**Mazoon College**

Category 4: Learning Support (LS)

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# 1. Academic Advising Policy (LS 001)

## History

| Version | Effective Date | Amended | Review Date | Author | Approved By | Policy Owner | Circulated |
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| V.1 | June 2019 | No | Sep 2024 | PMC | CC | AAC | Staff & Students |
| V.2 | Sep 2024 | - | Sep 2029 | PMC | CC | AAC | Staff & Students |

## 1.1. Introduction

Academic advising is an important component of the teaching and learning effectiveness and student success. At Mazoon College, this process is considered as a shared responsibility among all parties involved in the college in general and between academic advisors and students in particular. Advisors support the students to achieve their study requirements in their specialization. This policy focuses on promoting student success by supporting them in the most constructive ways to improve their academic achievement. The policy is applicable on students and academic departments continue through to graduation.

## 1.2. Policy Statement

This policy is intends to provide consistent, high-quality guidance and support to students throughout their educational journeys at Mazoon College. Assisting students with their academic pathways, career goals, and personal development is integral to the success of students. All the staff are responsible for ensuring the successful progression, retention, and completion of students in the minimum number of years possible.

## 1.3. Procedures

The academic journey of each student will be accompanied by comprehensive and supportive guidance in course selection and academic support.

- Students are assigned to advisors based on their majors.

- All students must meet with academic advisors prior to the start of each semester to learn departmental requirements, discuss their individual educational plans.
- During the course of the advisory both advisors and advisees must assume equal responsibilities, which include:
  - Regular meetings.
  - Course selection for registration.
  - Address students experiencing academic difficulties and referring them to the appropriate resources provided by the College
- Use of students' progression, retention, and completion data for evaluation purpose to provide structured student support mechanisms to ensure better completion rates and reduce probation and students at risk.
- Academic departments to suggest remedial action plans.

## 1.4.    Implementation

### 1.4.1. Roles and Responsibilities

**Academic Advising Centre**

- Administer and coordinate the academic advising process in all departments.
- Appoints advisors for new students and provides academic advising bridge workshops to all entering first-year students.
- Arrange professional development workshops for academic advisors.
- Modify or adjust advising practices based on the regular evaluations.
- Develop mechanism for continuous monitoring and follow-up the academic level performance of students on-probation and at-risk.
- Construct regular assessment evaluation of students under academic probation to analyze the reasons behind being probation and prepare action plan accordingly.
- Provide semester statistics and analysis report of on-probation and at-risk students.
- Prepare progression, retention, and completion data
- Promote awareness of all aspects of academic advising for students and advisors.
- Manage the semester course registration.

**Academic Advisor**

- Meets with the student at least twice during each academic semester.
- Provide students with accurate advising and resources to promote academic progress towards satisfactory completion of student degree requirements.
- Give advice and guidance to students to improve their learning abilities and to overcome any academic difficulties that may obstruct their academic progress.
- The advisor is responsible for checking and confirmation for registration, adding and dropping of courses of their advisee during the registration period.
- Abide by the academic advising mechanism set by the academic advising center.
- Monitor and follow-up the academic progress of the students under probation and at-risk.
- All advising sessions will be recorded accurately, including notes on academic plans, resources discussed, and recommendations.
- Maintain the confidentiality of academic and personal data of students

**Student Counseling Unit**

- Provide engaging counseling, insightful guidance, and valuable resources to empower students as they navigate challenges and make informed, confident decisions about their future.

**Admission and Registration Department (ARD)**

- Ensure the appropriate assignment of the academic study plan to each student.
- Finalize the process for new student intakes and major changes in the college system.
- Communicate and educate students about the college schedule in accordance with the academic calendar.

**Students**

- Actively participate in all academic advising sessions and accept final responsibility for making academic choices.
- Be knowledgeable about the college policies and procedures.
- Adhere to academic and administrative deadlines
- Understand their academic program's specific requirements.

## 1.5.  Monitoring and review

The implementation of policy is monitored and reviewed on the following basis.

- Student's satisfaction
- Advisors feedback
- Impact study (progression, retention, and completion rates)
- Cyclical review (after 5 years) to keep the policy remains relevant and effective.

## 1.6.  Forms and Templates

- Academic Advising Meeting Form 1 v4.0
- Academic Advising Meeting Form 2 v4.0
- Change Advisor Form v4.0
- Probation, Potential & At-Risk Students Follow-Up Form v4.0
- First Probation Warning Letter v4.0
- Second Probation Warning Letter v4.0
- Third and Final Probation Warning Letter v4.0
- Peer Tutor / Mentor Form

# 2. Student Grievance Policy (LS 002)

## History

| Version | Effective Date | Amended | Review Date | Author | Approved By | Policy Owner | Circulated |
|---------|----------------|---------|-------------|--------|-------------|--------------|------------|
| V.1 | May 2019 | No | Sep 2024 | PMC | CC | SAD | Staff & Students |
| V.2 | Sep 2024 | - | Sep 2029 | PMC | CC | SAD | Staff & Students |

## 2.1.  Introduction

Mazoon College believes in providing students with an environment where they are fairly treated, ethically respected, and educationally supported to achieve their academic endeavors. It strongly believes such an environment, based on its core values and strategic goals, will enhance the trust that the College already shares with students. The Student Grievance Policy aims to introduce a clear formal and systematic approach that deals with students' complaints fairly. The policy will make sure complaints are fairly addressed and decisions are professionally made in order to help establish an atmosphere where students feel their voice is clearly hear and they are correctly valued.

## 2.2.  Policy Statement

The Student Grievance Policy aims to address students' complaints and issues fairly through formal and systematic approach. The policy will make sure that grievances are fairly addressed and decisions are professionally made in order to help establish an atmosphere where students feel their voice is clearly hear and they are correctly valued.

## 2.3. Procedures

The grievance process has two stages: Informal Resolution and Formal Reporting.

### 2.3.1. Informal Grievance Resolution

Issues with non-regulatory or disciplinary implications may be settled mutually and informally. Students and academic and non-academic staff are henceforth invited to make efforts to initially resolve issues informally.

- Student will discuss the issues with the Student Affairs Department (SAD).
- In case of non-academic matters, SAD might make mutual counseling available.
- Academic matters will be referred to the student's academic advisor by SAD.
- The student can take the matter further to the Head of Department (HOD) if the issue is not resolved.

### 2.3.2. Formal Reporting of Grievances

If informal resolution fails, students may file a formal grievance. Procedures differ by issue type:

#### 2.3.2.1. Academic Issues

- Lodge a grievance form with AA, which will be forwarded to the HOD.
- The HOD will address and respond to the grievance in writing within three working days.
- This decision by the Department can be appealed to the Assistant Dean for Academic Affairs and Research (ADAAR).
- The ADAAR will forward the case to an Investigation Committee to investigate and recommend within three working days.
- ADAAR will decide based on IC recommendations.
- Students will be notified of the decision/outcome.
- If the student is dissatisfied with the decision, an appeal can be submitted to the Dean for a resolution. The Dean is to review the case and take the final decision (within three working days).
- Dean's decision is final.

- A copy of the final decision is filed with SAD for records.

### 2.3.2.2. Non-Academic Issues

- Submit an application to the Student Affairs Department (SAD).

- SAD forwards the non-academic grievance to the ADFAA, and within two working days, the ADFAA forwards it to the Investigation Committee.

- The complaint is examined by the Investigation Committee and provided within three days of receipt.

- ADFAA will decide on the outcome based on the IC recommendation

- Students will be notified of the decision/outcome by SAD.

- If the student is dissatisfied with the decision, an appeal can be submitted to the Dean for a resolution. The Dean is to review the case and take action within three days of receipt.

- Dean's decision is final.

- A copy of the final decision is filed with SAD for records.

## 2.4.    Implementation

### 2.4.1. Roles and Responsibilities

**Students**

- Attempt to resolve grievances informally where possible.

- Provide clear and accurate information related to the grievance.

- Attend meetings and cooperate with the grievance process.

**Academic Advisors (AA)**

- Receive academic grievance applications.

- Support and guide students through the grievance process.

- Attend meetings and ensure timely follow-up.

**Heads of Departments (HODs)**

- Review grievances and take formal action within stipulated timelines.

- Ensure fairness, transparency, and adherence to procedures.

- Attend grievance-related meetings.

## Student Affairs Department (SAD)

- Serve as the first point of contact for grievances.
- Facilitate informal counseling for non-academic issues.
- Within two working days the unresolved grievances should be forwarded to the Investigation Committee or relevant departments.
- Communicate progress and decisions to students.
- Maintain records of all grievances and outcomes.

## Assistant Dean for Academic Affairs and Research (ADAAR)

- Review grievances escalated from HODs
- Forward unresolved grievances to the Investigation Committee.
- Communicate final decisions to students or escalate to the Dean if necessary.

## Assistant Dean for Finance and Administrative Affairs (ADFAA)

- Review formal non-academic grievances.
- Forward unresolved formal non- academic grievances to the Investigation Committee.
- Communicate final decisions to students or escalate to the Dean if necessary.

## Investigation Committee (IC)

- Review and analyze grievances thoroughly.
- Provide recommendations based on evidence within specified timelines.
- Ensure compliance with the terms of reference of the IC

## Dean

- Review escalated grievances and provided final decisions within three working days.
- Ensure decisions are fair, transparent, and in the best interest of the student and college.

## 2.5.　　Monitoring and Review

Based on the following metrics, the effectiveness of the Student Grievance Policy will be assessed periodically:

- Total number of grievances recorded and resolved.
- Promptness of the grievance diagnosis at each stage.
- The opinion of the student on the grievance process.

## 2.6.　　Forms and Templates

- Grievance Submission Form
- General Appeal Form
- Investigation Committee Report Form
- Resolution and Decision Communication Form
- Feedback Form

# 3. IT Services and Management Policy (LS003)

## History

| Version | Effective Date | Amended | Review Date | Author | Approved By | Policy Owner | Circulated |
|---------|----------------|---------|-------------|--------|-------------|--------------|------------|
| V.1 | Dec 2018 | No | Sep 2024 | PMC | CC | ITS | Staff & Students |
| V.2 | Sep 2024 | - | Sep 2029 | PMC | CC | ITS | Staff & Students |

## 3.1. Introduction

Mazoon College's IT Services Section provides essential technology support to enable teaching, learning, research, and administrative operations. This policy establishes guidelines for appropriately using all college IT resources, including hardware, software, network infrastructure, and internet services. It applies to all faculty, staff, students, and authorized users accessing college systems on-campus and remotely. The policy aims to maintain system integrity, protect sensitive data, ensure resource availability, and prevent misuse while supporting the institution's academic mission.

## 3.2. Policy Statement

The aim of the policy is to ensure that all users of Mazoon College IT resources adhere to the following; College technology resources shall be used solely for legitimate institutional purposes, users are responsible for maintaining the security of their accounts and protecting college data. The college prohibits any activity that compromises system performance, violates privacy protections, or bypasses security protocols.

## 3.3.     Procedures

### 3.3.1.  User Account Management

The goal of user account management is to facilitate access to authorized data while maintaining security. A user account comprises a username and password, providing access to designated services and resources. Procedures for user account management include:

- Student online accounts shall be created upon admission, with system-generated usernames and passwords sent to their registered mobile numbers.
- The username shall be the student's college ID.
- The password must contain at least one digit and one letter, with a minimum length of six characters. New users must change their password upon first login.
- Faculty and staff accounts shall be created after completing HR procedures, with system-generated usernames and passwords sent to their official email IDs.
- Official College email IDs shall be created and maintained by the IT Services Section, with staff emails formatted as firstname.lastname@mazoon.edu.om.
- A confidentiality statement shall be displayed for user acknowledgment.
- Group email IDs may be created for official group communication purposes.
- User passwords shall be reset each semester for security purposes.

### 3.3.2.  IT Item Utilization

- Staff, and students may use computing facilities through their assigned user accounts.
- Each computing device shall be assigned a unique name and address.

### 3.3.3. IT Item Purchase, Upgrade, Renewal, or Development

Software purchases and renewals apply to all College software, including those purchased, renewed, or acquired under "freeware" agreements. Software shall be acquired under educational support supplier agreements.

### 3.3.4. Software purchase/renewal

- Heads of Departments shall identify software requirements.
- Requirements shall be submitted to the Head of the IT Services Section.

- The Head of the IT Services Section shall review and recommend requirements, forwarding them to the College Dean for approval through ADFAA.

- The College Dean shall review and endorse the request.

- Approved requests shall be sent back to the Head of the IT Services Section.

- Potential suppliers shall be contacted for quotations.

- Quotations shall be ranked based on technical merit, and the best bid shall be recommended.

- The ranked list shall be submitted to the Dean for final approval.

- Approved decisions shall be forwarded to the Finance Department for procurement processing.

- Relevant documents (agreements, warranties, licenses, invoices, quotations) shall be stored in the Finance and Administration Department and the IT Services Section.

- Purchased items shall be delivered to the requesting department/section.

### 3.3.5. Data Backup Procedures

- File servers and Network Attached Storage (NAS) devices shall serve as backup solutions.

- Academic and non-academic data shall be collected and backed up.

- Weekly automated backups shall be conducted from users' workstations to file servers.

- Monthly data transfers from file servers to backup servers shall occur, followed by the secure deletion of the original data from file servers.

- At the end of each semester, data shall be transferred to an external hard drive and securely stored.

## 3.4. Implementation

### 3.4.1. Roles and Responsibilities

**Students**

- Should use the College ID to Access the College Portals and E- Learning Platform (Moodle) LMS.

- College Official email accounts should be used for all communications.

- Strictly prohibited download and installation of unauthorized, malicious software.

- Follow the fair and ethical usage of digital platforms to maintain the academic integrity.

- Use the IT Helpdesk through college portal for IT support services.

**Staff Members (Academic and Non-Academic)**

- Fair use of IT resources for academic and professional purposes

- Login on college IT platforms through Official Staff ID and use the institutional Email accounts for correspondence.

- Ensure the device security enabling automatic screen lock, antivirus, and avoiding personal use of official devices.

- Maintain confidentiality of the records and through Two Factor authentication system.

- Strictly prohibited download and installation of unauthorized, malicious software.

- Follow the fair and ethical usage of digital platforms to maintain the academic integrity.

- Use the IT Helpdesk through college portal for IT support services.

**IT Services Section**

- Manage student and Staff email accounts after profile creation and maintain IT infrastructure e.g. IT servers, networks and college drives

- Maintain and troubleshoot IT-related equipment with inventory management.

- Provide help desk support for faculty, staff, and students.

- Install only licensed software, adopt cybersecurity measures and maintain confidentiality.

- Keep license records, track renewals and ensure disaster recovery protocols.

- Create, monitor digital service and data backup for the College entities.

- Conduct training and orientation sessions for students and staff.

**Assistant Dean for Finance and Administrative Affairs**

- Monitor and endorses the procurement of IT resources in accordance with the college SOP and budget.
- Ensure the documentation and record compilation of the purchasing process across departments.
- Monitor the efficient utilization of the funds for IT services support and upgrade.
- Oversee and evaluate the training for the effective usage of the IT infrastructure
- Report the matters and recommendation for approval related to IT Services and support to the Dean.

**Dean**

- Ensure smooth functioning through institutional leadership
- Review and approve the purchase, renew and upgrade for the IT infrastructure.
- Ensure the alignment of the practices with the college strategic priorities.
- Oversee policy compliance, promote the culture of digital responsibility and ensure regulatory compliance.

## 3.5. Monitoring and Review

This policy shall be reviewed every five years through the following mechanisms

- Impact assessments
- User surveys

## 3.6. Forms and Templates

- Helpdesk Templates

# 4. Library Management Policy (LS004)

## History

| Version | Effective Date | Amended | Review Date | Author | Approved By | Policy Owner | Circulated |
|---------|---------------|---------|-------------|--------|-------------|--------------|------------|
| V.1 | Dec 2018 | No | Sep 2024 | PMC | CC | Library | Staff & Students |
| V.2 | Sep 2024 | - | Sep 2024 | PMC | CC | Library | Staff & Students |

## 4.1.    Introduction

A library is a source of information for research and academic activities to serve staff, students and researchers. The library plays a significant role in facilitating teaching, learning, and research and knowledge dissemination. It provides access to resources in a physical or digital way. The library collection includes books, periodicals, newspapers, manuscripts, documents, e-books, databases, and other formats.

## 4.2.    Policy Statement

Mazoon College provides the library resources to the staff and students for supporting of College's research, teaching and learning objectives. This policy provides with the guidelines for making decisions about management and monitoring of library activities in terms of quality of services, facilities and effective utilization of the library resources.

## 4.3.  Procedures

### 4.3.1. Library Access and Membership

- All registered students, faculty, and staff are granted access to the library.
- External researchers may use the library upon obtaining prior approval.

### 4.3.2. Borrowing and Circulation

**Borrowing Limits and Duration**

- Students may borrow up to three books for two weeks (renewable once).
- Master's students may borrow up to five books for three weeks.
- Staff members may borrow up to seven books per semester.

**Returning and Renewals**

- Books must be returned by the due date to avoid penalties.
- Renewals may be granted if no reservations exist for the book.

**Late Returns and Fines**

- Overdue books are subject to fines as per the late fee structure.
- Users with overdue fines must clear their dues before borrowing additional books.

**Lost or Damaged Materials**

- It is the responsibility of the users to replace lost or damaged books or pay the current market value plus processing fees.

### 4.3.3. Digital Resources

- For discovery of resources, the library provides access to online databases, electronic books (e-books), and the Online Public Access Catalog (OPAC).
- When accessing digital resources, users must adhere to copyright and fair use policies

## 4.4. Implementation

### 4.4.1. Roles and Responsibilities

**Library Head**

- Oversees policy implementation, compliance, and overall library operations.

**Library Staff**

- Enforce borrowing policies, assist users in resource access, and maintain library collections.
- Maintain the record and log of library resources up to date.
- Assist the students and staff with proper access and utilization of the library resources.
- Ensure the implementation of the rules regarding borrowing and returning books.
- Report the damage/loss and monitor the responsible handling of library resources.
- Provide orientation and training in library usages and systems.
- Collect user's feedback and make the recommendations and actions based on it.

**IT Support Team**

- Ensures seamless availability of digital resources, including access to databases and OPAC.

Students

- Adhere to the rules and regulations of the library
- Follow the policy and procedures of borrowing/return and usage of copyright material
- Responsible and ethical usage of the library resources
- Attend and participate in workshops and orientations arranged by the College Library

**Faculty and Staff**

- Adhere to the rules and regulations of the library and the policies
- Utilize the library resources for effective teaching, learning and research
- Recommend for additional and new library resources (Books/Journals/ Periodicals)
- Encourage the active and ethical usage of library resources by the students for learning and development.

## 4.5. Monitoring and Review

This policy will be reviewed every five years based on:

- Impact studies on library usage and effectiveness.
- User surveys to collect feedback and improve services.
- Benchmarking against libraries in similar institutions.

- Regular policy updates based on technological advancements and best practices.

## 4.6. Forms and Templates

- Book Borrowing & Renewal Form
- Lost or Damaged Book Report Form
- Overdue Fine Payment Form
- Library User Feedback Form

# 5. Student Progression, Retention and Completion Policy (LS005)

## 5.1. Introduction

Mazoon College assesses the progression, retention, and completion rates of its students to ensure that they achieve their educational goals. The college offers support mechanisms to its students to assist them in improving their academic performance. Therefore, keeping track of the progress of students towards completing their qualification in a formal and reliable manner is vital to their success.

The objective of this policy is to ensure the improvement of the students' learning experience. This policy enables students to meet their educational goals efficiently and maintain higher standards of learning through positive experiences in the classroom.

This policy applies to students from all academic departments, including students who are on probation; it also includes students who wish to improve their grades despite being on probation. This policy is essential to ensure that students remain in college and increase their retention rates, as well as to reduce their chances of going on probation in the process.

## 5.2. Policy Statement

The purpose of this policy is to describe the College's commitment to fostering student success by meeting the academic standards outlined in the respective program handbook for each program. The college monitors the progress of the student in their degree and passing progress in required courses. With the implementation of this policy, the college provides students with structured support mechanisms to help in ensuring a better completion rate.

The following principles underpin this multifaceted process:

- All the staff are responsible for ensuring the successful progression, retention and completion of students in the minimum number of years possible.
- Retention should not result in the lowering of academic standards.
- Decisions related to retention are to be made in the context of data that is provided by the Admissions and Registration Department (ARD) for example increases in the number of students on probation and number of withdrawals.

This policy focuses on promoting student success by supporting them in the most constructive ways to improve their academic achievement. The policy enables faculty members and other relevant support sections of the College, who are directly and indirectly involved students learning support activities, to provide appropriate support to students and assist them in reaching their academic goals.

## 5.3. Procedures

The following procedures facilitate the implementation of this policy.

### 5.3.1. Prior to registration

It is important for the students to be provided with the following support at registration:

- Accurate academic information to the students in order to have realistic expectations
- Professional and career guidance
- Correct academic and career advice when choosing a program of study to avoid students leaving prematurely during the first year.

## 5.3.2. Academic Progression of Students

Academic progression is evaluated based on the academic study load completed by the student in relation to the credit hours successfully earned. The purpose of academic progression is to ensure that students are on track toward graduation.

The progression standards shall be as follows:

- Normal Load

A student who achieves a Grade Point Average of 2.11 or higher is in good standing and may proceed with a regular course load without conditions in their study plan.

- At Risk Students

A student with a grade point average between 2.0 to 2.10 will be designated as "At-Risk" in terms of course load status. While this status does not place the student on probation, it requires the advisor to closely monitor the student's academic performance and provide counseling if necessary.

- Potential Probation Cases

A student who finishes the first regular semester with a grade point average (GPA) below 2.0 will be considered a Potential Probation student. The academic advisor will adjust the student's course load and create a recovery plan that prioritizes failed courses or prerequisite courses.

- On Probation Students

A student who has a CGPA below 2.0 at the end of any semester, except for their first semester or the summer semester, will be placed on probation. During this period, the student will be assigned a course load that corresponds to their CGPA. This is a constructive measure intended to reduce the student's course load to a manageable level until the academic difficulties are resolved.

### 5.3.3. Student Completion Standard

There are two sets of completion standards based on students' entry. The first cohort consists of students who enter the college as full-time, first-time degree seekers. The second cohort includes transfer students from other institutions who fall in a particular year.

The completion rate refers to the percentage of first-year undergraduate students who successfully complete their prescribed course of study within a specified time frame. It is defined as the proportion of these students who finish their program within 150% of the normal duration for that program. (including the grace period)

### 5.3.4. Student Retention

Academic retention refers to the ability to retain students as they progress through and complete a program. Retention is calculated semester by semester, specifically between the Fall and Spring semesters.

### 5.3.5. Staff training and awareness

Special training for and awareness of staff about the learning needs of students and how best to support them, will help to gain important insight into the need for progression and retention of students in order to support students in their academic study.

## 5.4. Implementation

### 5.4.1. Roles and responsibilities

**Academic Advising Centre (AAC)**

- The AAC maintains a record of students' progression, regression, and completion on a yearly basis.
- The AAC maintains and provides data related to retention, progression, and completion to the academic departments.
- Classifying group categories (At-Risk / Probation / Potential Probation Students), creating a list each semester, and coordinating with academic departments.

**Data Management Committee**

The committee is responsible for data collection analysis and reporting on progression indicators to the College Council on a year-end basis.

**Academic staff**

Academic staff provides support for students in the following ways:

- Arranging meetings with students in the respective course to assess their individual difficulties and learning needs.
- Assigning remedial tasks to students as required
- Keeping a record of students' advising file.

## 5.5. Monitoring and review

The implementation of this policy will be monitored through

- Annual reports analyzing student progression, retention, and completion rates.
- Baseline data used to measure the effectiveness of support interventions
- Cyclical policy reviews every five years to ensure ongoing relevance and effectiveness.

## 5.6. Forms and Templates

None