As part of AUM International Quality Review (IQR) towards the International Accreditation by the Quality Assurance Agency for Higher Education, the IQR team found eleven examples of good practice. The team also made four recommendations which are of a desirable for improvement and enhancement. Committed to excellence and as part of the IQR process, the American University of the Middle East developed this action plan to maintain the 11 good practices and address the 4 recommendations for further enhancement.

Table 1. Maintaining Good Practices

ESG Standard	Good practice	Action(s) taken and to be maintained	Maintained by
1.1	Commitment to embedding sustainable development goals (SDGs) in institutional processes, including the institutional quality assurance.	• Integrating sustainability and SDGs to the teaching and learning process, in priorities and student experience • Embedding SDGs in institutional processes	• Colleges • Quality Assurance
1.3	Approach to delivering of programmes encourages students to engage with a range of immersive and experiential learning opportunities, both academic learning and extracurricular learning.	• Offering students a wide range of immersive and experiential learning opportunities within academic learning and extracurricular activities • Offering students personal growth and development opportunities	• Colleges • Career Center
1.3	Approach to assessment design enabled students to demonstrate the development of both core academic and employment ready skills.	• Adopting QA practices and approach in (re)designing assessments to demonstrate the development of necessary skills and to ensure student attainment is fairly and robustly assessed	• Colleges • Innovation Centers • Quality Assurance
1.4	There is a comprehensive onboarding and learning support in place starting from an insightful orientation and personalised integration at the beginning of the academic year followed by a broad array of support services throughout the student journey ensuring success for all.	• Guiding students to understand the expectations of learning and teaching for their respective programmes • Offering personalised support for all new students, through subject-specific 'integration' sessions	• Student Affairs
1.4	MyPath programme provides a distinct opportunity for students to co-create, monitor, and customise their learning journey and continuously review progress across both the credited and non-credited curriculum offer.	• Adopting MyPath programme powered by DegreeWorks, and keep upgrading it	• Registrar • Academic Advancement Center
1.5	Institutional encouragement and faculty embedding of undergraduate student participation in research as part of the learning experience and wider skills development.	• Growing faculty research productivity which is effectively supporting teaching activity as part of the Research and Creativity, one of the 4 main compatible well-integrated components of AUM Educational and Learning Philosophy	• Research Council • Colleges • Academic Affairs

ESG Standard	Good practice	Action(s) taken and to be maintained	Maintained by
1.5	Strategic approach taken to supporting and increasing staff participation in continuous professional development (CPD), including the routine evaluation to ensure its ongoing effectiveness.	• Strategically prioritising the support given to the continued professional development of AUM staff • Evaluating the CPD offering to ensure its ongoing effectiveness	• Staff Development • Quality Assurance
1.6	Support provided by the Academic Advancement Centre and Tawteen Career Centre to all current students and AUM graduates to academic and career progression, which also aligns with national priorities.	• Providing focused support in terms of the career goal development for students including support on a case-by-case basis if needed • Focusing on supporting students to develop an entrepreneurial mindset, applied skills, and digital competencies	• Academic Advancement Center • Career Center • Innovation Centers
1.7	Institutional application of integrated data management and coherence evaluation to ensure student success, such as the Student Performance Progress Report (SPPR) to identify students at risk and initiate appropriate interventions.	• Implementing processes for collection, processing, and secure management of all information • Monitoring the participation and engagement of students throughout their academic journey through SPPR • Monitoring and identifying at-risk and high performing students to ensure the provision of relevant support or adjustments to ensure a challenging and rewarding learning experience	• Student Affairs • Information Technology • Colleges
1.8	Management of stakeholder relations through various external and internal communications channels such as institutional CRM, social medial platforms, and MyPath Programme powered by DegreeWorks.	• Adopting and upgrading technological environment and systems that directly support the management of stakeholder relations	• Information Technology • Marketing
1.10	Strategic commitment to continuous improvement and development of internal processes to promote a culture of excellence through external quality assurance, accreditations, regional and international rankings.	• Adopting various ways to verify the effectiveness of the internal quality assurance, including institutional and programmatic accreditations • Constantly reflecting them in the QA Policy Implementation Guide	• Quality Assurance • Colleges

Table 2. Considering Recommendations for further enhancement

ESG Standard	Recommendation	Action(s) to be taken	Date for completion	Action by	Success Indicators
1.1	Develop an institutional planner outlining regular review of the Quality Assurance Policy Implementation guide.	• Implement an electronic institutional planner 2024-2025 for all tasks created with the framework of QA Policy Implementation Guide	30-Jun-2024 and continuous	• Quality Assurance	%Ratio of On track and Completed tasks
1.2	Explore how feedback from stakeholders, such as students and industry, could be further formalised through existing University forums.	• Organize a series of focus meetings as part of new and existing University forums to discuss and collect formalised feedback from Students, Alumni and Industry	30-Jun-2024 and continuous	• Student Affairs • Career Center • Quality Assurance	Focus meetings, Minutes of meetings
1.3	Increase consistency of the established approach to ensuring new or redeveloped policies are communicated to students and staff.	• Incorporate policy requirements and consolidate them into the form of practical and easily accessible guides for faculty, students and staff	30-Jun-2024 and continuous	• Staff Development • Student Affairs • Quality Assurance	Practical guides, Satisfaction Surveys
1.9	Reflect on existing mechanisms and practices relating to programme monitoring and review to ensure a cohesive internal approach and consider explicit external stakeholder involvement.	• Develop an institutional cohesive mechanism to track the programmes monitoring and review with an internal common approach regardless of the adopted model	30-Jun-2024 and continuous	• Quality Assurance • Colleges	Institutional guide for programmes monitoring and review