exams.	7 days before the Examination Term exam	Announced Examination Schedule
7	The lecturer of the course	Prepares for each course, 4 different exams (exam sheets) and submits them to the Head of Faculty Exam Committee in digital format	7 days before the Examination Term	Exam Sheets (4 versions)
8	Faculty Exam Committee	Submits the exam papers to the Central exam committee at least one week before the examination date.	7 days before the Examination Term	Exam Sheets (4 versions)
9	Central Exam Committee	Choses one of 4 exam questions versions for make-up and another one for the final exam.	6 days before the	Chosen Final Exam Sheet +



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		The examination sheets will be named as ; subject name, code and A, B, C,D.	Examination Term exam	Chosen Makeup Exam Sheet
10	Head of exam committee	Organizes the printing of the exam question papers at least one day before exam date. Lecturer and Assistant that are members in Exam committees must not see the question papers.	One day before the exam date	Printed Exam Sheets
11	Members of Departmental Exam Committee	Put printed exam questions into an envelope which they will seal and store securely in exam committee room. Envelops should not be opened under any circumstances.	One day before the exam date	Envelopes contain the Exam Sheets
12	Members of Departmental Exam Committee	Write all the required information on the envelope which contains the questions: Faculty, Department, subject, No. of exam sheets enclosed, date of exam and lecturer name(s) and chief invigilator name and signatures (at the time of delivery and receive).	One day before the exam date	Envelopes contain the Exam Sheets
13	Members of Departmental Exam Committee	Prepare the related numbered exam answer booklets at least one day before the exam date.	One day before the exam date	Exam Answer Booklets
14	Members of Departmental Exam Committee	Attach the attendance list (for each exam hall) to the exam envelope.	One day before the exam date	Exam Attendance List
15	Members of Departmental Exam Committee	Print out the exam report form.	One day before the exam date	Exam Report
16	Members of Departmental Exam Committee	Set the plan of Exam Halls. The hall of exams shall be specified with the coordination of other departments to avoid overlapping or contradicting.	One day before the exam date	-
17	Members of Departmental Exam Committee	Set the "Seats Plan" and prepare the Seats List.	One day before the exam date	Seats Plan
18	Members of Departmental Exam	Posts the Seats Plan 20 minutes before the exam on the door of the exam hall.	20 minutes before the related exam	Posted Seats Plan



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Committee				
19	The Invigilators	The students shall sit in the hall according to the plan, the invigilator shall insure that.	20 minutes before the related exam	-
20	Members of Departmental Exam Committee	Give the sealed exam question envelope, numbered answer booklets, the attendance lists and exam report form to the chief invigilator 20 minutes before the related exam.	20 minutes before the related exam	-
21	Head of department	Gives the NA list students to the Head of Examination Committee before the final exam starts. If any reason NA students would have joined the final or make-up examination, his/her exam paper will not be taken into consideration.	20 minutes before the related exam	-
22	Chief invigilators	Should attend 20 minutes before the start of the exam.	20 minutes before the related exam	-
23	Chief Invigilators and Assistants	The chief invigilators are responsible for arranging the students inside the exam rooms by the assistant of the invigilators according to the listing seats.	Before starting the Exam Hour	-
24	chief invigilators	Are responsible for the announcement of the examination instructions or guidelines.	Before starting the Exam Hour	-
25	chief invigilators	Are responsible for the supervision of distributing the booklets and question papers, and ensure that each student get them.	Before starting the Exam Hour	-
26	students	Answer the exam on the booklets and submit them to the invigilators.	During the exam	-
27	The invigilators	Check the validity of the student's name and ID Number, then they put the booklets in the envelopes and sign on them.	During the exam	-
28	chief invigilator	Delivers the answers envelopes to the Head of Departmental Exam Committee right after the exam.	Right after the exam	-
29	Members of Departmental Exam	Number the booklets (in two places) and tears off the Student's Name Section. Both the booklet and the torn section have the same	After the exam	-

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	Committee	number.		
30	Head of Departmental Exam Committee	Submits the booklets to the Course Lecturer, Exam Booklets Delivery Paper is signed by both the Head and the Lecturer.	After the exam	Exam Booklets Delivery Paper
31	The Lecturer of the Course	Should garde the exam paper of students within 4 days and give the results to the faculty examination committee.	Within 4 days of the examination	-
32	The Lecturer of the Course	All marks should be clearly stated in the front cover of the exam sheet. Each mark should be stated in its location on the front cover followed by the written form of the mark. And sign on.	After the examination date	-
33	Departmental Exam Committee	Print out both detailed grades (minor grades) and result pages (grades) from PIS. Other types of documents (handwritten or printed out from other lists) are not acceptable.	After the examination date	List of Minor Grades
34	Departmental Exam Committee	Print and sign 2 copies of the detailed grades (minor grades) and result pages (grades). One copy has to be sent to Student Affairs. The other copy has to be archived in the department.	After the examination date	List of Minor Grades
35	The Course Lecturers	Bring their marked exam papers to faculty examination committee within 3 days,	After the examination date	-
36	Members of Departmental Exam Committee	Check the correct number of papers and content, then attach pack the sealed slips to the answer booklets.	After the examination date	-
37	Members of Departmental Exam Committee	Take and archives the exam papers appropriately after the marks are entered to PIS system within 24 hours.	After the examination date	-



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### For Mark Objection:

#	Responsible	The Step
1	The Student	Brings the "Mark Objection Form" (IU.SA.FR.003E) from Students Affairs and fills it up.
2	The Student	Submits the filled form to the Head of Department
3	The Head of Department	Passes the filled form to the Head of Departmental Exam Committee
4	the Head of Departmental Exam Committee	Checks the Sum of the marks in the Student's Answer Booklet; If the sum was correct, the Mark Objection Request will be rejected. If the sum wasn't correct, the Head of Departmental Exam Committee re-enters the marks to PIS System.
5	the Head of Departmental Exam Committee	Archives the answered Mark Objection Request and gives a copy to the student.