UNIVERSITY
OF BAHRAIN

COURSE EVALUATION POLICY

Authority / Owner of Policy: Competitiveness and Organizational Development
Directorate

Effective: 29 June 2025

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POLICY INFORMATION

Title:	Course Evaluation Policy
Policy Description:	This policy aims to provide a structured and quality-assured framework for the course evaluation process and procedures at the University of Bahrain.
Policy Scope:	☒ Academic ☐ Administrative ☐ Research ☒ Student ☐ general
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Approval Authority:	University of Bahrain Council
Authority/ Owner of Policy:	Competitiveness and Organizational Development Directorate
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Related Documents:	Policy for University Services Quality Evaluation Surveys Study and Examination Regulation at the University of Bahrain Regulation for Offering/Developing Academic Programs and Courses

Policy Stakeholders

☒ President

☒ Vice President

☐ Legal Advisor

☒ Deans

☐ Directors

☒ Faculty members

☒ Students

☐ Admin Staff

☐ All University Affiliates

1   Definitions

The University:	The University:
The Directorate:	The Competitiveness and Organizational Development Directorate
Course Evaluation:	Surveys aimed at assessing the effectiveness of individual courses, including the performance of course instructors and the content.
The Blue System:	The platform used to administer the Competitiveness and Organizational Development Directorate surveys.
Course Instructor:	The person assigned to teach the course or to supervise it at the University of Bahrain.
Student Information System (SIS):	The official electronic system adopted by the University manages student information and coordinates their data from the enrollment stage to graduation. The system supports a wide range of functions, including course registration, attendance tracking, grade and academic record management, facilitating communication between students, course instructors, and administration, and providing analytical reports to assess the efficiency of learning processes.

2   Policy Purpose

This policy aims to provide a structured and quality-assured framework for the course evaluation process and procedures at the University. It also aims to:

a. Support continuous improvement in teaching and learning.
b. Ensure that student feedback contributes meaningfully to course enhancement.
c. Promote accountability, transparency, and academic excellence.

3   Policy Scope

This policy applies to the following, except for courses offered during the summer semester:

a. All undergraduate and postgraduate courses offered at the University.
b. All instructors teaching these courses, regardless of their employment status (i.e., full-time or part-time).
c. All students who are currently enrolled in the evaluated courses.

4   Policy Statement

The university is committed to a culture of evidence-based improvement and accountability. The Course Evaluation Survey is a key mechanism for monitoring the quality of teaching and gathering student feedback. The results are used to identify strengths and areas for improvement, contributing to enhanced curriculum design, faculty development, and institutional quality.

All courses will undergo systematic evaluation each semester through a secure, confidential, and standardized process managed by the Directorate.

5 Roles and Responsibilities

5.1 The Directorate is responsible for:

a. Administering the online Course Evaluation Survey, including issuing awareness announcements, and initiating the Course Evaluation Survey Period.
b. Ensuring the security, anonymity, and integrity of survey data and results.
c. Coordinating with the Information Technology and Digital Education Directorate and the Blue System technical support team to address any technical issues that may arise before, during, or after the survey implementation.
d. Monitoring student participation in the Course Evaluation and taking appropriate actions, or initiatives to improve response rates as necessary.
e. Validating survey results, generating detailed reports, and disseminating them to relevant stakeholders (e.g., Course Instructors, Heads of Departments, Deans, and the person responsible for Quality Assurance).
f. Developing and proposing new survey types or questions to enhance the effectiveness of the evaluation.
g. Publishing a comparative report on course evaluation results after the end of each semester.

5.2 Deans are responsible for:

a. Follow up and coordinate with Heads of Departments to ensure the accuracy and completeness of course, section, course instructor, and student enrollment data in the SIS before the opening of the course evaluation period.
b. Monitor student participation in the course evaluation process and, where necessary, implement strategies to enhance response rates in their colleges.
c. Reviewing and analyzing course evaluation results at the college level to identify strengths, areas requiring improvement, and to support evidence-based decision-making in academic quality enhancement.
d. Utilize evaluation data to inform strategic planning and promote continuous enhancement of teaching and learning within the college.

5.3 Heads of Departments are responsible for:

a. Ensure the accuracy and completeness of course, section, course instructor, and student enrollment data in the SIS, and take action to coordinate with the relevant units to rectify any discrepancies before the opening of the course evaluation period.

       b.   Monitor department course evaluation participation rates and lead faculty-collaborated initiatives to boost response rates.

       c.   Review and analyze departmental course evaluation results to identify strengths and areas for improvement.

       d.   Provide mentoring and support to course instructors receiving low evaluations.

5.4 Course Instructors are responsible for:

       a.   Monitoring student response rates for their assigned courses, actively encouraging student participation in the course evaluation process.

       b.   Reviewing student feedback to identify strengths and areas for improvement to enhance teaching effectiveness and the overall student learning experience.

       c.   Utilizing evaluation results in planning for the next semester—for example, by reviewing and updating the course plan and student assessment methods to improve the learning experience and enhance the achievement of learning outcomes.

       d.   Maintain the confidentiality and integrity of the course evaluation process by refraining from any actions that may compromise its confidentiality, fairness, student privacy, or influence student responses.

5.5 The person responsible for Quality Assurance is responsible for:

       a.   Monitor student participation rates in course evaluations across the college.

       b.   Recommend appropriate initiatives and support ongoing efforts to improve response rates in collaboration with the college departments.

       c.   In coordination with the Dean and Heads of Departments, review and analyze course evaluation results at the college level to identify performance trends, highlight strengths, and pinpoint areas requiring improvement for quality enhancement.

6 Policy Procedures

6.1 Administrative Phase

The pre-evaluation administrative phase includes the following:

a. All undergraduate and postgraduate courses offered by the University are subject to evaluation through the Course Evaluation Survey. Accordingly, colleges are not permitted to request an exemption for any course.

b. If there is a valid reason to believe that certain courses do not align with any of the approved survey formats, the college may submit a formal request to the Directorate to develop a customized evaluation survey suited to the specific characteristics of these courses. This request must include a clear and detailed explanation outlining the reasons for the misalignment with existing surveys, supported by relevant academic or technical justifications.

c. Upon receiving the request, the Directorate will review the course descriptions and details and assess whether they are indeed incompatible with the approved survey types. If verified, the Directorate will proceed to develop a new evaluation survey and will submit a formal request to the University Council for approval and adoption.

d. Separate evaluation surveys may not be created for individual courses. Instead, surveys must be designed to cover groups of courses that share similar characteristics and features in terms of objectives, learning outcomes, teaching methods, and assessment approaches. This ensures consistency and avoids unnecessary administrative and technical burdens associated with developing individual surveys without a clear methodological rationale.

e. Courses may not be excluded from the evaluation process for a given semester unless the University Council has approved the newly developed survey, and such approval must be obtained at least ten working days before the start of the evaluation period.

6.2   Preparation Phase

The Course Evaluation preparation phase includes the following actions:

a. The course evaluation process is conducted during the final four weeks of each academic semester, prior to the beginning of the final examination period.

b. The Deanship of Admissions and Registration is responsible for officially setting the evaluation period within the University's approved academic calendar, in consultation with the Directorate. The evaluation period must be no less than 20 instructional days. It must begin after the last day for voluntary course withdrawal (grade W), and the academic calendar should ensure that the deadline for recording forced withdrawals (WA/WF) falls on the last day of classes and coincides with the end of the course evaluation period.

c. The Directorate shall issue official circulars via email to instructors and students to inform them of the upcoming course evaluation period. It is also responsible for carrying out awareness campaigns to highlight the purpose, significance, and

impact of the Course Evaluation Survey in supporting continuous improvement in teaching and learning.

6.3   Execution Phase

The Course Evaluation Execution phase includes the following actions:

a. The Course Evaluation survey is deployed via the Blue System during the period specified in the Academic Calendar.
b. Students may complete the evaluations anonymously at any time during the designated period. Participation is not mandatory.
c. Access to the Blue System is secured through university authentication protocols. Both students and faculty can access the system using their official university email addresses and login credentials.
d. Student responses and feedback are treated as confidential. Evaluation results are published only in aggregate form, and student identities are not disclosed at any phase of the evaluation process. Exceptions apply to individually assigned courses, such as thesis courses and graduation projects.

6.4   Data Collection and Analysis Phase

The Data Collection and Analysis phase includes the following actions:

a. The Directorate reviews and validates the course evaluation results to ensure accuracy and reliability. Any discrepancies or anomalies identified are addressed and resolved promptly.
b. The Directorate prepares detailed course evaluation reports and makes them available to Deans, Heads of Departments, the person responsible for Quality Assurance, and course instructors through the Blue System.
c. Along with the release of course evaluation results, the Directorate announces the opening of a 10-working-day grievance period, during which course instructors may raise concerns regarding their evaluation data.
d. Course instructors may submit appeals exclusively within the designated 10-day period by completing the official online appeal form available in the Blue System.
e. Grievances that include errors in the calculation of aggregate results will be reviewed.
f. Upon the conclusion of the grievance period, the Directorate compiles the finalized aggregate course evaluation results into a comprehensive report, which is published on the Directorate webpage after the end of each semester.

7   Contact Information

To provide further assistance in implementing this policy, or for any related questions, can be directed to the Assessment and Evaluation Department at the Directorate.

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