

# Undergraduate Programme Specification

2022-2023



# **Table of Contents**

Programme Details	3
Programme Goals	4
Undergraduate Completion Requirements	6
Programme Structure	7
Support For Students And Their Learning	10
Undergraduate Admission Requirements	11
Resources And Facilities	16
Methods for Evaluating the Quality and Standards of Teaching and Learning	19
Assessment Plan for Programme Learning Outcomes	23
Indicators of Quality & Standards	23
Program Schematics	26
Appendix A: Indicators of Quality & Standards Instruments	29

#### BACHELOR OF BUSINESS ADMINISTRATION IN INTERNATIONAL HOSPITALITY MANAGEMENT PROGRAMME DETAILS

PROGRAMME CODE	27.BA.0836
PROGRAMME NAME	BACHELOR OF BUSINESS ADMINISTRATION IN
	INTERNATIONAL HOSPITALITY MANAGEMENT
CIP CODE	52.0999
DEPARTMENT	Hospitality Management
AUTHORING TEAM	Faculty
DELIVERY MODE	On-campus
ACCREDITATIONS	
Ministry of Education, UAE	
Initial Programme Accreditation	12 September 2001
First Reaccreditation	2006
Second Reaccreditation	17 March 2011
Third Reaccreditation	14 July 2015
Fourth Reaccreditation	07 March 2021
Fifth Reaccreditation	2024 (exact date to be determined)
Institute of Hospitality, UK	
Initial Programme Accreditation	November 2010
First Reaccreditation	November 2015
Second Reaccreditation	November 2020
Third Reaccreditation	2025 (exact date to be determined)
International Centre of Excellence in	Tourism and Hospitality Education, Australia
Initial Programme Accreditation	2010
First Reaccreditation	2015
Second Reaccreditation	December 2020
Third Reaccreditation	2025 (exact date to be determined)
DATE OF PREPARATION OF DOCUMENT	25 September 2022

#### THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT

#### Vision

To be a world leader in facilitating university level learning, scholarship, and applied research in the fields of tourism and hospitality management.

#### **Mission Statement**

To deliver world-class, innovative, industry-relevant education and research in a contemporary, multi-cultural environment to equip the next generation of hospitality business leaders with competencies to succeed in a dynamic world.

## Strategic Goals and Objectives

"To promote academic excellence in a professional context" and to:

- 1. Provide quality education in hospitality and tourism management
- 2. Creating innovative experiential learning environments conducive to student development.
- 3. Pursue and produce applied research in hospitality and tourism
- 4. Fostering partnerships with industry and government bodies and promoting international outreach with recognized universities and institutions.
- 5. Progressing global recognition for high quality academic programs and graduate employability

### Programme Goals

The aim of this degree programme is to develop high quality graduates who will have an exceptional understanding of the environment in which hotel, travel and tourism management take place and the operational and strategic management applications in the international hotel industry. Graduates will have highly developed professional competencies within a strong theoretical and practical framework that enable them to undertake roles requiring creativity, knowledge, critical-thinking, problem-identification, and problem-solving capacities. These capacities will equip the graduates to work and positively contribute to a rapidly evolving, increasingly technological and internationally oriented hotel and tourism industry.

### **BBA Graduate Profile**

In figure 2, we have mapped the EAHM PLO's against QFEmirates descriptors, identifying the knowledge, skill and competence that will allow them, upon completion of the BBA to study at QFEmirates level 8 & 9, for post graduate learning.

- PLO 1. Apply knowledge and skills to design and deliver hospitality services and experiences
- PLO 2. Integrate a broad and coherent theoretical and operational knowledge of hospitality as an interdisciplinary field of research and practice
- PLO 3. Work together with key stakeholders to acquire and convey knowledge and ideas effectively to achieve shared goals in unambiguous contexts
- PLO 4. Reflect on their own conduct and the performance of others to improve their own interpersonal and hospitality operational skills and knowledge
- PLO 5. Reflect on feedback and formulate strategies for continued self-improvement
- PLO 6. Be proficient in the application of digital tools and platforms
- PLO 7. Communicate and work effectively in culturally diverse environments
- PLO 8. Apply cognitive skills to collect, analyse and synthesise information to develop innovative and entrepreneurial solutions for routine hospitality problems
- PLO 9. Apply sustainability best practices in the management of hospitality businesses

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PLO1	Apply knowledge and skills to design and deliver hospitality services and experiences.																		
PLO2	Integrate a broad and coherent theoretical and operational knowledge of hospitality as an interdisciplinary field of research and practice.																		
PLO3	Work together with key stakeholders to acquire and convey knowledge and ideas effectively to achieve shared goals in unambiguous contexts.																		
PLO4	Reflect on their own conduct and the performance of others to improve their own interpersonal and hospitality operational skills and knowledge.																		
PLO5	Reflect on feedback and formulate strategies for continued self- improvement.																		
PLO6	Be proficient in the application of digital tools and platforms.																		
PLO7	Communicate and work effectively in culturally diverse environments.																		
PLO8	Apply cognitive skills to collect, analyse and synthesise information to develop innovative and entrepreneurial solutions for routine hospitality problems.																		
PLO9	Apply sustainability best practices in the management of hospitality businesses.																		

Figure 1 Mapping BBA PLO's to QFEmirates

# **Undergraduate Completion Requirements**

A student will be conferred a degree when the following conditions are fulfilled:

- 1. Completed the required credits: one hundred twenty-six (126) credits including Consultancy (CONS401) and Dissertation (DISS490).
- 2. Successfully passed all the required courses and electives included in the curriculum of the programme of study.
- 3. They have achieved at least a Grade of C on the Dissertation.
- 4. Achieved a cumulative grade point average of no less than two (2.0).
- 5. Not exceeded the maximum period of enrolment.
- 6. If the student has transferred from another tertiary institution, they must have successfully completed no less than fifty percent (50%) of the total number of credit hours required for graduation at The Emirates Academy of Hospitality Management.
- 7. The student is in good financial standing with EAHM.
- 8. The student has submitted all required documentation to the Registrar's Office including official attestations and certificate of equivalencies.
- 9. The student has completed the full clearance process.

There is no requirement for the Examination Board to produce award lists that conform to the guidelines above. However, where there is major departure from these guidelines, the Board would be required to provide justifications.

The programme consists of forty (40) taught courses, including an Internship, a Consultancy Project and a Dissertation. Most of the courses have a value of three (3) credit hours, whilst the Internship and Consultancy Project have six (6) credit hours each and Dissertation has nine (9) credit hours.

The programme consists of 126 credit hours:

	126 credit hours
Electives	15 credit hours
Hospitality Core Requirements	33 credit hours
Management Core Requirements	48 credit hours
General Studies Requirements	30 credit hours

Refer to policy <u>03EP03 Undergraduate Completion Requirements</u>

#### PROGRAMME STRUCTURE Undergraduate Degree Programme Sequencing

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\* Pre-requisite applicable

\*\*Culture Courses are three one(1)-credit courses and are divided into: CULT202 – Islamic Studies; CULT203 – UAE Studies and CULT204 – Cultural Diversity

- Full-Time study mode = 7-15 US Credits; Part-Time study mode = 1-6 US Credits (INTS202 - Undergraduate Internship Term 6 US Credits considered as a Full-Time study mode term)

- Full-time standard study mode allows students to complete programme in 3 years by taking up to a maximum of 15 US credits per term (any students who needs to repeat courses or are on a reduced course load or start in a term other than September, may graduate in up to 4 years on a full-time study mode.)

- The above sequence is applicable for students who are admitted in the September trimester and is the main programme sequence. For students who are admitted in the January or April term, will follow a different programme plan and will most likely to take the Undergraduate Internship in the April Certain courses maybe offered more than once, depending on the student number and need of students.

# Curriculum

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4. Electives (15 credit hours)	CDIP100		0	
	4. Electives			(15 credit hours)

Students may select from a list of elective courses offered that term

*N.B.* Availability of courses depends on the number of students that needs to enrol to a certain course in any given trimester

# **General Education Programme**

The General Education Programme at EAHM includes the equivalent of 30 credit hours of course work throughout the curriculum, that provides a broad-based education and includes at least one course in each of the following:

- a. English language;
- b. Arabic language;
- c. Islamic studies;
- d. UAE studies.

The main purpose of the GEP is to provide students with the fundamental knowledge, skills and competencies that students must have to successfully complete the programme. In addition, GEP courses are designed to promote strong foundation to the students and develop skills in communication, quantitative and qualitative analysis, critical thinking, and information technology and systems.

# **Programme Learning Outcomes**

- PLO 1. Apply knowledge and skills to design and deliver hospitality services and experiences
- PLO 2. Integrate a broad and coherent theoretical and operational knowledge of hospitality as an interdisciplinary field of research and practice
- PLO 3. Work together with key stakeholders to acquire and convey knowledge and ideas effectively to achieve shared goals in unambiguous contexts
- PLO 4. Reflect on their own conduct and the performance of others to improve their own interpersonal and hospitality operational skills and knowledge
- PLO 5. Reflect on feedback and formulate strategies for continued self-improvement
- PLO 6. Be proficient in the application of digital tools and platforms
- PLO 7. Communicate and work effectively in culturally diverse environments
- PLO 8. Apply cognitive skills to collect, analyse and synthesise information to develop innovative and entrepreneurial solutions for routine hospitality problems
- PLO 9. Apply sustainability best practices in the management of hospitality businesses

### Language courses:

Students are required to complete six (6) credits of language courses\*. The language courses offered are Arabic, French, Spanish and occasionally Mandarin. Arabic language is compulsory for all students as part of their programme of study. Students fluent in Arabic language can gain exemption from the general education Arabic subject through a Challenge Test. Students achieving the minimum required score would be given exemption to the mandatory Arabic language course.

	Languages Courses	
Course Name	Course Code	Credit hours
Beginner's Mandarin	MAND100	3
Intermediate Mandarin	MAND200	3
Beginner's Arabic	ARAB100	3
Intermediate Arabic	ARAB200	3
Beginner's Spanish	SPAN100	3
Intermediate Spanish	SPAN200	3
Beginner's French	FREN100	3
Intermediate French	FREN200	3

\* Language selection to be published on a term basis (subject to change)

# **Electives:**

See list of 'indicative' electives below (all electives may not be offered) - selection will be confirmed in the Spring of 2023 by the Registry office:

BBA Indicative Electives ** (selection predicted for 2022-2023)						
Course Name	Course Code	Credit hours				
Special Interest Tourism	SITM301	3				
Club and Resort Management	CLMT301	3				
Consumer Behaviour	CONB301	3				
Destination Management	DEST302	3				
Hospitality Design	DSGN303	3				
Food and Beverage Management II	FABM202*	6				
Food Management & Media*	FMAM301*	12				
Restaurant Concept Design	FMAM302	3				
Beverage Knowledge and Operations	FMAM303	3				
Street Food Project	FMAM304	3				
Sustainability in the Hospitality Industry	SUST301	3				
Principles of Internal Control*	ACNT301*	3				
Introduction to Cruise Ship Management	CRMT301	3				
Business Law	BLAW401	3				
Quality Management	QUAL301	3				
Meetings, Incentives, Conventions and Exhibitions	MICE301	3				
Facilities and Installations Management	FACM301	3				
Special Project	SPPR301	3				

\*Pre-requisite applicable

\*\* Electives selection changes on a yearly basis – above selection shows list of indicative electives (subject to change)

### SUPPORT FOR STUDENTS AND THEIR LEARNING

#### **PERSONAL TUTORS** (also referred to as Advisors)

All students at EAHM are assigned a Personal Tutor. At all times students can request to meet directly with the Executive Dean or with the Managing Director of EAHM.

The role of the personal tutor is to assist students in understanding and meeting the academic requirements of the programme of study on which they are registered and also to provide an update in regard to EAHM actions as a response to student feedback. Please see EAHM Policy <u>06ST22 – Academic Advising</u>, which is maintained in the Policy Handbook on Moodle.

### SCHOOL COUNSELLOR

This Officer, responsible for the general welfare of students. The School Counsellor organizes and / or co-ordinates the following services:

Counselling service - study skills, time management, personal development, • personal counselling

- Access to professional care services (doctors, psychologists, clinics)
- Liaison for Student Council

In the absence of the Schoolt Counsellor, students are encouraged and welcome to discuss academic issues and concerns directly with their Personal Tutor or with the Dean. Personal issues may be raised directly with the Dean, Registrar, Programme Manager, or with the Industry Relations and Global Mobility Manager.

# UNDERGRADUATE ADMISSION REQUIREMENTS

### Admission Requirements

Applicants are required to contact the Admission Office in person, by phone, through the website, or via email. There is an application fee of AED 500 + 5% VAT for the BBA programme at EAHM.

# **Entrance Qualifications**

Applicants may be admitted to the start of a programme of study if they meet the entry requirements for the programme. In general terms students will be assessed on an individual basis. Students quantitative and qualitative application documents are reviewed by the EAHM Admissions Committee on the following principles:

- There should be a reasonable expectation that anyone admitted to a programme of study will be able to fulfil the learning objectives of the programme and achieve the standard required for an award available within the programme.
- The ability to successfully complete and benefit from a programme should be the basic criterion for admission, and this is not necessarily best evidenced by the highest possible entry grades.
- In considering each individual applicant for admission to a programme of study, evidence should be sought of personal, professional and educational experiences that provide indications of ability to meet the demands of the programme.
- The procedures followed should ensure equality of opportunity for all applicants. There shall be no discrimination against any applicant in relation to age, ethnic origin, gender, marital status, nationality, or social class.
- EAHM must satisfy itself that the applicant has sufficient command of the English language to complete satisfactorily the programme of study.
- Admission of a student that is premised upon inaccurate or false statements or documents is null and void upon discovery of such fraud, and any academic credit earned by the student at EAHM is voided.
- The Admissions Committee must follow the admissions requirements as outlined in the Catalogue for the Academic Year applicable to the applicants' admittance term, or to the current Academic year if the Catalogue for future Academic Years have not been published.

# Academic entry requirements

EAHM's requirements for undergraduate admission:

- Applicants must hold a recognised and official secondary school certificate
- Applicants are expected to have a CGPA of at least 2.5 on a 4.0 scale (See Catalogue for country-specific entry requirements).

Some examples of minimum requirements:

QUALIFICATION	MINIMUM REQUIREMENT
Ministry of Education (MoE) Curriculum	Advance or Elite Track: 70%
	General Track: 75%
	Minimum of 18 credits or equivalent, not
American High School Diploma	counting Arabic and Islamic Education with
	a passing grade of 60% in each subject
	each year 9-12
	Successfully complete 5 O level subjects
British Curriculum (IGSCE/GCSE/GCE) -	with minimum grade of C plus
O/AS/A levels	2 AS or 1 A level minimum grade of C or
	higher in all subjects
	Path 1: Successfully complete the IB
	Diploma Programme not including Islamic
	studies to obtain the diploma
	Path 2: Pass minimum of 6 subjects in IB
IB Curriculum	Subject Certificate including Mathematics,
	English language and one Science subject
	with minimum score of 3 in each subject
	and 24 overall score - not including Islamic
	Studies
	CBSE – C-1 minimum overall 6.00 out of
Indian Curriculum	10 (51-60) each year
	ISC – Minimum overall 50 each year

English language requirements:

• Applicants must have a minimum IELTS 5.5 or equivalent score on another standardised, internationally recognised test that is approved (see Catalogue for other test results accepted).

The following scores can be submitted for admissions into the programmes:

Undergraduate	EmSAT	TOEFL*	IELTS (Academic)
English Language Proficiency	1100	500 (173 CBT, 61 iBT)	5.5

\*A TOEFL ITP score must be accompanied by a Test of Written English test score of minimum 5.0. A TOEFL ITP score can only be accepted if the test was taken at an approved AMIDEAST testing centre in the UAE and EAHM has the right to request for an alternative test score (TOEFL iBT, IELTS or EMSAT). If a student has submitted a passing EmSAT score, he/she is not required to submit any other form of English proficiency test result (as referred to in the above table).

The TOEFL Institution Code of The Emirates Academy of Hospitality Management is **7116**. We recommend that students request that their result be sent to EAHM by the Testing

Centre as soon as it is available. Scanned copies of the score certificates can be submitted along with the application documents (original score certificates need to be submitted to EAHM to complete the application prior to programme start). Every certificate received is officially verified and must be valid on the day that the student applies to the programme of study.

#### **SAT Results**

If an applicant has completed an American High School Diploma, they are required to submit an SAT score of 500 in Math. The original score sheet must be sent directly to EAHM. The SAT Institution Code of EAHM is **7958.** For more information about the College Board scoring system, please refer to <u>https://collegereadiness.collegeboard.org/sat/scores/understanding-scores</u>

### Age

To commence their degree programme, students should be aged eighteen (18) or above by the end of the 'academic year of entry'. EAHM will only be able to sponsor student residency visas to students who are eighteen (18) years or above.

#### Attestations and Certificate of Equivalency

Attestation of academic qualification is an admissions requirement which must be fulfilled prior to the commencement of the Undergraduate study programmes.

Furthermore, a Certificate of Equivalency must be obtained from the UAE Educational Authorities as a requirement for the secondary education (not applicable to students who completed their 12-year secondary education at MoE curriculum schools). The Certificate of Equivalency certifies that the students' prior academic qualification is equivalent to the UAE educational system, which allows the student to complete a degree in an accredited educational institution in the UAE (please refer to the EAHM Attestation Guideline for further information about the general process). All applicants must present their original attested educational documents to the Admissions Office. The team will take official true copies of the documents and return the originals to the students.

Undergraduate applicants must present all transcripts / score certificates with a final diploma (if applicable to curriculum) representation of the final three years of senior secondary schooling. All documents must be submitted in English (even documents received from high schools or universities in the UAE). Only the Certificate of Equivalency from the UAE Ministry of Education or Arabic/Islamic Studies test results can be presented in Arabic.

An applicant who is unable to secure the Certificate of Equivalency at the time of admission will be asked to sign a "Consent to Provide Documents" form, agreeing to secure the equivalency within three months of the commencement of the degree programme. The applicant will be permitted to start his/her studies at EAHM after signing the document.

EAHM is not liable if a student is not able to receive his/her Certificate of Equivalency.

### UNDERGRADUATE ADMISSION DOCUMENTATION

All applicants who fulfil the eligibility conditions must process their application and submit through the EAHM website the required documents below:

1. Attested copies of Grade 10th & 12th mark sheets

- 2. A Statement or Certificate of Completion of secondary school.
- 3. Original IELTS, TOEFL, or EmSAT
- 4. Passport-sized photograph
- 5. Copy of the passport (and Residence Visa, if resident in the UAE).
- 6. Copy of Emirates ID

The status and details of the application will be updated by the Admissions team members. A physical application file is printed and compiled to be presented to the Admissions Committee. Any scholarship or financial aid applications should be presented along with the applicants' other application documents.

Admissions deadlines are indicated on the website and other printed materials and updated accordingly for easy access to all the concerned stakeholders.

#### **Application Fee**

An application fee of AED 500 + 5% VAT is to be paid online via debit/credit card, in cash, by local cheque or via bank transfer. The application fee for students who apply during Open Days/Evenings at EAHM will be waived (subject to Admissions Committee approval).

#### **UAE Nationals**

All male UAE National applicants are requested to submit proof of clearance/completion from the UAE National Military Service, which permits them to commence their university studies. Both female and male UAE Nationals must submit a copy of their family book (Kholasat Qaid) or Marsoom when submitting their application documents.

#### ADMISSIONS PROCEDURE

When considering candidates for Undergraduate admission, the Admissions Committee looks at the entire profile of the candidate including their academic records, work experience, extracurricular activities, test scores and recommendations. Applicants' credentials are evaluated as soon as the application form, with all relevant documentation, is received. The offer letter is normally issued within two weeks of the receipt the completed application.

#### How to apply?

All applications must be submitted online via the application portal: www.emiratesacademy.edu or www.eahm.ae

#### When to apply?

Applications can be submitted at any time during the year, in anticipation of a specific intake. It is advised to start the application process early. Academic intakes are at the beginning of the following months: September, January, and April.

All applications must be submitted by the following dates:

January Intake	1 Nov
April Intake	1 Feb
September Intake	1 July

Applications received after these dates will only be considered by the Admissions Committee and are subject to places being available on the programme.

### Review of application

Applicants may be admitted if they meet the entry requirements for the programme. They will also be assessed on an individual basis. Applications are reviewed based on the following three criteria:

- Academic ability as evidenced by academic achievement to date;
- Proof of adequate proficiency in English; and,
- Suitability for the industry in terms of personal characteristics, commitment, motivation, and knowledge and experience of the industry.

When considering candidates for Undergraduate admission, the Admissions Administrator looks at the entire profile of the candidate including their academic records, work experience, extracurricular activities, test scores and recommendations. The Admissions Administrator will first review the documentation submitted.

### Applicant's interview

Once documentation evaluated, the applicant will then be scheduled for an interview with the Programme Manager or a Faculty member. In order to ensure that all applicants have the correct sets of discipline-based knowledge, the interviewer will ask specific questions to gauge the students' awareness of Finance, Marketing, Human Resources, Statistics and other Undergraduate subjects. After the successful interview and positive outcome of the documents review, the Admissions Committee reviews the application.

#### Admissions Committee \*

Dean	Dr Frederic Bouchon
Programme Manager	Mr. Roel Brinkman
Head of Academic Services and Registry	Ms Maureen Ferre
Director of Marketing & Enrolment (non-voting)	Ms Daiane Lagger

\*The Admissions Administrator will normally attend weekly meetings to take notes and present application files. All application files are to be submitted to the Admissions office for initial review prior to meeting taking place.

#### **Outcomes of the Admissions Process**

There are three possible outcomes:

- 1. The applicant is successful in achieving all the entry requirements. In this case candidates are offered entry onto their programme of study.
- 2. The candidate's application is successful, but below the direct entry requirements at EAHM, yet within MoE, UAE entry requirements for Higher Education. In this case, candidates might receive a conditional offer, subject to the Admissions Committee decision.
- 3. The candidate's application does not meet the MoE, UAE entry requirements, and is not successful.

Upon successfully meeting the admissions criteria, the offer letter is sent to the applicant within two working days.

# **Conditional Status**

Students registered under conditional status will need to adhere to the following:

- maximum of twelve (12) credits (four (4) courses) in the first trimester.
- meets the CGPA of 2.25 at the end of the first trimester
- Do not have any non-academic warnings on file for the first Trimester of their programme of study.

Upon successfully achieving the above, the Conditional status will be lifted by the Exam Board. The student will progress in the second trimester and will be eligible to register for fifteen (15) credits (five (5) courses).

Students who fail to meet the requirements of their Conditional status within the first trimester may be issued a Special Letter by the Exam Board for an approved extension of one to two additional Trimester/s if mitigating circumstances or availability of courses have not permitted the student to increase their CGPA as expected.

Refer to 06ST01 Undergraduate Admissions

# **RESOURCES AND FACILITIES**

The Emirates Academy of Hospitality Management comprises of two buildings. The first building (Phase I) is where some of the classes and most of the administration takes place. There are three (3) classrooms including the innovation hub and one auditorium, which can seat up to one hundred forty-eight (148) people. Also, there is a Student Services Centre, conservatory, training restaurant and a kitchen where the students undertake the practical components of the Food and Beverage courses. The second building (Phase II) is where most of the theoretical courses are delivered. There are eight (8) classrooms and two (2) lecture halls, which can seat eighty (88) people each and the library.

			Seat	ing arranger	ment		
Venue	Cocktail Reception	Set dinner	Buffet	Theatre	Classroom	U-shape	Board room
Phase I							
Auditorium	150	100	100	148 tiered	80	36	-
Board Room	-	-	-	-	-	-	10
ICON Restaurant	50	50	40	60	30	20	-
Culinary Lab	Equipped with	10 individu	al worksta	ations			
Conservatory	60	40	40	-	-	-	-
The Cafe	70	40	50	-	-	-	-
Fountain & Lawn	150	60	50	-	-	-	-
Innovation Hub				30	22	16	18

# Venue Capacity by type

Classroom 9	-	-	-	30	22	16	
Classroom 10	-	-	-	30	22	16	
Classroom 9 & 10	-	-	-	60	40	30	
Phase II							
Classroom 1, 2, 3	-	-	-	30	24	18	20
Classroom 4, 7, 8	-	-	-	30	24	18	
Classroom 5	-	-	-	30	22	16	
Classroom 6	-	-	-	30	22	16	
Classroom 5 & 6	-	-	-	60	40	30	
Lecture Theater 1, tiered	-	-	-	88	-	-	-
Lecture Theater 2, tiered	-	-	-	88	-	-	-
Roof Lounge*	80	60	40	-	-	-	-
Courtyard*	250	150	150	-	-	-	-
*External caterer	50	30	45				

#### Student Accommodation

The communal areas encourage a relaxed and informal atmosphere - places to share ideas and enjoy time out. EAHM offers students on-campus accommodation that is modern and spacious. Every studio is 21m<sup>2</sup> (3m x 7m) of living space, which provides single or twin occupancy. Each studio has a fully equipped kitchen, study area with direct dial telephone and broadband network connection / Wi-Fi, and en-suite bathroom with shower. Airconditioning, electricity, Internet, TV, bed linen, towels, laundry facilities and gym & pool access are included in the accommodation rent.

#### **Emirates Academy Lodging**

*Emirates Academy Lodging* studios are licensed by DTCM (Dubai Department of Tourism and Commerce Marketing) as guest housing and are composed of 45 units of 21m<sup>2</sup>. These newly refurbished studios consist of 33 Queen and 12 Twin studios that include a has a fully equipped kitchen, study area with direct dial telephone and broadband network connection / Wi-Fi and an en-suite bathroom with shower. Air-conditioning, electricity, Internet, TV, bed linen, towels and gym & pool access are included in the accommodation rate. EA Lodging rates vary based on seasonality.

#### **Campus Facilities**

The clubhouse is composed of a recreation/ social area called *Barza*, the Pool Side Restaurant, "*Cioccolillys*" and is adjacent to the gym. *Barza* offers our students a relaxed facility to hang out and relax, to play pool or to enjoy sports or to watch any of the five major football leagues and other sports that are being broadcasted. Our Pool Side Restaurant offers students and guests a selection of snacks and hot meals, ranging from Salads to Pizzas as well as selection of grab-an-go items for those students with limited time for lunch or dinner.

The campus has comprehensive sports and leisure facilities, including a swimming pool, gym, multi-sports facility and tennis courts, which are available on campus. The multi-sports facility allows EAHM students to use it for basketball, football and volleyball, as well as extended group training sessions such as Yoga. In addition, public beaches are within walking distance of the campus. The numerous sporting clubs and associations in Dubai offer students an opportunity to participate in a wide range of activities off campus too.

This includes the sports and leisure centre at the nearby Jumeirah Beach Hotel and Madinat Jumeirah, where students receive discounted rates on sports classes.



**Campus map and legend** 

- a. Welcome centre
- b. Barza (Student lounge)
- c. Gym
- d. Mini Mart
- e. Prayer room
- f. Attibassi Café
- g. Swimming pool
- h. Tennis court
- i. Multi-sports court
- j. Innovation Hub
- k. Badminton court
- I. Pool bar (Cioccolillys café)

- 1. Main Entrance
- 2. Security/Logging gate
- 3. EAHM reception phase 1
- 4. Auditorium
- 5. ICON restaurant
- 6. Cafeteria
- 7. Conservatory
- 8. Academic Suite
- 9. EAHM Reception phase 2
- 10. Student Accommodation (F-block)
- 11. Student Accommodation (E-block

# METHODS FOR EVALUATING THE QUALITY AND STANDARDS OF TEACHING AND LEARNING

#### Integrated course assessment

The final mark of each course is the weighted average of the final examination mark and the marks on students' assessed coursework during the Trimester.

Each course shall normally be assessed as follows:

- a. No less than forty (40) percent and no more than sixty (60) percent of the mark shall be allocated for the final assessment, including an examination, where a final exam is required
- b. Coursework and assignments shall not account for more than sixty (60) percent of the total grade of the course.

Because of their nature, some courses may be exempted from the regulations. In these cases, the respective Faculty member with the Dean, will approve appropriate methods of assessing the student performance against the learning outcomes.

Students will not be re-assessed (retake, re-sit or re-submit) for any failed assessment components except for the final examination. The final mark as a weighted average can include assessments that received a failing grade; therefore, a student can compensate bad performance in one assessment component by excelling in another.

Mitigating circumstances for coursework extensions or re-submissions must be presented in writing prior to the deadline. The Dean or Assistant Dean will determine the mitigating circumstances and evidence to support these are appropriate. After a student has completed an assessment, no mitigating circumstances will be accepted as grounds for reassessment since such circumstances should have been reported by the student prior to the assessment submission date, accompanied by a request to be absent or by a request for an extension (in case of course work).

In case of a course being taught by more than one instructor, the Dean shall appoint one of those instructors to coordinate the teaching process, set the exam dates and specify the integrated method for assessing the course.

#### Coursework

As part of the assessment process students may be required to submit course work. Course work may include mid-term tests. All course work must be submitted as per the instructions given on the assignment and in the course syllabus.

#### **Undergraduate Dissertation**

In the final Trimester, students will need to complete their Dissertation. The students will be given one (1) Trimester to complete the Dissertation.

In the event a student wishes to change the supervisor, the student is required to fill the form and send the request to the Dissertation Coordinator, the Programme Manager and Registrar. The change will be examined by the Dissertation Coordinator and Programme

Manager/Dean. The outcome will be notified to the student only once the original supervisor and the desired supervisor convey their written consent on the form.

Dissertations are graded by the respective supervisor and a second marker (usually nominated by the Programme Manager). Should the difference between the supervisor's and second marker's grade be within 10%, the average will be treated as final, unless by mutual consensus, another value is agreed upon. In the event of the grade difference exceeding 10%, the supervisor and the second marker will hold a consultation to identify a 'common ground'. In the event of a lack of consensus, the concerned dissertation will be referred to a third marker. The third marker can call for the original grading reports of the supervisor and second marker. The final grade will be the average of the supervisor's or second marker's grade and the third marker's grade, whichever is closer to the latter.

Reference to the Dissertation Policy

- a. Any extensions can only be approved in writing by the Dean or Programme Manager in liaison with the Dissertation Coordinator, and this will be considered at the next Examination Board Meeting.
- b. Any request for a change of Supervisor must be made by following the process outlined in <u>03EP09 Dissertation Supervision and Examination</u>.

#### Late submissions

- a. Course assignment or dissertation submitted within twenty four (24) hours of the original deadline will receive a maximum grade of sixty (60) percent (or the degree worthy designation).
- b. Course assignment or dissertation submitted after twenty four (24) hours of the original deadline will not be marked and the grade of zero (0) will be recorded.

#### **Course Tests**

Tests that take place within the Trimester shall be planned during the scheduled time and day of the class as designated on the official timetable, or during specifically timetabled examination periods, as included in the Academic Calendar.

A student can request to be absent from an announced test based on mitigating circumstances (such as illness or death in the immediate family). The student shall submit the proof of his / her mitigating circumstances in writing to the Registrar and Instructor within seven (7) days of missing the test. If the student's request is accepted, the course Instructor shall arrange for a make- up test for the student before the start of the final examinations. A student who is absent from an announced test (without any acceptable excuse) will receive a grade of zero (0) for the test.

### **Final Examinations**

Examination Regulation

- Reminder: Mobile phones and/or any unauthorized electronic devices are strictly forbidden in the examination site.
- The first ten (10) minutes are designated as reading time. Students may not write during this period.
- During the first ten (10) minutes, a relevant member of faculty will be present to address any ambiguities that may exist in the examination.
- Calculators, if required, will be provided by the invigilator(s).

- No notes or concealed messages are allowed in the room.
- Once the reading of instructions is completed and the examination is started, no students will be allowed to enter the examination site.
- Students will also not be allowed to leave the examination site during the first thirty (30) minutes or during the last fifteen (15) minutes.
- If the fire alarm sounds, this should be initially ignored. However, if it sounds for a second time, evacuation of the building will proceed, and all the examination materials will be left behind.

Every student is expected to review the examination guideline document for further details prior to the exam.

### **Reading Time**

This is the first ten (10) minutes of the exam. Students may ask course related questions to their course tutor during this time. The time does not count towards the length of the exam.

# Mitigating Circumstances

Should a student miss the final examination of any course, the student is required to submit proof of mitigating circumstances to be allowed to take a substitute examination during the re-sit examination period. Proof of mitigating circumstances must be submitted within three (3) working days of the exam date. Medical certificates may be subject to verification from the local health authorities. Other acceptable forms of mitigating circumstances may include police reports and letters from parents or sponsors. The decision to accept or reject mitigating circumstances will be made by the Examination Board.

### Eligibility to Re-sit, Re-take examinations

Undergraduate students who obtain the grade of Pass Concede (PC), a mark 50-59, and who have a CGPA above 2.00 may be offered a re-sit or re-take opportunity for the final examination. This opportunity may be of several forms:

- Re-sit for the examination and the final grade will be based solely upon the examination performance but the marks awarded will be capped at sixty percent (60%).
- b. Repeat the entire course the next time this is offered. The grades receive through repeating the repeated course will replace those originally awarded.

Undergraduate students who have a cumulative GPA of less than 2.00 are not eligible for grade compensation and will not be allowed to sit for the re-take exam. Therefore, any cumulative coursed-based percentage work (the combination of coursework, examination and other assessments in a course) which is lower than sixty percent (60%) will be awarded a Fail (F) grade, subject for review during the Examination Board meeting.

Undergraduate students who have a Pass Concede grade on a maximum of two (2) courses in any one Trimester may choose to take a re-take examination. A student with more than two (2) Pass Concede in any one Trimester will only be allowed to take the re-sit examination for two (2) courses. Students who fail a course are not eligible to take a resit examination and must take the course again. *Re-sit/Retake examination process:* 

- A student who wishes to avail themselves of the retake option must indicate their intention before the start of the next taught Trimester by registering to retake the final exam;
- b. When a student retakes a final examination, the prior coursework and/or final exam grades will be voided and the retake final examination grade will be the grade recorded for the course; and;
- c. The marks that can be allocated for a retake examination will not exceed sixty (60) percent.
- d. A re-take examination fee will apply.

When a student fails the course due to mitigating circumstances (bereavement, illness, etc.) which are recognized and approved by the Examination Board, they may be required either:

- a. To retake the entire course.
- b. To repeat the assessed components they have failed or missed.
- c. To complete a new piece of assessed work that assesses the incomplete learning outcomes.

A student is not eligible to repeat the course or re-sit an exam if he/she passed the course with a grade of C and has achieved a cumulative GPA of two (2.0) or above.

When a student fails more than two courses in a Trimester and has a cumulative GPA of below two (2.0), the student may petition the Faculty/Examination Board to repeat the entire academic Trimester; however, a student may repeat a Trimester only one (1) time during his / her academic program of study. Upon repeating a Trimester, the entire repeated Trimester results will replace the original Trimester results. Repeating a Trimester may necessitate a temporary deferment of studies.

Under exceptional circumstances, a student may petition the Faculty / Examination Board to repeat an entire Academic Year; however, a student may repeat an academic year only one (1) time during his / her academic program of study. Upon repeating an Academic Year, the entire repeated academic year results will replace the original academic year results.

### Assessments Feedback

EAHM will provide appropriate feedback on all students' work. This can take the form of written feedback or oral communication between the faculty and the student.

An examination consultation week will be scheduled during the first week of the succeeding Trimester. Students who wish to receive feedback on their examination should make an appointment to see the relevant member of faculty.

Should the student wish to appeal the marks, the student should follow the grade appeal procedure. In this meeting they will be shown their examination paper and the member of faculty will comment on their overall performance. This meeting is a learning event and it is not an opportunity to negotiate over grades.

Refer to Policy <u>03EP11 Grading and Assessment</u> 03EP12 Examinations

# Teaching methods

EAHM's approach to teaching and learning endeavours to be in alignment with the reality of the Hospitality and Tourism Management phenomenon. This focuses on a balance between equipping students with management competences and the ability to apply them through live experiences. That means that the experiential learning is central in the way students are stimulated and challenged by their trainers to think and process knowledge, in an environment equipped with spaces that allow them to apply their theoretical knowledge & develop solutions to real-life problems, while being actors in their learning. In that sense, a student-centred learning experience is the key to the teaching and learning at EAHM. The teaching methods compromise a combination of lectures, tutorials and practical workshops. Please see EAHM Policy <u>03EP15 - Teaching and Learning Methodologies</u>.

# ASSESSMENT PLAN FOR PROGRAMME LEARNING OUTCOMES

The programme learning outcomes are assessed/reviewed on a regular basis and most recent review was conducted in 2019 when all PLOs across all degrees were updated and aligned with the new institution mission statement. All courses implemented course learning outcomes (CLOs) accordingly. Assessments across all courses have been mapped to these PLOs. Modes of assessment are linked to the learning outcomes and deadlines and are shown within the published syllabi. Student assessment includes student works, observations, and points of view, as well as tests. Students are assessed in terms of both the knowledge dimension as well as the cognitive process dimension. The feedback from student assessments is aimed at improving student learning. Please see *Program Schematics*.

### **INDICATORS OF QUALITY & STANDARDS**

The Emirates Academy of Hospitality Management (EAHM) is committed to striving for excellence through effective institutional research that informs all developments and improvements. EAHM constantly monitors and rigorously researches its performance through a systematic process of stakeholder feedback. Quality issues that are identified will then be fully explored to determine the factors generating the issues and that action that can be taken to improve performance.

The process is a dynamic activity that recognises that issues will arise and change over time and that there are no static solutions to assuring quality. This process and approach see quality as something that is defined by the stakeholders and, as these individuals changes, the issues relating to quality will also move.

As EAHM's main stakeholders are the students, we have systematically collected the Student Focused Effectiveness Data through the following mechanism:

• **Course Evaluations** – conducted upon the completion of every class by every student enrolled in the class. During the last few weeks of courses, the QA Unit sends a link to the online survey for each course and visits every class. During this time, the member of faculty running the course is not present in the room. One survey is completed for each course therefore a student taking 5 courses one trimester will complete 5 Course Satisfaction Surveys by the end of the trimester. The course surveys collect data from the students on their satisfaction with the course organisation, the impartment of knowledge, course workload, the effectiveness of the instructor(s), the use of resources, and open ended questions relating to the most liked, or disliked areas of the course and areas of improvement.

The results of this survey are reported to the Managing Director, Dean, Program Manager and the relevant member of faculty. The results are then used during an individual faculty members' performance appraisal. The faculty should reflect on the course feedback and course statistics to then recommend changes for further course development and improvements and submit a course review form as part of the electronic course file submission to the QA Department.

The average target of 3.75 out of a maximum possible score of 5.00 has been set & any faculty member failing to meet this target is reviewed and advised on how to improve. Continuous low scores can result in disciplinary action or even termination.

Student Satisfaction Survey – The International Student Barometer and Student Barometer (ISB-SB), managed by the International Centre of Excellence in Tourism and Hospitality Education (THE-ICE), and facilitated by the International Graduate Insight Group, Student Satisfaction Survey tracks decision-making, expectations, perceptions and intentions of international and domestic students from application to graduation. At the core of the ISB-SB<sup>™</sup> is an online questionnaire, which has been tailored by THE-ICE for its members. The survey is completed by students across all levels and all years of study. Students respond in confidence to i-graduate. Responses are then analysed and aggregated to deliver comparative insights and reported back in confidence by THE-ICE to each member institution.

The results of this survey are initially presented to the HODs and then cascaded up and down to both the faculty, staff and to the Board of Governors. The content of this survey is reviewed annually by the Dean and QA Unit and outcomes from the student feedback are presented to the study body at the campus meetings.

- Focus Group Meetings The QA Unit will arrange the meeting schedule during Week 4 and 5 of the 12-week term. The focus groups are utilised at EAHM to gather information from students about their experience of EAHM, notably their satisfaction with the academic and social life at EAHM. All students are invited to attend these meetings. The tutor sends the summary of feedback to the QA Manager post meeting and the QA Unit then collates and summarises the data from all meetings, which will then be presented to the HODs for further action. Relevant HODs will be requested to action or respond to feedback, which the QA Manager and Dean will then share back to the student body at relevant meetings.
- Graduation Destination Survey (GDS) After every graduation exam board, students who will be graduating are invited to complete the Graduation Survey. The

survey is given to students to complete 6 months after their final term and is produced by the Ministry of Education. The QA returns the survey results (construction of survey) to the Ministry, after completion. This survey is one of the most comprehensive of all surveys distributed at EAHM, asking students about their overall experience, academic (teaching) experience, EAHM's contribution to competencies, students' planned future careers and job application processes, the support provided by EAHM in finding a job, and if students are pursuing further studies where they are studying. The data is collected via the Ministry survey system and the raw data is shared with the SM-QIR for further analyses, which is then included in the institutional effectiveness reporting to the HODs and Board of Governors.

- Longitudinal Graduation Destination Survey in November 2020, the Ministry of Education introduced the Longitudinal Graduation Destination survey that aimed to provide opportunity to collect graduates' retrospective opinions on the university they have attended and the program they have completed about 3½ years ago. The target graduates for the survey are drawn from the previous GDS respondents. The survey questionnaire is very similar to that of the GDS questionnaire. The primary difference is that the questionnaire routing depends upon whether a graduate self-identified as employed, in further studies, seeking employment or undertaking another activity (others).
- Evaluation of Course Results and Statistics the mean and standard deviations of the grades awarded, per course, are evaluated by the Examination Board. Minutes are kept of this meeting and any set action points are required for courses which fall out of synchronisation with EAHM norms. Typically, the board is looking for an average Grade Point of 3 (75 to 79%) and a standard deviation of about 10. Any actions to be taken are noted by the Head of Registry & Admissions in the minutes. All faculty members are required to include the results when going for their appraisals, must reflect on the results when completing the course review form and when proposing changes to the course plans.
- SCEM Student Council Management Meetings (SCEM) are be conducted with Student Council Board and at least four (4) representatives of the EAHM Management, (Director of Operations, QAM / Registry, Program Manager(s), Dean, Industry Relation Officer, and Managing Director), once a trimester, or more if required. Minutes will be taken by the EAHM operations team and are discussed during the faculty meeting and concerned departments and staff members will be informed.

#### **PROGRAM SCHEMATICS**

# **BBAHon CLO-PLO Curriculum Map**

MAND	ATORY							
Year	Course / PLO	Level	PLO1	PLO2	PLO3	PLO4	PLO5	PL06
1	ACNT101	1	ų i				0	
1	ACNT201	R	9				0 1 1	
1	BUSS101	1	2		1			
1	COMP102	1						
1	CULN101	1						
1	CULT202	1		6		18		
1	CULT203	1	st		6	12		2
1	CULT204	1	ŝ	2		÷		
1	ECON201	1	2			0.	S	2
1	ENGL100	1	2			1.5	8	
1	FABM101	1						
1	FABS101	1	0				0	
1	FOOP101	1	2			8.	S	
1	HKOP101	1	4			25		
1	LEAD101	1		5		÷		
1	MRKT101	1	2			10. 		
2	ETHS301	1 & R	6	2		- SV	8	
2	INEN301	I&R						
2	INTS202	I&R&M&A				5		
2	ORGB201	I & R	ý			10 A		
2	REVM201	1 & R	1			2	4	
2	STAT201	1	2		3	36	2	
3	COMP301	M&A	2			10		
3	CONS401	A	3		10		5	
3	DISS490	A	Ş	9		0	1	
3	FINN301	M	2	. 3		1	3. J	2
3	FINN401	A	2	1		19	1	
3	HLAW401	M & A		· · · · · · · · · · · · · · · · · · ·				
3	HRMT301	M		1		2		
3	ITMT301	M&A	2	1		13	3	
3	MRKT301	M	3.	1		101 I	3	
3	RESH301	R & M		3		3		
3	STMT401	A	8	2	2	10	9	1

Figure 2 PLOs mapped to BBA Mandatory Courses

ELECT	IVES							
Year	Course / PLO	PLO1	PLO2	PLO3	PLO4	PLO5	PLO6	PLO7
2	CLMT301							
2	CRMT301							
2	CONB301							
2	FMAM302							
2	FMAM303							
2	FMAM304							
2	QUAL301							
2	SITM301							
2	SUST301							
2	FABM202							
2	DSGN303							
2	DEST302							
2	MICE301							
	ARAB100							
	ARAB200							
	FREN100							
1,3	FREN200							
	SPAN100							
1, 3	SPAN200							

I - INTRODUCTORY LEVEL: Indicates that the Program Learning Outcome (PLO) is achieved through the specified course at the introductory level, assuming limited or no prior knowledge

R - REINFORCED : Indicates that the Program Learning Outcome (PLO) is reinforced, assuming introduction in a previous course

M - MASTERED : Indicates if the Program Learning Outcome (PLO) is mastered or not, usualy assuming introduction/reinforcement in previous courses

A - ASSESSED : Indicates where, within the program, the PLOs are assessed

PLO1: Apply knowledge and skills to design and deliver hospitality services and experiences

PLO2: Integrate a broad and coherent theoretical and operational knowledge of hospitality as an interdisciplinary field of research and practice

PLO3: Work together with key stakeholders to acquire and convey knowledge and ideas effectively to achieve shared goals in unambiguous contexts

PLO4: Reflect on their own conduct and the performance of others to improve their own interpersonal and hospitality operational skills and knowledge

PLO5: Reflect on feedback and formulate strategies for continued self-improvement

PLO6: Be proficient in the application of digital tools and platforms

PLO7: Communicate and work effectively in culturally diverse environments

PLO8: Apply cognitive skills to collect, analyse and synthesise information to develop innovative and entrepreneurial solutions for routine hospitality problems

PLO9: Apply sustainability best practices in the management of hospitality businesses

Figure 3 PLOs mapped to BBA Electives

	2022		PROGRESS SUMMTIVE ASSESSMENT - 1					PROGRESS SUMMATIVE ASSESSMENT - 2				FINAL SUMMATIVE ASSESSMENT		
	Course code	Level	Week	Individual /Team	Weighting	Туре	Week	Individual /Team	Weighting	Туре	Week	Individual /Team	Weighting	Туре
	ACNT101	I	4	IND	30%	Quiz	6	IND	30%	Quiz	12	IND	40%	Quiz
	BUSS101	I	4	IND	40%	Business analysis	6	TEAMS	40%	Business plan and presentation	11	TEAMS	20%	Presentation
	COMP102	I					6	IND	40%	Business report	12	TEAMS	60%	Product launch
YEAR 1	CULN101	I	Continuous	IND	60%	Soft skills, Professionalism					12	TEAMS	40%	Course Workbook
i Li i i i	ENG103	I	5	IND	40%	Course Workbook	9	IND	30%	Essay	12	TEAMS	30%	Presentation
	FABM101	I	4	IND	30%	Quiz	7	TEAMS	40%	Course Workbook	12	IND	30%	Test exam
	FOOP101	I	5	TEAMS	60%	Soft skills, Professionalism					12	IND	40%	Test exam
	HKOP101	I	Continuous	IND	20%	Soft skills, Professionalism	7	TEAMS	40%	Presentation	11	IND	40%	Reflection report
	LEAD101	I	5	IND	40%	Essay	7	TEAMS	30%	Business report	12	IND	30%	Test exam
	MRKT101	I	5	IND	30%	Business report	7	TEAMS	40%	Business plan and presentation	12	IND	30%	Quiz
	CULT201										11	IND	100%	Business report
-	CULT203	I									12	IND	100%	Presentation
	CULT204	I									12	IND	100%	Presentation
	ACNT201	B	4	IND	30%	Test exam	6	IND	30%	Test exam	12	IND	40%	Test exam
YEAR 2	ECON201	I	4	IND	40%	Article analysis					11	TEAMS	60%	Business report
	INTS202	1& R & M & A				,								
	ORGB201	I& R	4	IND	40%	Test exam					11	TEAMS	60%	Presentation
	REVM201	I&R	5	IND	40%	Business analysis					11	TEAMS	60%	Business recommendation
	STAT201	I	4	IND	30%	Test exam	7	IND	30%	Test exam	12	IND	40%	Test exam
	ETHS301	I&R	4	TEAMS	10%	Portfolio	7	IND	50%	Test exam	11	TEAMS	40%	Project
	INEN301	I&R	5	TEAMS	40%	Infographic					11	IND	40%	Presentation
	COMP301	M & A	5	TEAMS	60%	Business plan and presentation					12	IND	40%	Business report
	CONS401	Α					10	IND	40%	Presentation	12	IND	60%	Business report
	FINN301	м	5	TEAMS	60%	Business analysis					12	IND	40%	Business plan and presentation
	FINN401	Α	6	TEAMS	60%	Business analysis					12	IND	40%	Poster
YEAR 3	HRMT301	м	5	IND	40%	Test exam					11	TEAMS	60%	Presentation
	HLAW301	M & A	4	TEAMS	30%	Article analysis	7	IND	30%	Research report	12	IND	40%	Test exam
	ITMT301	M & A	5	IND	30%	Annnotated bibliography	10	TEAMS	30%	Presentation	11	IND	40%	Business analysis
	RESH301	R&M					10	IND	40%	Annnotated bibliography	12	IND	60%	Research report
	STMT401	Α	4	IND	40%	Business analysis					12	TEAMS	60%	Product launch
	MRKT301	м	5	IND	40%	Business report					11	TEAMS	60%	Business plan and presentation
	DISS490	Α					10	IND	60%	Research report	12	IND	40%	Presentation

# Assessment mode 2022

# APPENDIX A: INDICATORS OF QUALITY & STANDARDS INSTRUMENTS A. Course Feedback Survey

Instructor Evaluation

\* 1. Please tick (v) the appropriate box to indicate your answer to each statement

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The instructor was well prepared	0				
The subject matter and learning activities were well organized by the instructor	0				
The instructor communicated the subject matter clearly					
The instructor presented the material in an interesting and nnovative way		0			
This instructor was elpful in responding to uestions or problems					
Students were incouraged to articipate in fiscussions and ollaborative activities			Ö		
een returned within a easonable timeframe					
eedback on ssignments marked by his instructor has been etpful	0		0		
itudents were able to et appropriate help when needed					
he instructor listened student feedback	C	0		0	0
he instructor appeared iterested in assisting ie to learn					
overall I think the ourse was delivered in n effective way	O	0			

2. What are the best aspects of this instructor's teaching?

3. What aspects of teaching would you suggest this instructor could improve?

# Subject and Learning Evaluation

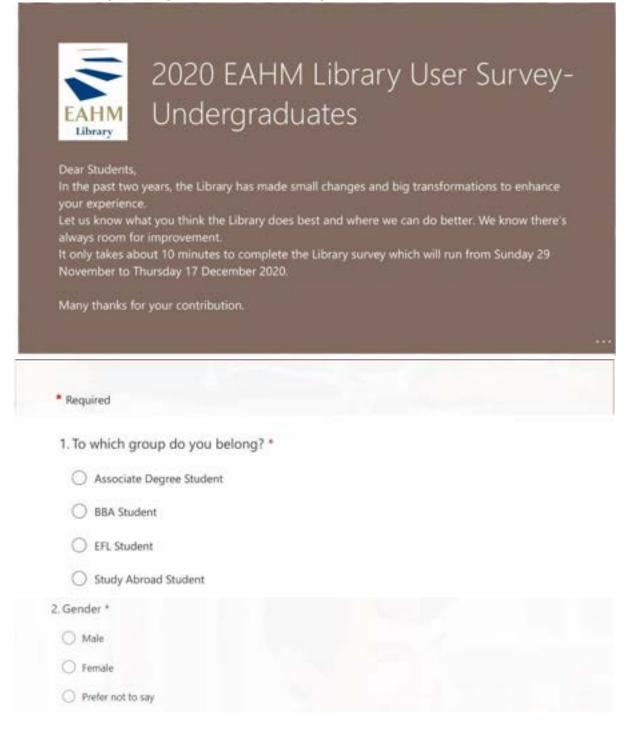
# 4. Please tick (√) the appropriate box to indicate your answer to each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The course content corresponded well to the course's stated learning outcomes					
The assessment methods tested the expected learning outcomes	Ő.	0	Ó	Ó	0
The course material was up-to-date					
Subject material (e.g., textbook, articles, cases, handouts) has helped my learning	0	0			0
Other resources (e.g. Library, Labs. Moodle, etc.) have helped my learning	•				
I have learned new things from this course	0	0	0		0
Independent learning was encouraged					
I have been able to apply my knowledge from this course to real life situations		0	0		
This course has developed my critical thinking and analytical skills					
As a result of my experience with this subject, I am enthusiastic about further learning	Ö.	0	0		0
Overall, I am satisfied with my learning experience in this course					

#### 5. Other Comments

Thank you for completing the questionnaire!

#### **B.** Library Undergraduate User Survey



3. What is y	WHIT DOLD	aroun? *
3. YVI161.13.1	YUUI AUC	gioup:
The second second		and the second second

- 19 years and under
- O 20-24 years
- O 25-29 years
- 30-34 years
- O 35-39 years
- O 40-44 years
- 45 and over

4. On average, how frequently do you visit the Library? \*

	-
Several times a	

- O Once a day
- O Several times a week
- O Once a week
- O Less than once a month
- O Never

Do you ever use any of the following study spaces when in the Library? If so, which is your favourite? \*

	Ves	No	Favourite	
Quiet zone	0	0	0	
Study rooms	0	0	0	
READ. Booths	0	0	0	
Boardroom tables	0	0	0	
Reading nooks	0	0	0	

6. How often do you acces Moodle)? *	s the Library's el	lectronic/online resour	ces (databases, l	ibrary page on	
O Daily					
O Weekly					
O Monthly					
2 to 4 times every week					
O Monthly					
O Rarely					
O Never					
7. Rate the ease of using the	he EAHM online	Library resources *			
Extremely easy					
⊖ Easy					
O Difficult					
I have never used the on	line library resource	s.			
8. Did you know that resea	uch assistance is	available to you from	the librarians? *		
O ves	nen assistance is	available to you nom	the intrarians:		
O No					
U No					
<ol> <li>Have you had a face-to- classes? *</li> </ol>	face meeting or	workshop or had an E	AHM librarian te	each at one of your	
O Yes					
○ No					
10. If you answered yes abo	ve, rate how use	eful the sessions were t	o your coursewo	ork and beyond *	
	Useful	Somewhat Useful	Neutral	Not Useful	
Face-to-face	0	-		0	
consultation	0	0	0	0	
Library workshop	0	0	0	0	
A librarian presented/taught at one of your classes	0	0	0	0	

11. How likely are you to use each of the following to START your research for an assignment? \*

	Very likely	Somewhat likely	Neither likely nor unlikely	Somewhat unlikely	Very unlikely	N/A – I don' use this resource
Google/other search engines	0	0	0	0	0	0
Wikipedia	0	0	0	0	0	0
Liberty Library Catalogue	0	0	0	0	0	0
Research databases	0	0	0	0	0	0
Google Scholar	0	0	0	0	0	0
Ask friends/family	0	0	0	0	0	0
Ask my instructor	0	0	0	0	0	0
Ask a librarian	0	0	0	0	0	0

12. For each of these online tools and social sites, select the phrase that best describes you \*

	Use it all the time	Using it more lately	Using it less lately	Used to use it	Never use it	Never heard of it
Facebook	0	0	0	0	0	0
LinkedIn	0	0	0	0	0	0
Skype	0	0	0	0	0	0
Twitter	0	0	0	0	0	0
Zotero	0	0	0	0	0	0
Instagram	0	0	0	0	0	0
WeChat	0	0	0	0	0	0
Weibo	0	0	0	0	0	0
QQ	0	0	0	0	0	0

13. Choose all that apply to you : I use Library space and services because ......

I can get help from library staff when I need it

Library staff provide accurate answers to my enquiries

- Library's operating hours meet my needs
- I can concentrate and study at a time that suits me

The Library is my preferred place for study on campus

There is enough space for me to spread out my books, notes and laptop

The policies and procedures for borrowing resources are clearly stated

Printing, scanning and photocopying services are adequate

Computers and electron	c equipment are modern and ac	cessible in the library	
I can request for full-text	to journal articles and chapters	that are not available in the	library collection
I can find, access or borr	ow resources to support my stud	ies	
The items I'm looking fo	on the Library shelves are usual	ly there	
When I am away from c	impus I can access the Library re-	sources and services I need	
It is a central location fo	r meeting with my group membe	rs	
Library workshops, class	es and tutorials help me with my	learning and research need	в
14. Have you been informe	d about cheating and plagi	arism policies at EAHN	1 or previous schools? *
() Yes			
O No			
O I don't recall			
<ol> <li>If yes, where and how m the option (learned a lit you learned about the p</li> </ol>	tle or nothing, learned som		
	Learned Little or Nothing	Learned Some	Learned A Lot

	second states of the states		and the second second	
New students orientation program	0	0	0	
Student Handbook	0	0	0	
College website	0	0	0	
Dean, registrar, or staff	0	0	0	
Class outline or syllabus	0	0	0	
Classmates/Friends	0	0	0	
Personal Advisor/Student Support Officer	0	0	0	
A lecturer/instructor/libra rian	•	0	0	

# 16. In the past year, on average, how often did your lecturers discuss EAHM policies concerning the following: \*

	Ahways	Sometimes	Rarely	Never	
Guidelines on group work or collaboration	0	0	0	0	
Plagiarism	0	0	0	0	
Proper citation/referencing of print sources used	0	0	0	0	
Proper citation/referencing of internet sources used	0	0	0	0	
Falsitying/fabricating research data or university document	0	0	0	0	
Turning in a paper from a "paper mill" (a paper written and previously submitted by another student) and claiming it as your own work.	0	0	0	0	
Copying another student's homework	0	0	0	0	
Submitting the same term paper to another class without permission	0	0	0	0	
Collaborating with others on a writing assignment that was assigned as individual work	0	o	0	0	
Paraphrasing or copying a few sentences from a book, magazine, journal, PowerPoint slides or websites without referencing them in a paper you submitted.	0	0	0	0	

17. Overall, how satisfied are you with the following aspects of the Library? \*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Library staff	0	0	0	0	0
Physical spaces in the library (layout, seating, lighting, study rooms)	0	0	0	0	0
Print books, magazines, journals etc.	0	0	0	0	0
MMLab (printing room and equipment)and public computers	0	0	0	0	0
Online resources	0	0	0	0	0
Hours of operation	0	0	0	0	0
Information literacy sessions(Basic research skills, referencing	0	0	0	0	0

20. Complete the following statement: The best thing of the EAHM Library is.....

Enter your answer

1

21. In your opinion, how can the Library provide you with better service? \*

	712 - 227 -			
Library	y newsletter			
] In-libr	ary flyers and signs			

0	10	Z	3	4	.5	6	7	8	9	10	
Not at all lik	ely								Extre	mely likely	

## C. Graduate Destination Survey\*

DUMENT	ENGLISH	AAABIC
CATLINE CATLINE	INTED Good morning / afternoon / evening, My same is [WTERVEWER NAMI] and I am	witeo ماج الحور ( سبب الحور ( سبق هو حال الإسباء وأنفيل من خرسو البؤسسة، بغضوص استغلاج رأي
	rading from [IADITUTION NAME/COMPUTINAME] about a survey of recent graduates in the URE.	ول الخريجين الجدد من مؤسسات التخلير العالي في الإمارات .
	Could I please upeak to [NAMID]?	ر استقری اندین بع 19جرد I
	(IF SPEAKING TO THE NAME) GRADUATE	ا تحتك بوالعربي المآلي السع) 1- م - م الحد الحال مالا الله الم الحديد الحالي الحالية
	Higher education includions conduct this survey in caliboration with the Ministry of Education. It's an apportantly for you to tell as about your reperience after	طق مؤسسات المقيد أبعل هذا الاستعلاق بالنسيق مع وزارة النيبة والمقبو وهو فرعبة العمية من مربقة بعد النامي 
	graduation. All information that you provide will help improve the quality of learning and twaching. Your information is confidential and you will not be individually identified.	ين الملم بأن مسرم المطومات الي سازية الها سلساطة على للاسين لوفية الجلم والطريم وهذه مطومات مرية بأن يام الحرف يهوراك بالكر قرائي. 
	The survey should take around 30 minutes to complete.	يىقى ان يېدىغرى ھە 19-سىلەن ھولى 13- مەلل
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CATI Test	Can you help with this important study?	ان استطرع السناعدة ق هذه الدراسة الهامة؟
CATI Response CATI Response	Certifinat Mule appointment	ستمرار داد موجد
CATI Response	Refund	رهني
CATI Response	Named respondent not at this number	سينجيب أو البراد غو موجود على هذا الرقير
CATI Response Item Conditions	Provides alternative number ONLY SHOWNER INTRO-THE	UNLY SHOWN IF RETRO-THE
CATI Days	INTROLA	INTROLA
CAT: Text	Thank you, we will call again later.	تكرائكم سنلوم بالإلسال بكو معندا
CATI Instruction	RECORD PREHENRED DATE AND TIME IN THE SPREADSHEET AND CALL BACK	لم أيضاً بتسجيل التاريخ والوقت المتاسب الإكسال محددا على السجل
Ren Candillans	ONLY UNDWERP INTEROL-Make appaintment	OWY 940White MIDRO1-blacks appenditment
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itam Conditions	RECORD EMAIL ADDRESS IN THE URBLADSHEET IF DIFFERENT FROM THE ORE BIVEN ONLY SHOWN IF INTROL-Refusal & INTROLEVEN.	ONLY SHOWN IF INTROD-Refused & INTRODU-Yes.
CATION	WINDLE	NTRÓLA -
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CATI Instruction Item Canalitions	IND CALL DRUP SHOWN IF HITBOL-Refused & INTRODU-Yes.	ONLY DROWN IF INTROL-Balance & INTROLE-Yes.
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Response Option	MARK ALL THAT APPLY IF NECESSARY ASK REPORTED TO FOCUS ON MAIN REASON FOR NOT TAKING	
Response Option	MAARK ALL THAT APPLY	
Response Option		فاسطر الأسانية المرغية
	IOMINI	[ملغوج]
Response Option Response Option	The position requires lower qualifications Open not take previous experience into consideration	بتعلیب استعب - مودلات آفل ایر تأخذ بین الاعتبار الخیرة البانیة
Response Option	Heavy work load	فيغوطات العط
Response Option	No promotion	T igen lyby
Response Option Response Option	Uncomfortable wank environment Job required different major or specialization	رویهٔ مین غر مربعه استانی الوطیفة اطمینیان محالط
Response Option	No twining or development	لا بوده شرین از نظوی
Response Option	Work location (far from where I live)	موقع المثل (يعيدا عن المكان الذي أعيض فياد).
Response Option Response Option	Raultine Joh Lang wanking bours	السن السطي (الروتيل ) سايات السن الشوية
Response Option	Low salety	والب الأن
Response Dyttion	Laive job clature	مستوى وطيق متخفض
tech Text	556 Why duty't you take the just offer?	الداد ایر الدر الرفیدة (ای عرضت مدیند) الداد ایر الدر الرفیدة (ای عرضت مدیند)
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tern Test Response Option	How many join have you teem offered?	کو هدو کوهانک این مرضب طیلماً. و
lane land	SSe Here many join have you larm effected?	No.
Response Option	20 and over	20 and some
Response Option	25 28	10 - 14
Response Option Response Option	5 % 50 - 54	5-9 10-14
Assponse Option	1-4	1-4
Rami Text Response Option	How many interviews have you had?	کر هم استابان ای امریچ؟ چ
tam Text	54 Line meta international based and bad?	March 2010 Annual State of Sta
Response Option Response Option	15-19 20 and esim	13-19 20 and over
Response Option	20 - 14	10-14
Response Dytein	3-9	3-9
Response Option Response Option	1-4	1.4
Neuronae Option		
tam Sect	How many jobs have you applied for?	کر هده او فاک ای ک تقدمت کیا؟
	51	59
Rem Test	INTER: S DACTION SUSL IN SECOND SHOULD SHOW IF AD the DR AD THE New 1 are going to ask you some questions about 3th seeking.	الا سافرج عليك يعنى الأسلة عن الحث عن عش. 19 سافرج عليك يعنى الأسلة عن الحث عن عش
	4,43	
Response Option Response Option	No MOT LURE	ايسر لها صلاة . غير ساكن
Rasponie Option	Tes .	00 Balli 
	your samest jub?	
tam Stat	with Would you say the operation you studied at [INSTITUTION NAME] is relevant to	10 من ذي يأن التخصص الذي ترسته في الدو المؤسسة (ان عملة يوظيفان الجالية 1).
tam Conditions	ONLY SHOWN IF Wils-disatisfied.	ONLY SHOWN IF Wite-discationed.
	DISATISFACTION.	
	IF NEEDSAMY ASK RESPONDENT TO FOCUS ON MAIN REASON FOR	وسین ارتباده استرایی ۱۹ کرد الاگر اطلاب این الدینید. اگرانی اطلی الدینیه الارتبانی اعدار رهدیاد *
Response Option Instruction	(OPEN) NAME ALL THAT APPLY	(ملتوح) وسف (المدينة المراجبة)
Response Option	Dues not take previous experience into consideration	لو كاملا يمين الإعتبار المرية البنابقة.
Response Option	The position requires lower qualifications	يتطبئ المتسب حوافلات كل
Response Option	Net pronoticion Heavy work toal	و بوبید بردید مهرجات المین
Response Option Response Option	solo-impained different major or specialization. No promotion	استقرب الوطیقة المسیمات مخالطة 3 توجد ترکید
Response Option	Uncomfortable work anvironment	نيط جنل فر ديرجه
Response Option	No. truining or development	مردو معنی رسید می منبع میں میں میں 3 بورد مرب او عنوب
Response Option Response Option	Long working hours Work location (far from where I live)	ساعات العمل الطورة. موقع العمل إيمينا من السكان الذي أعيش فيادة
Response Option	Rustine job	استر النعل (اروليل )
Response Dytten	Low salary	والم الأن
Response Option	Low job status	مستوى وطيش منخفض
tern Taxt	with Why are you dispatched?	
Response Option Instruction	NOT SURE NEAD-DUT FIRST TWO RESPONSE OFTIONS	غیر سالد. افرانین میزین می خبران، الاسایة
Response Option	dusationed	(a), a
Response Option	satisfied	~
Rem Text	Thinking about your current jult, would you say you are	بالعالي ق منك الحل، من نفول أنتب
inen	NTV CONTRACTOR CONTRACTOR CONTRACTOR	
instruction .	# NEEKSANY: "This is excluding hereifit."	الا الرج الأمر "بإسلامة، الإسلية(ت"
Response Dytion	Refused to respond	والمن الإمدية
Response Option	McD //0,000 or work No.ustary	ويحدرك
Response Option Response Option	AID 05,000 - 00,999 AID 70,000 or mine	65,000 - 65,000 - 65,000 70,000 - مربعد أو أكثر
Response Detion	AED 60,000 - 64,999	paga 64,999 - 60,000
Response Option	AID 55,000 - 98,999 AID 50,000 - 64,999	44,4 38,999 - 51,000 

Response Optien Response Optien Response Optien Response Optien Response Optien Response Optien Response Optien Instruction	Responding to jult advantisements Using reconstrained or angelopment agencies Social networking websites, for example Unkedim Deverty containing comparises Studies Careero Office Dates (DMIN) MARK ALL THAT APPLY. IP TOTHER, RECORD VERBATIAN IP RECESSARY, READ OUT RESPONSE OPTICARS	الي على إنعادات الوطاعة. المستمراح على الموطلية أو المسائلا الإلسان بالتيركات مباشية الالت التيركات مباشية المرى الموليين والا مراكبة مثر كل ما يعفق الا أمر الأل المراحي إلى الميلية)
Rent .	¥.	W.
Name Tarel.	Since you are still not employed, why do you think that so?	يدا الله لا (لت من دون عنل، أسانا عطف الله؟ (هو علامة على آل ما يتفقي).
Response Option	There are currently no pits available in my field of study	الايوماد مالوالو، والثالث متوارا في معال دراستي
Response Option	There are currently no jobs available where I for	لا يوجد ماليا أي وظائف سوفرة حبث أغيثر
Response Option	There are currently no jobs available in a single gender (male or female only) anarometers	لا يوجد حاليا أي وطائف سيرقرة في بينة لعنس واحد (ذكر أو أبل اللحة)
Rangomas Option	There is too much competition for dealed jobs.	هنال الكثير من المنافسة مل الوطائق المطلوبة
Response Dytion	There are jobs available, but salaries are too low	هنال وطافى ببانجاء ولكن الروانى بتخفضة خبنا
Response Option	I need to do more study to secore desired job	إلى بحاجة ليك المزيد من الدراسة للأمين قرص العط المظلوبة.
Response Option	My internship or work placement was insufficient	أيس ادي خبرة كافية في التذريب العطى
Response Option	There are juits available, but rune with feature working anangements	هباك وظاهر مناجات ولكن ليس الزنينات العمل المرلة
Response Option.	Due to childcare or family commitments	نيسيب الترامات ريماية الأطفال أو الأسرة
Response Option	Due to modeal measure	لطرا السباب طبية
Response Option	Other (OPEN)	أمران إعتنوح
Instruction	MIARE ALL THAT APPLY	فيح علاية مل كل ما ينطيل
	IF YOTHER, RECORD VERBATIM	الا غير ذلك، سمل الإماية الحرقية
Rem Covidtions	CINCY SHOWN IF AD-YES.	DRAY SHOWN IF AD-YM.
Name		
itanis Text	Since you have still not found another job, why do you think that to?	برا الله الجامد فبل أمن البانة لمقد الله؟ إفرخ بلالية على كل با وطوع
Response Option	There are curverilly to pite available in my held of study	لا يوجد جانيا أي وطائف متوقية في حمال تترامش
Response Option	There are currently no plot available where I five	لايوجد جانبالى وطائف متوقرة حبث أغبثى
Response Option	There are currently no jobs available in a single gender (male or female only) emirgoneet	لا يوجد حاليا أي وظالف ملوقرة في بينة لجنس واحد إذكر أو ألق للفلاغ
Response Option	There is too much competition for desired jobs	مناتر اللكر بن المنافسة على الوطائف المطلوبة
Response Option	There are unto available, but talaties are too low	هنالا وتقافى متاصله ولكن الروانى بتخلصنا وبنا
Response Option	I revoid to die meane stually to secone-desimed jole	إلى بحاجة لبذل الحرب من الدراسة لتألين قرص الفحل المظلوبة
Response Option	My internuble or work placement was insufficient	ليس لدي عدية كافياد في التدريب المنفل
Response Option	There are juits available, but none with flexible working arrangements	هناك وطائف جاحة، ولكن تيس الرئينات العمل العربة
Response Option	Due to childcare or family cominitments	مرجب الأرامات رجابة الأطلال أو الأمرية
Response Option	Due to medical residers	المراجع
Response Option	Other (OPEN)	المرزد (استنوخ)
Indiraction	MIARK ALL THAT APPLY	هنج عابانة غلى كل ما يتعليق
	IF OTHER, RECORD VERBATIM	ية أكر ذكر، سجل الإبداية المرقية
Ren Conditions	ONLY SHOWN IF A2-Yes.	CORY SHOWIN IF AD-Yes.
tion (CC)	INTRO, & LINCTION & UTL IN THE OWNY SHOWN IF ARYING	WING J (MCNON 7 UT 10 DN(Y INOWN IF AA-YING
item Text	New I am going to ask you some questions about your further study.	الآن سأطرع عليك بعض الأسبط عن دراستك الأمري

Rent .	n	11.	
Kern Taut	Ant you studying to the UAE?		هن شيبر في الإمترانية؟
Response Option	hes		***
Response Option	Mo		
Rand .	12	12	6
Ram Tax	Which initiation are you attending?		دا في المؤسسة- التي اندرس فيها؟
Response Option	TWULD CORRECTE LINCOM FILTE ON INVESTIGA VECKEDILLES INEED/INTERNATIONAL SADALORDE		
Response Option	10PEAL		[مفرح]
itam Genditions	ONLY SHOWN IF TE-Yes.	DNEYS	GeoWite If TE-Tes.
Real Property lies	8	15	
itam Text	What is the level of your current study?		دا هو سبنوان دراستان الحالية؟
Response Option	Doctorere		ejada
Response Option	Masters		ليتجيع
Response Option	Postaraduate Datama		ميقوم المراسات الحليا
Response Dytan	Bachelor		(Acres)
Renaminal Dythem	Higher Dultimia		البلوم عالى
Response Option	Dipliama		- Line -
Response Option	Other [OP[N]		المرك إستمرج
inter .	н	14	
them Text	What major are you correctly studying?		ماذا لمربى خاليا ا
Response Option	JAUTO-COMPLETE FROM LIST OF STANDARDIZED MAJOR		
Response Option	(OPEN)		[مغور]
Rank .	E STREAM CONTRACTOR	15	
them have	Are you enrolled full time or part time?		هن التحقت بدوم كامل أو بدوم جزئي؟
Response Option	Full time		دوم کان
Response Option	Fartifime		Jor Har
inere .	R Charles and a state of the st	16	
Harts Taxt	What is your main nesson for doing further study?		ما هو السبب، الرئيس الذي دفعات للقيام بالمزيد عن الدراسة 1 إشبع علاية على <b>ال</b> ما ينطيق .
Response Option	To improve my employment prospects		للمسين فرمي العبل
Rasponial Option	I need a further qualification for my derived job		لة يحاجله المزيد من التأهيل من أبدل العمل الذي أرغب بالحصول عليه
Response Option	I had always planned to do further study		الدن قد غططت دائما القرام والمزيد من الدراسة
Rangomus Option	I am intervented in this area of study		ذا دوهم ان هذا المحال من الدراسة.
Response Dytem	I want to charge my career		ارد ال الجر جهاني
Response Option	Eworth to pursue an academic career		
Response Dylliam	Other [OPIN]		leased used
Instruction	DO NOT READ OUT OFTIONS		لانقرأ فبازت الإماية
	MARK ALL THAT APPLY		هيم علامة مل كل ما ينطبق
tern (	INTRO, EDRICTION & JEA IN EAST ONLY SHOWIN IF EL-Your	-	A LINETHON & SEE IN THAT OWLY BALLANS IF CLATHOL
item Taut	New I art going to Jok you some questions about your higher aducation-experience		الل سأطرع عليك بعض الأستلة عن لمرينك بالنظيم العال ف جاسم المؤسسة ه
	ar [int/TTUTION NAME].		

tam Text Divising of your experience at (HEDTUTEN NAME), would you say you work	ما دوی رضای من تجریطه واحی
Response Option disuatiofed? Response Option NOT 1URE	-
Response Option disuatiofed? Response Option NOT 1URE	
Response Option NOT SURE	
	40.00
	dia pi
and the second sec	الكراكيل هيارين من خيازات
	30.131.996
Ren Test Why were you distatisfied?	البان التناغر رضا
Response Option (OPDN)	[مغلوح]
mainumain BECORD RESPONDE VERBATIM	سعل الاغاط العرقية
teen Conditions DRVY 949WH # E3-elevationed. DRVY 949WH # E3-elevationed.	
<b>N</b> 0 0	_
	A Read Street
tam Yoot Theming about the teaching at (MSTITUTION MANA), would you say you were	And Trades base
Response Option saturhed, or	
Response Option disatisfed?	غوراطي
Regionar Optime NOT Will	aller at
INTERVIENT READ OUT FIRST TWO RESPONSE OFTICALS.	الكرافين حياون من خيازات
tem 64 THIS TEM INCLUDES THE FOLLOWING RESPONDE OFTIME, Very much, 64 (THIS TEM INCLUDES THE FOLLOWING RESPONDE OFTIME,	Wate much.
Somewhat, Not al all, Not sure) Somewhat, Not al all, Not sure)	Carl March 1997
الموسمة) ما يعاقد على المؤرث (البلا) في الأول أكور) في عد دا	
following skills? Would you say very much, somewhat ar not at all?	ار <del>کانل</del> (۲۹۵۶)
Response Option Problem Labora	مهارات حل المشكلات
Response Option Ortical and analytical Humany July	ميارات الفكر الكالدوالسا
	محو اللبة لإقبية ( لألباء
	الحبك إاليوزاد العبار
Response Option Working skills	6/00/04/
Response Option Presenting skills	بهارة الشنيع
Response Option Communication skills	مهارات النواصل
Response Option Collaboration and teamwork	اللعاون والعنل الجناعي
Response-Option Time-management	(1), الوقت
tratruction # RECESSARY, REPEAT RESPONSE OPTIONS: "Would you say very much, summaful "T VISA" بعدل على 2017 (S	الاتري اللي، كن حيارات ال
ari nut at alt?"	
ten Ha	
قاف البرميدة في البراني التي التي التي التي التي التي التي الت	الحد المتقدسة من المدية الورة
Register Option Tes	
Response Uption Ma	
	to and the lot of the
	ليس لذي معلومات، هن هذا
Assportse Option Deliver have a canters service during my time at the institution: المربعة المعربي المربعة المعربية المعربي المربعة المعربية المعربي المربعة المعربية المعربي المربعة المعربية	الرغان منتع الأهناف ما

العالى ق الإبلاد النهق أي تقينه هان براساند ق (إسم التوسب	بلا هل غول الله كتب	Thinking about the samers, advice you received at [INDITIUTION NAME], would you	Ares Test
		tali you were	
		satsfied, or	Response Option
فير والغي		districted?	Response Option
فير مداكد		NOT SURE	Response Option
الرآ أول خنيارين من خيارات الإحالية		READ-DUT FIRST TWO RESPONSE OPTIONS	Instruction
	DIM/Y SHOWIN IF ETail Yes.	CHUT SHOWN IF ELE-THE	Ram Conditions
	Dia	10	lam.
ىن هنت باداء الشريب الصلى كناء الدراسة ال إاسم المؤسسة (1	(24)	Did you do an internation or work placement while studying at [MDTTUTION NAME]	Ram Taul
And an and set of the set		Two	Response Option
		ha	Response Dytion
		-	accelores official
and the second second second second	104	10	ten .
التفكير في أطول جدة للدوب عطى الفيت بها ، أكر عدد الأسابيع التي "		Thinking of your main internution or work placement, approximately how many	men last.
		weeks did to last?	
		3-4	Response Option
3-4		3-8	Response Option
8-1		*·轻	Response Option
E3 + 10		\$3 - 16	Response Option
17 or over		E7 or over	Response Option
	DOLY SHOWN IF SHARTSH	ONLY SHOWN IF EXA-Yes	itam Conditions
	THE	The	THE .
ا في اسع الجهة الل عملت بها الكثريب النهق الحاص بلك	Dir.	the What was the name of the employer where you did your internation?	
ه این امیر انجام ایل منت بها ایترین البهان انجامی رود.	Pair:		
(rain	Mic.	What was the name of the employer where you did your internalig?	Ram Taxt Rasponae Option
	fac:	What was the name of the employer where you did your internaligi? (AUTO-COMPUTE FROM EMPLOYER LST PROVIDED)	tam Text Rasponae Option Rasponae Option
(rain	THE DIKY SHOWE IF EN-THE	What was the name of the employer where you did your internalise? (AUTO-COMPLETE FROM EMPLOYER: LIST PROVIDED) (OPEN)	tam Text Response Dytion Response Dytion Instruction
(rain		What was the name of the employer where pus did your internalig? (ALTI-scherkstift /RCM INVECTIVE LST MOVIDIO) (SMIN) MICOBO RESPOND VEBALTM	Rom Rom Tavit Response Option Response Option Rem Canalition Rem
(rain	DR.Y SHOWS IF Dis-THE	What was the name of the employer where pas did your internalsp? (ALTO-COMPLETE FACAN EXERCITE LET PROVIDED) (OPEN) RECORD RESPONDE VERIALIZED (DRUT SHOWN IF EXERCISE	tem Text Response Option Response Option Instruction Rem Canalitions
ستوج) سعل الإجابة المرابية	DR.Y SHOWS IF Dis-THE	What was the name of the employer where pus did your internalip? (AUTO-COMPLETE RECAR INVECTIVE LIST MONIDIO) (OHIN) RECORD RESPOND VERIALISM ORUT SHOWIN IF Examines Teld	Item Text Response Option Response Option Instruction Rem Canalitions
ستوج) سعل الإجابة المرابية	DR.Y SHOWS IF Dis-THE	What was the name of the employer where pas did your internaligit (ALTO-COMPLETE FACENTIANED THE DET MOVIDED) (OPEN) RECORD RESPONDE VERIFICIAL ECOLO RESPONDE VERIFICIAL ECOLO RESPONDE VERIFICIAL ECOLO RESPONDE VERIFICIAL REFERENCES FOR TheRing of your internalige repontence at this employer, while one say you were	tem Text Response Option Response Option Holtraction Rem Canditions Rem Rem Text
مشوع) سعل لاجانة المرقية ان هي تعريف في مها المترب ، ما هو تقريف ؟ افر	DR.Y SHOWS IF Dis-THE	What was the name of the employer where pus did your internalip? (ALTI-scherholft index investories us? Microsoft) (SHN) RECORD RESPOND VERBATING CRUY Sectories in the model Real Theology of your internalisp experience at this employer, weaking you were satisfied, or	tem Text Response Option Response Option Instruction Rem Canditions Rem Rem Text Response Option
نشوم) سل لایتیا المرتبا الد علی تعریشان مها المرب ، ما فو تعیش ؟ اور الر زمر ؟	DIRLY SHOWN IF ENe-Yes Red	What was the name of the employer where pas did your internalsp? (ALTO-COMPUTE FACENTIAL COMENTATION (STATE PROVIDED) (CONT) RECOVER IF REACTION RECOVER IF REACTING Finding of your Internalsp experience at this employer, would use say you want satisfied, or discussion-07 CONT SHOWN IF REACTING File	tem Text Response Option Response Option Hatmotion Rem Canalitions Rem Response Option Response Option Response Option Response Option
ملوح) محل (اجابة المرقية الد على تعريف في مها المدرب ، ما هو تقريف ؟ الر الر المري العراق بين الرئيس أعدم رضالك ؟	DRUY SHOWS IF Star-Yes DRI DRUY SHOWS IF Star-Yes	What was the name of the employer where pus did your internalip? (AUTO-COMPLETE (ROM INVECTIVE LET MONDOLO) (OPIN) NI CORD RESPOND VORACINE ORICY INFORME IF EXENTING The Internality experiments at this employer, weakle use say you were - satisfied, or destabled? DRUT SHOWN IF REALTING	tem Text Response Option Response Option Hatmotion Rem Canalitions Rem Response Option Response Option Response Option Response Option
ستوم) سل لايتية المرقية الم العربية في مهة المترب ، ما هو تقييت ؟ الم الم الم ما هو المدين العام رضاك ؟ ما هو المدين العام رضاك ؟	DRUY SHOWS IF Star-Yes DRI DRUY SHOWS IF Star-Yes	What was the name of the employer where pas did your internalsp? (ALTO-COMPUTE FACENTIAL COMENTATION (STATE PROVIDED) (CONT) RECOVER IF REACTION RECOVER IF REACTING Finding of your Internalsp experience at this employer, would use say you want satisfied, or discussion-07 CONT SHOWN IF REACTING File	tem Text Response Option Response Option Hotoschlor Rem Canditions Rem Text Response Option Response Option
ملوح) محل (اجابة المرقية الد على تعريف في مها المدرب ، ما هو تقريف ؟ الر الر المري العراق بين الرئيس أعدم رضالك ؟	DRUY SHOWS IF Star-Yes DRI DRUY SHOWS IF Star-Yes	Note was the name of the employer where pas did your internalsp? (AUTO-COMPLITE (RCM INVECTIVE 15)1 MOVIDED) (OPIN) NECODO RESPOND VERACING DAL DAL DAL DAL DAL DAL DAL DAL	tem Text Response Option Intercenter Inter Conditions Item Text Response Option Response Option Response Option Response Option Response Option Response Option Response Option Response Option
ستوم) سل لايتية المرقية الم العربية في مهة المترب ، ما هو تقييت ؟ الم الم الم ما هو المدين العام رضاك ؟ ما هو المدين العام رضاك ؟	DRUY SHOWS IF Star-Yes DRI DRUY SHOWS IF Star-Yes	what was the name of the employer where pas did your internalsp? (AUTO-COMPLETE FROM EXPERIENCE) (OPIN) RECORD RESPOND VURBATING CREVE DECOME IF EXERTING The Automation of the employer, wealing one say you were satisfied, or distantified? CREVE SECOND IF EXERTING REAL What is, the main research you were allocationed? Lang working hours	nam Text Karpiona Option Maturation Maturation Rem Castillons Rem Text Remponie Option Rem Castillons Rem Castillons Rem Rem Text Rem Text Rem Text
الموج) محل الإطباة المرقية العن تعريشان جهة المدرب ، ما هو تقريشا ؟ الو راضية الو المدين محل الم رضات ؟ مراجع المدين تعينا من التان أعبار فيه إ	DRUY SHOWS IF Star-Yes DRI DRUY SHOWS IF Star-Yes	Initial was the name of the employer where pas did your internalsp? (ALTO-COMPUTE FACENTIAL COVID-1257 MEXICOL) (ACTO-COMPUTE STREAM INFORMATION (CODI RESPOND) VERIALIZED (CODI RESPOND) VERIALIZED (CODI RESPOND) VERIALIZED (CODI RESPOND) VERIALIZED (CODI RESPOND) VERIALIZED (CODI RESPOND) (CODI RESPOND) (CO	tem Text Response Option Networks Manageme Option Rem Text Response Option Response Option text Conditions Response Option Rem Text Response Option
سلوح) سل (اردینا المرتینا الم ال سی تعریف فی مها الماریت ، ما هو تقییف ؟ الم راسی ا ساعت المیل الفورینا الروف معلو رفید اس السال الفیز الفیز (میز)	DRUY SHOWS IF Star-Yes DRI DRUY SHOWS IF Star-Yes	Initial was the name of the employer where pas did your internalsp? (ALTO-COMPUTE FORM EXERCICIES (2) PROVIDED) (OPEN) RECORD RESPOND VERIALITIES (OPEN DESCRIPTION VERIALITIES (OPEN	term Text Response Option Networks Response Option Rem Text Response Option Response Option Response Option Response Option Response Option Response Option
ستوم) سعل الإدارة المرقبة العر العر المراجع المراجع المراجع وفع المعار الإميان المراجع المراجع المراجع المراجع المراجع الوماد المحال المراجع المراجع الوماد المحال المراجع المراجع الوماد المحال المراجع ا	DRUY SHOWS IF Star-Yes DRI DRUY SHOWS IF Star-Yes	what was the name of the employer where pas did your internalsp? (AUTO-CONFULTIE (ROM INVECTIVE LET MOVIDED) (OPIN) NI CORD RESPOND VURBATHE ORUT DROWN IF EXENTION Their Control of the movie internalsp experience at this employer, weakle are say you were - satisfied, or disantified? COUT DROWN IF EXENTION Their Movies of the movie result you were absolution? Exercision for them on result you were absolution? Long working hours Work loaded - Such says are absolution? Long working hours Work loaded - Such says are absolution?	nam Text Karjanes Option Matudhor Ben Castlians Rem Text Rem Text Remponie Option Rem Castlians Rem Text Response Option Rem Text Response Option

يس ليمان فنغلن ذي إطى سيل كيكر، السماء العليه الماعات الع يتقال المرين العلي تطعيني أكر الاورام السيل مع مالحق الطوح[	Sugard data	Nor my preferred industry (for exemple: Health, Education, Manufacturing) toterratio required different major or specialization has-conditation with my university (DPDN) MORE ALL THAT APPLY	Response Option Response Option Response Option Response Option Instruction
Ten and Thid-disactivities	DNUT MICHINE IF EBA-THE and E	CRUY SHOWN IF Else-Yes and Tild-should like I	Rem Canditions
بإنات جهة المبل الل لمل بها	201000000000000000000000000000000000000	600 Employer contact Details	item .
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		Tes	Response Option
و" ، أفضل للديد مثر السلودات.		her, fill rather not provide this information	Response Option
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بالبير بدوك البياش ا		What is the same of your line manager?	CATO Text
[Devel		(SHON)	CATI Batpense
		801	CATI Item
ما المنسى الوطيق لمديران الميادر؟		What is the job title of your line manager?	CATURAT
[bige]		[Orox]	EXTI Response Ram Canditions
		NED 3	CATI Item
ما هو رقم هالف سنیزاد المباشر؟		What is the contact number of your line manager?	CATITIest
[144]		[Delot]	CATI Raspense Itam Conditions
		0004	EATI Item
دا هو البرد، الإيكانيةي المديرة، المياشر؟		What is the email address of your line manager?	CATI Taxt
[pase]		(OPEN)	CATI Response Rate Conditions
	100	CONCUSION	Ram
مددهي بهاية الإستطاع التكراك على والك وعلى استاركاه			

## D. Longitudinal Graduate Destination Survey\*

Read of Concession, and the second se	Endition active	Areas
have Test	Book survey / abernain / assurey, My name is [WTBVEWER SAME] and I an calleg from	ماح الحق ( سند الحق إسمي هو «قل الإسواء وأنطر من «ينبو التوسساء» بحصوص براسة أيمة لإمتطاح الخرصين الذي
	[METFLITION MANY/CAMP(LINAME) about a fultow-up turvey on the Graduate Destination Revery that we did about 21 years ago.	وجورته کی بندی ولسلہ
	Consid Lytener speak to [MAME]]	هل لينطق المددك مع «الإسرادة
	IN SPEAKING TO THE MINIED GRADUATE]	(۵) تحدث دو تخریع استگی اسه) هذا ترسطان هر ترسه زیده بیمها نفراد من امراسه این آلمتواهن ۲۹۵ آبود وسید. هریا و اهد ۱۹۶۷می ۱۳۵۹/۱۰
	This sprong is an opportunity for you to stairers your retrospective view on the unute that you	ومميع البطومات الي سازودنا بها سلساعد على تحبين توعية العليم والعليم
	completed about 30 arean ago in the academic year 2024/17. All the information pay provide will help improve the quality of learning and tracking. Your information is confidential and you will not be	فته المطوحات سرة ولن بلم الشريف بهويلك بلنال فردتها
	individually identified.	يني أن تستمري علت الدراسة عوالي 10 جليلة ("بواحد"
	The survey should take around 30 minutes to samplete.	
CATI Name	MTM2	MARK .
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	Records and check a five details decut your study. Evenly, this programmers from (MS215)/10(th MEML) in the anatomic year 2016/17 (i.e. about 35 years aget)	درستان (C) هل تحرمت من جمع الموسطة في أمام VISiay (C) (2018/17 أخوام وتعقد الفرية) ا
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Ovil man	0.0	0.04
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		were the second
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liam Test	You reported you earry (ACTI/171) in the Graduate Destination Survey about 21 years ago		د الله (الشاط) في إمايتك على اسلينات الحرومين العدد التي عادين وتصف التربية
term (	41	ALE	
Nem Text	Are you still working?		(United)
Response Option	Yes, still in the same company		بالزادي كيتي في نقس خينة البسيل
Assponse Option	Yes, but fase moved to another company		واكل النفتت في جهة عمل أخرى
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Augurus Option	I am still in the process of completing the study		د، ان مرحمة (إمان المرتبية
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tion Conditions	(INC/ Dechter of ACTIVITY-Further During		make and prove their d
100000			
	46.da	ALDe	
Nam Test Response Dation	Why did you discontinue the analy? (DPDs)		لم تكن الدراسة ! 19
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tion Test	All Strategy and Strategy	All	
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hern Field	Howe you show found a job?		ممادد هي واليطا مدرائك لوقت؟
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-	ALA CONTRACTOR OF	ALA	
have field	Are you util in the same situation () 4. NOT working, studying or looking for a pill? Yes		ا زارت بی طبی الوجیم (X ایسل تو ادرین تو ایجت من صل)؟
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د بعور مها استر (الدراق) ما تعرید ایل ۵۵ آمرم رسید می ۵۵٫۰ مراد و ارزیس نستان استر : میها ای تعریف این او طرق این او استقاد امریکا * اینها ای تعریف میا مان است. در استقیار او دراز طر مها اعمل وکوهاه اوزیسا. او مها معان این بیکان امور اینها	WL     WL       Plan many times have you changed employer/temports between graduating about 10 yours ago and team?     ************************************	hem Teat Negeone Quitan Regeone Quitan
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instruction.	REEDRO RESPONSE VERSATIM		سجل الإدلية المربلية
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tures fixed	What is the level of your current study?		جاجو بستوى دراستار المالية؟
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Response Option	Postgraduate Digiteme		علوم المراجلان الملول الطالوعيان مقوم على موافقة
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liami. Tyrul	Are you presided full time or part time?		هي المطلب بدوم الحل أو بدوام حريل؟
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term Tated	Nos I am going to ask you some quantities, aloud the study that you have completed		از سأطرح عليك يعمل الأستة من دراستك الى أكملها.
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teen Tent	In which institution did you do your study?		راي موسط تعليمية (رباسها), الياريسيدي الفلت دراستار 1
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tare Test	Where providually full time or part time?	0.000	والمعقد ببوح كحر أو بنوح جزئي أ
Autgomos Opticol	Full tothe		وم الحل
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tann Tanat	What was your main reason for storig further study?		هو السبب الرئيس الذي حاملة القيام بالمزيد من التراسة؟ إضم عائدة على أقرحا بتطريق)
Remaining Castion	To improve employment prospecits		مسور فرص المدل
Response Option	a need further qualification for my desired job		المامة للبربر من الألفل من أول المثل الذل أرغب بالحصول طبه
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Antonio Centory	1 are interested in this area of study -		الهندول هذا النجال من الدراسة
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Angumus Ciption	Engine shuttying		Artish pop
Aragemen Option	Other (OPCNE)		يت الحرج ا
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	MARKE BUL THAT APPLY		م مکاملا علی کر دا بنطری
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risen Taxa	Non 1 are going to ask you same questions alout further study if you go for it.		ان سأطرح غليك بعض الأسلة عن القيام بالمزيد من الدوسة في حال فيريت تالك.

RPs.

en FLPEL pris Treat to subjects institution de you plan to de your Turther study?

ه ي الوسة الشية (بالة/الرابعيد) أن تعقد اللحاق و القال برساله ا

Response Option	JAUTO COMPLETE PROMILINT OF MINISTRY ACCREDITES INSTITUTIONS PROVIDED.	
Resource Option	(OPCN)	274
ndiraction .	RECORD RESPONSE VERMANNA	ن الإمانية المرضية
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ion feet	What would be the treat of your study?	مو سيتون التراسة الى لرهي في الجمول طيمة .
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tem Text	What would be your main reason for along further stratis?	م السبب الرئيس الذي سيدفعك كالقرام بالمزيد من المراسة ( (غو علاية على ال ما يغطيق)
lesponse Cartorn	To improve striployment prosperts	سور الرمي العدل
Insperse Option	I need further auabhoation fur my desired job	يحاجة المزيد من التأفيل من أمل العمل الذي أردب بالجمول عليه
laspomva Option Iaspomva Option	I had plangt planned to be further shalp Law interested in this area of shalp	ب قد اصطباب والبا الظرم والبرية من البراسة بهادي هذا المحل من البراسة
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tere fast	Non Lain going to pix for your retrospective assessment about your higher education experience	
	approximatoly ID years ago	، ساطرح طبله بعض الأسلة عن كليسة، المربقة في العليم الحل في الالة أعوام وتعدل كريدًا.
-	HAR STORE PERSONNAL DISC MALESCORE AN ADDRESS OF COMPANY ADDRESS AND ADDRESS ADDRE	
tam feet		ى النيك فرمية الالديار الآن هل منظار على التعييس الذي أقيت براسة ق (مبر المؤسسة) في العام 199مي. (1994 إلى 1994 أمواد وتصف البرسالار) من يسكنك القول أنه عالياً أو مستبعه
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umation .	AGAD OUT FIRST TWO MOPONIE OFTIONS.	ارد. میزین من ۱۹۹۵ (Control of Control of C
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tem field	Florking about your jummit activity, whalli you say your shally at (WSTF)/FION NRMC) was	ظارر ی دیدادان احال، هل کلول آن در ساند ی (اسم البوسساع (Here)
Antannos Option	worthwhile (i.e. worth the time and effort; betaficial)	استفعا عالية إلسبتعن الوقت والمهد المبلول وبانت فالماع
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nitraction	RUAD DUT FIELT TWO RESPONSE OPTIONS.	آول عبراون من عبران الإعابة
-	nr na	
tam Taut	Divising back of your program of assay at [INEPPL/INPA NAME], are there are specific sources that 40.04	فكراق اليامج اذي درسته ق (اسم الموسسة) عل توعد أي مسكان كد تساعداد في الشاط الذي تغور به عالياً و
Reserved Cathlore	equilible helpful in what you are stong now but were not included in the program? No.	ر غير ارزلج!
Response Option	ten Ma	
-	D.4	
tern feet	What are these courses that you then assuld be helpful to you if	ی آست.قاد: این استاد بایها سیران تکون بادی داده اند ؟
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retruction	RODHO REPORT VERBATIM	ن الإمادة المرقبة
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lane '	RATESIL POST MELLINET THE DELIGRATING MEMORY SPECIE SPECIAL SWEETING, Somewhat, Name & A. Name, RATES	COMPACTORIES NOT RELEASED AND REPORTED AND AND ADDRESS AND ADDRESS AND ADDRESS AND ADDRESS AND ADDRESS AND ADDR
the line	Hose much did your experience at (NOTTUTION RAME) help you develop the following delix? Washing you use very much, somewhat or not at all?	ای مدین تعریشانی (METERTON NAME) ساستان علی تطویر امهارات اعالیا؟ من عاول کنیز: این مد ما او Law
Internation Carliers	Problem-univing	ادر سل المشكلات
Insponse Option	Difficul and analytical thinking	ول الملكور الذالا والتعالى:
texplorise Option	Information and IT Iteracy	Audy? chickly re
Augemen Option	Writing skills	A Start
Response Carlien Response Carlien	kolo ar sainte veludurd skillu. Speaking, Prvinanting skillu.	درات المستشقة بالمسل أو الوطنية: 4 المحدث / التقديم
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la (primar Carliere	Time statigginged	الوفيد
nitratilien	If BECOMMY, REPEAT REPORTE OFTENSE "Would you say very much, semewhat se not at all?"	ی آفتر، کر میزن تاریخه "هر غیل کنیه ترق حد با ترال سی می 1989 "
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	Would you recommend the major you completed about 2% pract ago at [Institution Rame] to pract T[Last friends and famils?	توجي أستخذا وقرة عائلك لالتجار بالتغسس الذي أكلت دراسته قبل 195 أنوم وتصف تذريباً في إسم الدو
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\*Note: The Graduate Destination Survey is facilitated by the Ministry of Education. All updates are from the MoE side and EAHM has no influence regarding it.