UNIVERSITY OF BAHRAIN

COURSE EVALUATION POLICY

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POLICY INFORMATION

Title:	Course Evaluation Policy
Policy Description:	This policy aims to ensure the quality of course evaluation by establishing a systematic and practical framework for the evaluation process and its procedures at the University of Bahrain.
Policy Scope:	☒ Academic ☐ Administrative ☐ Research ☒ Student ☐ general
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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 Regulations at the University of Bahrain - Regulations for Offering/Developing Academic Programs and Courses

Policy Stakeholders

☒ President

☒ Vice Presidents

☐ Legal Advisor

☒ Deans

☐ Directors

☒ Faculty members

☒ Students

☐ Admin Staff

☐ All University Affiliates

1   Definitions

The University:	University of Bahrain
The Directorate:	The Competitiveness and Organizational Development Directorate
Course Evaluation:	Surveys aimed at assessing the effectiveness of courses, including the courses content and the performance of their instructors.
The System:	The platform used to administer the surveys conducted by the Competitiveness and Organizational Development Directorate.
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 to manage student information and coordinate their data, starting from enrollment to graduation. The system includes a variety of functions, including course registration, attendance tracking, grades and academic record storage and management, facilitating communication between students, course instructors, and administration, and providing analytical reports on the efficiency of learning processes.

2   Policy Purpose

This policy aims to ensure the quality of course evaluation by establishing a systematic and practical framework for the evaluation process and its procedures at the University, in addition to the following:

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 (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, as the results are used to identify strengths and areas for improvement, contributing to curriculum development, faculty capacity development, and enhanced institutional performance.

All courses will undergo systematic evaluation each semester, except for summer semester, through a secure, confidential, and standardized process managed by the Directorate at all stages.

5   Roles and Responsibilities

5.1   The Directorate shall be responsible for the following:

    a.   Administering the online course evaluation survey, including issuing awareness announcements, and announcing the opening of 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 System's 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 quality assurance officer).

    f.   Developing and proposing new survey types or questions to enhance the effectiveness of the evaluation.

    g.   Publishing a comparative university-level report on course evaluation results after the end of each semester.

5.2   Deans shall be responsible for the following:

    a.   Coordinate and follow up with heads of departments to ensure the accuracy and validity of course, course instructor, and students registered in each section data and their coherence in the SIS before the opening of the course evaluation period.

    b.   Monitor student participation in the course evaluation process and, where necessary, take the necessary measures 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 order to enhance academic quality.

    d.   Utilize evaluation data to support strategic planning and promote continuous enhancement of teaching and learning within the college.

5.3   Heads of Departments shall be responsible for the following:

    a.   Ensure the accuracy and validity of course, course instructor, and students registered in each section data, 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 the necessary faculty-collaborated initiatives to increase response rate to the courses offered by the department.

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 shall be responsible for the following:

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

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

c. Utilizing evaluation results in planning for the next semester, for example: reviewing and updating the course plan and student assessment methods to improve the learning experience for students 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, integrity, student privacy, or influence student responses.

5.5 The Quality Assurance Officer shall be responsible for the following:

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, the Quality Assurance Officer shall review and analyze course evaluation results at the college level to assess overall performance, highlight strengths, and pinpoint areas requiring improvement for quality enhancement.

6   Policy Procedures

6.1   Organizational Phase

The pre-evaluation organizational 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 Preparatory Phase

The course evaluation preparatory 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, provided that 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. Also, it is responsible for carrying out awareness campaigns to highlight the significance, purpose, and impact of the course evaluation survey in supporting continuous improvement in teaching and learning.

6.3 Implementation Phase

The course evaluation implementation phase includes the following actions:

a. The course evaluation survey is deployed via the System during the period specified in the University's Academic Calendar.

b. Students may complete the evaluations anonymously at any time during the designated period. While students' participation in the evaluation is needed, it is not mandatory.

c. Access to the System is secured through university authentication protocols. Both course instructors and students can access the System using their official university email addresses and password.

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 Quality Assurance Officer, and course instructors, according to each individual's authority, through the System.

c. The Directorate announces the opening of a 10-working-day grievance period with the release of course evaluation results, during which course instructors may file grievances regarding their evaluation results by filling the official form on the System.

d. Grievances that include errors in the calculation of aggregate results will be reviewed.

e. 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 any related questions can be directed to the Assessment and Evaluation Department at the Directorate.

Email: QAAC@uob.edu.bh

Contact #: 17438083