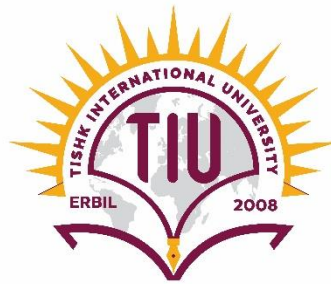



Students Affairs Process

Process Definition



Rasha Alkabbanie
QMS COORDINATOR

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1. SUMMERY

- 1.1. This document defines the process of Students Affairs at Tishk International University.
- 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

#	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	Cemil Top	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 Kahwachi	Dr. Idris Hadi Salih

3. PROCESS DEFINITION

- 3.1. The purpose of this process is to ensure that students are enrolled, registered, and graduated in a flexible a smooth way.

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4. PROCESS OBJECTIVES AND METRICS

- 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
Fully online registration procedure	% of the online process of the whole registration procedure	-

5. PROCESS OWNERS AND RESPONSIBLE PARTIES


- 5.1. The owner of this process is the **Director of Students Affairs Unit**.
- 5.2. **The staff of Students Affairs Unit 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.
 - None
- 6.2. Resources/Facilities and Techniques needed:
 - Accounting Software.
- 6.3. Resources/Personnel needed:
 - The staff of Financial Affairs Unit
- 6.4. Special training needed
 - None

7. SUP-PROCESSES WITHIN THIS PROCESS:

- Registration
- Admission process
- Issuance Of Final Transcript To Student
- Production And Issuance Of Certificate
- Process Of Graduating

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8. TYPICAL PROCESS OUTPUTS

8.1. Service produced:

- Students are enrolled
- Transcripts are issued
- Graduation Certificates are issued.

8.2. Documents produced :

- None

8.3. Records produced:

Diploma Supplement	IU.QM.FR.368E
Documents Request Form	IU.SA.FR.002E
Severance Form	IU.SA.FR.007E


9. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Lose of Student's Documents	Not likely to Occur	High	Petition Letters	Applying the Archiving Instructions strictly

10. STEPS

1- Admission process

- 1- The SA receives a notification about the deadline of admission process from the ministry of higher education and scientific research in Kurdistan region.
- 2- Students come to SA to apply within the permitted time.
- 3- The admin of SA welcome the students and give them information about the university using brochures, posters
- 4- SA admin gives the student who wants to apply for Tishk International university form of enrolment .
- 5- The student fills the form and provide the required documents.
- 6- SA admin gives the student "entry number" for applying for proficiency exam.

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- 7- The student does the exam, if he/she fails in the exam , he /she is guided to take a course in the continuous education centre of Tishk International university or to register in the prep school (look at the related directives mentioned in the student handbook).
- 8- The student who passes the exam starts the registration process when the admission results to ministry of higher education are issued.

2- Registration


- 1- The students previously finish the admission process.
- 2- When the grade list is issued and sent from the ministry of higher education and scientific research of Kurdistan region to Tishk International university, SA admin receives it and gives the student a formal letter of acceptance to show it to his / her high school to get his / her high school certificate.
- 3- The student brings his / her high school certificate and submits it to SA department.
- 4- SA admin prepares a list of accepted students names then :
 - Enters the list into the OGES system.
 - Sends it to financial affairs to enable the student to pay the tuition fees.
 - Sends it to the academic departments.
- 5- The student contacts the financial affairs for paying the tuition fees then he/she can start the process of registration in courses.

3- ISSUANCE OF FINAL TRANSCRIPT TO STUDENT

- 1- The students submits the severance form after he fills the information which consists of his information and approving of head of department, library, and accounting and then bring it to approve by directorate of student affairs then we give him a deadline when it was finish.
- 2- By entering the student number to the OGIS system we get the transcript and print it.
- 3- The printed transcript signed by the directorate of student affairs, dean of the faculty, university's president and finally by the Ministry of Higher Education and Scientific Research.

4- PRODUCTION AND ISSUANCE OF CERTIFICATE

- 1- The students submits the severance form after he fills the information which consists of his information and approving of head of department, library, and accounting and then bring it to approve by directorate of student affairs then we give him a deadline when it was finish.
- 2- By entering the student number to the OGIS system we get the transcript and print it.
- 3- The printed certificate signed by the directorate of student affairs, dean of the faculty, university's president and finally by the Ministry of Higher Education and Scientific Research.

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5- PROCESS OF GRADUATING

- 1- The first steps of this process start from the departments after they endorse their graduates students and their grades then send it to Students Affairs then we checked it to be ready to print on their transcript.
- 2- The second steps will be prepared by making a list of the graduated students and submit it to the Presidency then approving their transcript and diploma by the ministry of (MOHE) we start to give its official documents to them.