



جامعة الملك سعود بن عبدالعزيز للعلوم الصحية  
King Saud bin Abdulaziz University for Health Sciences

Deanship of Quality Management

☎ 84-92911 ☎ 3139 ☎ 92922

Date: 17 October 2017  
27 Muharam 1439 H

Reference: DOQ/726//2017  
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### MEMORANDUM

**TO :** Respected Deans  
All Colleges – Riyadh, Jeddah and Al Ahsa  
KSAU-HS

**FROM :** Dr. Khaled Al Jamaan *K. Al Jamaan*  
Dean, Deanship of Quality Management  
Development and Quality Management Affairs  
KSAU-HS

**SUBJECT :** Approved Employer Satisfaction Survey  
APP No.: 012-P-V01-16

As resolved in the last KSAU-HS Steering Committee for QAAA meeting held on 04 October 2017, we are providing you with the approved copy of the Employer Satisfaction Survey (EES) APP and questionnaires. The questionnaire is designed to fit all the academic programs in the University. Any changes in the questionnaire would result in disturbance in collecting and reporting the data and in making a unified database.

Thank you and warm regards,

Cc: Vice President, Development and Quality Management Affairs, KSAU-HS  
Asst. Vice President, DQMA, Dean, Deanship of Development, KSAU-HS  
Director, Quality Assurance Unit, DOQ, DQMA, KSAU-HS

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# APP

## KING SAUD BIN ABDULAZIZ UNIVERSITY FOR HEALTH SCIENCES ADMINISTRATIVE POLICY AND PROCEDURE (APP)

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**NUMBER** : 012-P-V01-16  
**TITLE** : EMPLOYER SATISFACTION SURVEY  
**ORIGINATING DEP'T** : DEANSHIP OF QUALITY MANAGEMENT (DOQ)  
**ORIGINAL DATE** : 04 OCTOBER 2017

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### 1. STATEMENT OF PURPOSE

The purpose of this APP is to establish policies and set of procedures for conducting, maintaining, managing and monitoring the Employer Satisfaction Survey

### 2. APPLICABILITY

This APP applies to KSAU-HS Colleges in all regions, Development and Quality Management Affairs and University Relations and Media.

### 3. RELATED REFERENCES

- 3.1 KSAU-HS Graduates' Attributes
- 3.2 Course and Program Approval Policy No: 024-P-V01-16.

### 4. DEFINITIONS

- 4.1 **DOQ** is an acronym for Deanship of Quality Management
- 4.2 **DQMA** is an acronym for Development and Quality Management Affairs
- 4.3 **Employer** refers to Any Organization that employs KSAU-HS Graduates
- 4.4 **ESS** is an acronym for Employer Satisfaction Survey
- 4.5 **KSAU-HS** is an acronym for King Saud Bin Abdulaziz University for Health Sciences
- 4.6 **NCAAA** is an acronym for National Center for Academic Accreditation and evaluation
- 4.7 **QAAA** is an acronym for Quality Assurance and Academic Accreditation
- 4.8 **UNIVERSITY** refers to King Saud bin Abdulaziz University for Health Sciences
- 4.9 **UR&M** refers to University Relations and Media Affairs

## 5. POLICY

- 5.1 The Survey must be conducted annually by distributing it to employers of KSAU-HS graduates.
- 5.2 Survey results analysis must be submitted by UR&M to the Deans of respective colleges within 30 working days of questionnaire distribution.
- 5.3 The Respective QAAA Unit Chairperson should submit a copy of the survey results analysis and summary reports to DOQ within 15 working days of receiving the data from UR&M.
- 5.4 Recommendations and action plans emerging from survey results analysis must be discussed and approved in the respective department council or equivalent.
- 5.5 Any proposed minor or major change in the course and/or the program emerging from the Survey Results must adhere to the Course and Program Approval Policy.
- 5.6 Survey results and Summary Report must be archived by the quality unit of the respective college.
- 5.7 Approved action plans resulting from the employer satisfaction survey must be communicated to the respective employers within 20 working days.

## 6. PROCEDURE

- 6.1 At the 4<sup>th</sup> week of each academic year; UR&M conducts the survey by distributing it to employers listed in the Alumni Unit database for each individual program.
- 6.2 After 20 working days of conducting the survey, UR&M collect and analyzes the results.
- 6.3 UR&M submits the analyzed survey results to the Respective Quality Unit Chairperson through the Dean of respective college within 10 working days of collecting the survey results from employers.
- 6.4 QAAA Unit Chairperson prepares the survey summary report and propose recommendations to QAAA committee within the respective college.
- 6.5 QAAA Committee Chairperson endorse the survey report, proposed recommendations and action plans to the respective department council or equivalent for approval and implementation.
- 6.6 The respective QAAA Unit Chairperson submits a copy of the approved action plans to UR&M and DOQ
- 6.7 UR&M Communicates the approved action plans to the concerned employers.

## 7. RESPONSIBILITY

QAAA Steering Committee, KSAU-HS Colleges, University Relations & Media and Deanship of Quality Management.





## 8. PROCESS CYCLE



**Employers' Opinion towards KSAU-HS Graduates**

The purpose of the Employer Satisfaction Survey (ESS) is to improve the quality of KSAU-HS Academic Programs. The survey is designed to collect information based on your views and satisfaction as employers of KSAU-HS graduates. For each skill we hope you show/tell us whether these skills are available in our graduates that you have employed specifically in the first period of their employment (immediately after graduation).

**Instructions:**

**Kindly fill out the questionnaire taking into account the following notes which will help us in identifying the areas that need improvement:**

- Graduates from different programs must be evaluated separately
- Male & Female from the same program must be evaluated separately

**Response Scale**

It is recommended that each item on the survey offer responses on a five point scale.  
The recommended scale is:

- (1) **Strongly disagree** means something is done very badly or never or very rarely done.
- (2) **Disagree** means something is done poorly or not often done.
- (3) **True sometimes** means something is done about half the time.
- (4) **Agree** means the statement is true most of the time and/or fairly well done.
- (5) **Strongly agree** means the statement is true all or almost all of the time and/or very well done.

**Name of the Program:**

- Bachelor of Medicine, Bachelor of Surgery (MBBS)
- Bachelor of Science in Respiratory Therapy (RT)
- Bachelor of Science in Emergency Medical Services (EMS)
- Bachelor of Clinical Laboratory Sciences (CLAB)
- Bachelor of Science in Occupational Therapy (OT)
- Bachelor of Science in Anesthesia Technology (ANEST)
- Bachelor of Science in Clinical Nutrition (CLNS)
- Bachelor of Radiological Sciences (RSP)
- Doctor of Pharmacy (Pharm D)
- Doctor of Dental Medicine (D.M.D)
- Bachelor of Science Nursing (BSN)
- Bachelor of Health Informatics
- Master of Medical Education (MME)
- Master of Midwifery
- Master of Health Informatics
- Master of Public Health
- Master of Public Health in Health System and Quality Management
- Master of Public Health in Epidemiology and Biostatistics

**Campus:** Riyadh, Jeddah, Al Ahsa

**Gender:** Male, Female

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**Employer Organization name:** This will be a drop down list to be filled by UR&M after gathering the Employers information from the Alumni Unit

**Skills Rated by Employers**

Based on your experience with KSAU-HS graduates, please rate our graduates in the following areas:

#	Questions	Strongly disagree (1)	Disagree (2)	True Sometimes (3)	Agree (4)	Strongly agree (5)
1	<b><u>Job-related knowledge</u></b> Demonstrate in-depth knowledge related to the job					
2	<b><u>Job-related skills</u></b> Demonstrate proficient technical skills required for the job					
3	<b><u>Problem solving skills</u></b> Analyze problem, develop reasons and provide suggestions for work improvement.					
4	<b><u>Leadership skills</u></b> Lead effectively when working with others.					
5	<b><u>Ability to work as a team member</u></b> Contribute effectively to team related activities, showing commitment to team success and shares information.					
6	<b><u>Willingness to learn new things</u></b> Search for and formulate answers to solve work related problems.					
7	<b><u>Quality of work</u></b> Complete tasks accurately.					
8	<b><u>Manage time effectively</u></b> Manage workload successfully according to a set schedule and deadline.					
9	<b><u>Responsibility</u></b> Can be relied on to get tasks accomplished appropriately.					
10	<b><u>Time management skills</u></b> Attendance, respect of break / lunch time and frequency of absence and leaves.					
11	<b><u>A commitment to ethical practice</u></b> Demonstrate respectful attitude with integrity, honesty and fairness in the workplace.					
12	<b><u>Written communication skills</u></b> Write clearly, correctly, and concisely.					
13	<b><u>Oral communication skills</u></b> Speak clearly, correctly, and concisely with patients, patient's relatives and colleagues.					
14	<b><u>Relationship with direct report and / or other authority</u></b> Keep professional relationships with direct report and / or other authority.					
15	<b><u>Computer skills</u></b> Use computers and IT tools effectively to accomplish tasks.					
16	<b><u>Lifelong learning</u></b> Show commitment towards continuing education.					
18	Overall, I am satisfied with the performance of KSAU-HS graduates.					

**Open ended questions:**

**Based on your experience with KSAU-HS graduates employed by your organization, please respond to the following statements:**

18	In your opinion, do you consider KSAU-HS Graduates are of higher, comparable or lower standards than their peers from similar educational programs?
19	Any additional knowledge or skills that need to be included in the Educational Program.
20	Would you recommend KSAU-HS graduates for other Employer? Why?

*Jan*  
*16/10*



## 9. APPROVALS

PREPARED BY:

  
**DR. KHALED AL JAMAAN**  
Dean, Deanship of Quality Management, KSAU-HS  
Chairman, Program QAAA Committee

16/10/17  
DATE

REVIEWED BY:

  
**DR. ABDULMALIK ALKATHERI**  
Assistant Vice President, Development and Quality Management  
Dean, Deanship of Development, KSAU-HS


19/10/17  
DATE

CONCURRED BY:

  
**DR. FAISAL ALMAJED**  
Supervisor General, University Relations & Media Affairs  
KSAU-HS

22/10/17  
DATE

RECOMMENDED BY:

  
**PROF. MOHAMED ALMOAMARY**  
Vice President, Development and Quality Management, KSAU-HS  
Chairman, KSAU-HS Steering Committee for QAAA

23 OCT 2017  
DATE

APPROVED BY:

  
**H.E. DR. BANDAR AL KAWY**  
President, KSAU-HS

31 OCT 2017  
DATE