THE EMIRATES ACADEMY
OF HOSPITALITY MANAGEMENT

Undergraduate Programme Specification

2023-2024

Version 2

Update Log: Undergraduate Programme Specifications Documents

DATE	AMENDMENT DETAILS	Page No.
03.09.2023	Version 1: - Updated Undergraduate Completion requirements - Updated Programme Structure and Curriculum - Updated venue capacity - Updated Methods for evaluating the quality and standards of teaching and learning - Removed focus group as an indicator of quality and standards - Updated Programme Schematics	Pg. 7 Pg. 8-11 Pg. 21 Pg. 24-28 Pg. 28-29 Pg. 31-34
04.01.2024	Version 2: - Updated Admissions Committee members - Updated Course Feedback survey form - Updated Library Graduate User survey form	Pg. 18 Pg. 35 Pg. 36-40

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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 PUBLICATION	**September 2023**

THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT
MISSION, VISION, AND INSTITUTIONAL GOALS
Institutional Vision

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

EAHM seeks to build the required human resource capacity for the regional and international industry by providing the highest possible standards of business, hospitality and tourism education, combined with the transfer of applied knowledge from industry, and access to high quality internship experiences.

Mission Statement
EAHM is committed to fulfilling its distinct mission:

"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. Create innovative experiential learning environments conducive to student development.
3. Pursue and produce applied research in hospitality and tourism
4. Foster partnerships with industry and government bodies and promoting international outreach with recognized universities and institutions.
5. Progress global recognition for high quality academic programs and graduate employability

Values on campus
EAHM recognises and embraces the following values where the student is distinguished by the hallmarks which in combination ensure that our graduates are both recognised as highly professional and highly sort after by employers. We refer to these hallmarks or personal characteristics as the 'Three A's:

Attitude: An EAHM student is encouraged to show an exemplary and positive attitude towards themselves, their fellow students, EAHM staff, Jumeirah colleagues and all external stakeholders.

Attention: Attention is key in the culture of hospitality: attention to self, to the others, and ensuring people feel comfortable and respected.

Attire: Students across all programmes of study at EAHM wear business attire, as future professionals. The Grooming Guide guidelines illustrate what is expected daily on campus.

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 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 the interdisciplinary theoretical and operational knowledge of hospitality for applied research and practice.
PLO 3. Construct knowledge with stakeholders in an appropriate contextual framework.
PLO 4. Evaluate individual performance within the operational framework of hospitality.
PLO 5. Analyse and evaluate strategies for continued self-improvement.
PLO 6. Evaluate a range of digital tools across multiple platforms.
PLO 7. Perform effectively in culturally diverse environments.
PLO 8. Apply skills to develop innovative and entrepreneurial solutions for hospitality.
PLO 9. Apply sustainability best practices in the management of hospitality businesses.

BACHELOR OF BUSINESS ADMINSTRATION IN INTERNATIONAL HOSPITALITY MANAGEMENT (MAPPING AY 2023 - 2024)																						
	PLO DESCRIPTION	QF LEVEL 7 Descriptor (Bachelor Programme)																				
		Knowledge					Skills				Aspects of Competance											
											Autonomy & Responsibility				Role in Context				Self Dvelopment		
		7K1	7K2	7K3	7K4	7K5	7S1	7S2	7S3	7S4	7AR1	7AR2	7AR3	7AR4	7RC1	7RC2	7RC3	7RC4	7SD1	7SD2	7SD3
PLO1	Apply knowledge and skills to design and deliver hospitality services and experiences	X			X	X	X	X			X	X	X		X	X	X	X	X	X	X
PLO2	Integrate the interdisciplinary theoretical and operational knowledge of hospitality for applied research and practice.	X	X	X	X	X	X		X		X	X	X	X	X	X	X	X	X		X
PLO3	Construct knowledge with stakeholders in an appropriate contextual framework	X	X		X	X	X	X	X	X	X	X	X	X	X		X		X		X
PLO4	Evaluate individual performance within the operational framework of hospitality		X		X		X		X	X	X	X	X	X	X	X	X	X	X	X	X
PLO5	Analyse and evaluate strategies for continued self-improvement		X		X		X		X	X	X	X	X	X	X	X	X	X	X	X	X
PLO6	Evaluate a range of digital tools across multiple platforms	X		X			X	X	X		X	X	X		X		X		X		
PLO7	Perform effectively in culturally diverse environments.			X			X	X	X		X	X	X		X		X				X
PLO8	Apply skills to develop innovative and entrepreneurial solutions for hospitality		X	X	X		X	X	X		X	X	X		X		X		X	X	
PLO9	Apply sustainability best practices in the management of hospitality businesses		X	X	X		X	X	X	X	X	X	X		X		X			X	

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:
   a. **Prior to January 2023 intake:**
      One hundred twenty-six (126) credits including Consultancy (CONS401) and Dissertation (DISS490).

   b. **From January 2023 onwards:**

General Education courses	21 credit hours
Core Courses	81 credit hours
Minor	12 credit hours
Electives	6 credit hours
TOTAL:	**120 credit hours**

2. Successfully passed all the required core, general education and elective courses included in the curriculum of the programme of study.
3. Have achieved at least a Grade of C on the individual applied research project.
4. Achieved a cumulative grade point average of no less than two (2.00).
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 EAHM and have their previous university approved by the Ministry of Education in the UAE.
7. The student must be in good financial standing with EAHM.
8. The student must have obtained the "Certificate of Equivalency – CoE" from the Ministry of Education for secondary or high school degree, unless graduated under a Ministry of Education curriculum from a school in the UAE.

General Education Requirements

The General Education Programme for a Bachelor's degree includes the equivalent of at least 21 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.

Refer to Policy 03EP03 Undergraduate Completion Requirements

PROGRAMME STRUCTURE
Undergraduate Degree Programme Sequencing

Undergraduate Degree Programme

BACHELOR OF BUSINESS ADMINISTRATION (By course name)

YEAR 1			YEAR 2			YEAR 3		
SEP - TERM 1	JAN - TERM 2	APR - TERM 3	SEP - TERM 4	JAN - TERM 5	APR - TERM 6	SEP - TERM 7	JAN - TERM 8	APR - TERM 9
Food and Beverage Business	Hospitality Accounting and Finance	UAE Studies: Hospitality and Tourism	Hotel Internship	Hospitality and Islamic Culture	Organisational Behaviour	Minor Course 1	Business Transformation Project	Hospitality Management Internship
International Hospitality and Tourism Business	Customer Health and Wellbeing	Ethics and Law in Hospitality		Design and Communication	Entrepreneurship and Innovation	Minor Course 2	AI and Customer Experience	
Digital Marketing	English Language	People and Culture		Managerial Financial Decision	Tourism Economics	Minor Course 3	Individual Applied Research	
Sustainable Development in Hospitality	Hotel Operations	Professional and Personal Development 1		Data Analytics	Strategic Management	Minor Course 4	Professional and Personal Development 2	
		Elective 1		Language Course 1	Language Course 2	Applied Research Methods	Elective 2	
15	15	15	9	15	15	15	15	6	120

BACHELOR OF BUSINESS ADMINISTRATION (By course name)

YEAR 1			YEAR 2			YEAR 3		
SEP - TERM 1	JAN - TERM 2	APR - TERM 3	SEP - TERM 4	JAN - TERM 5	APR - TERM 6	SEP - TERM 7	JAN - TERM 8	APR - TERM 9
FNB7106	FIN7105	UAE7105	INT7209	UAE7205	HRM7205	Minor Course 1	BUS7305	INT7306
TOU7105	CST7105	LAW7105		COM7205	MGT7205	Minor Course 2	DGT7315	
MKT7105	ENG7105	HRM7105		FIN7205	TOU7205	Minor Course 3	RES7915 / RES7925	
SUS7105	HOS7106	PPD7105		DAT7205	MGT7215	Minor Course 4	PPD7315	
		Elective 1		Language Course 1	Language Course 2	RES7905	Elective 2	
15	15	15	9	15	15	15	15	6	120

Note:
- *Full-time standard study mode allows students to complete programme in 3 years by taking a maximum of 15 US credits per term (any students who needs to repeat courses or on a reduced course load or start a term other than September, may graduate in up to 4 years on a full-time study load).*
- *If a student starts their degree in January or April, they will follow an individual programme plan and will most likely take the Undergraduate internship in the April term of the second year.*
- *Full-time study mode = 7 – 15 US credits; Part-Time study mode = 1 – 6 US Credits (Hotel Internship and Management Internship trimesters are considered as full-time study).*

Curriculum

Course Code	Course Title	Credit Hours	*Co/Pre-Requisite
1. General Education Requirement			**(21 credit hours)**
ENG7103	English Language	3	
SUS7103	Sustainable Development in Hospitality	3	
UAE7103	UAE Studies: Hospitality and Tourism	3	
UAE7203	Hospitality and Islamic Culture	3	
MGT7203	Entrepreneurship and Innovation	3	
	Foreign Language(s)	6	
2. Core Requirements			**(81 credit hours)**
CST7103	Customer Health and Wellbeing	3	
FIN7103	Hospitality Accounting and Finance	3	
FNB7106	Food and Beverage Business	6	
HOS7106	Hotel Operations	6	
HRM7103	People and Culture	3	
LAW7103	Ethics and Law in Hospitality	3	
MKT7103	Digital Marketing	3	
TOU7103	International Hospitality and Tourism Business	3	
COM7203	Design and Communication	3	
DAT7203	Data Analytics	3	
FIN7203	Managerial Financial Decision	3	FIN7103
HRM7203	Organisational Behaviour	3	
MGT7213	Strategic Management	3	
TOU7203	Tourism Economics	3	
BUS7303	Business Transformation Project	3	
DGT7313	AI and Customer Experience	3	
RES7303	Applied Research Methods	3	
RES7313 / RES7323	Final Research Project - Dissertation / Final Research Project - Consultancy Project	3	RES7303
PPD7303	Professional and Personal Development 1	3	
PPD7313	Professional and Personal Development 2	3	
INT7209	Hotel Internship	9	PPD7103
INT7306	Hotel Management Internship	6	PPD7313
3. Minor Requirements			**(12 credit hours)**
Revenue Optimisation			
DGT7303	Digital Transformation	3	
FIN7303	Hospitality Real Estate & Asset Management	3	
FIN7313	Strategic Finance Management	3	
MGT7303	Entrepreneurship for SME	3	
Luxury Experience			
CST7303	Experience Economy 4.0	3	
HOS7303	Contemporary Luxury	3	
HOS7313	Hotel Design	3	
TOU7303	Regenerative Destinations	3	
4. Electives			**(6 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 21 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

Upon completion of this **QFE** <u>**Level 7**</u> qualification (in accordance with the Qualification Framework Emirates – QFE), graduates of the EAHM BBA Programme will be able to:

PLO1	Apply knowledge and skills to design and deliver hospitality services and experiences.
PLO2	Integrate the interdisciplinary theoretical and operational knowledge of hospitality for applied research and practice.
PLO3	Construct knowledge with stakeholders in an appropriate contextual framework
PLO4	Evaluate individual performance within the operational framework of hospitality
PLO5	Analyse and evaluate strategies for continued self-improvement.
PLO6	Evaluate a range of digital tools across multiple platforms.
PLO7	Perform effectively in culturally diverse environments.
PLO8	Apply skills to develop innovative and entrepreneurial solutions for hospitality.
PLO9	Apply sustainability best practices in the management of hospitality businesses.

Progress to a Level 8 & 9 qualification in a business discipline.

Language courses:

Students are required to complete six (6) credits of language courses*. The language courses offered are Arabic, French and Spanish. 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 Arabic	ARB7013	3
Intermediate Arabic	ARB7023	3
Beginner's Spanish	SPN7013	3
Intermediate Spanish	SPN7023	3
Beginner's French	FRN7013	3
Intermediate French	FRN7023	3

Electives:
See list of 'indicative' electives below (all electives may not be offered) – selection will be confirmed in the Spring of 2024 by the Registry office:

BBA Indicative Electives * (selection predicted for 2023-2024)

Course Name	Course Code	Credit hours
Contemporary Issues in Hospitality and Tourism	CON7003	3
Hospitality Challenge	MGT7003	3
Sales and Communication	MKT7003	3
Integrated Resorts	TOU7003	3

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

SUPPORT FOR STUDENTS AND THEIR LEARNING
Learning Support Centre
eMada (Student Information System - SIS)
This SISPortal provides access to online application, student transcripts, instructor and student schedules, grading, registration, course schedules and general administration for students as well as staff and faculty. The SIS is accessible on campus and off campus.

Moodle
Modular Object-Oriented Dynamic Learning Environment (Moodle), a popular open source Learning Management System (LMS). This simple, light weight platform provides an easy to use menu driven browser interface to the EAHM students, faculty and administration. Course materials and information as well as submission of assessments are facilitated through Moodle. This system is the primary source of information on EAHM announcements and events.

Personal Counselling
Counseling: EAHM provides personal counseling to its students. Any student who has the need for counseling should contact the Student Counsellor via email, the Counsellor Support link on Moodle or contact the Student Services to seek assistance in making an appointment.

The Counsellor provides consultation to students who are experiencing stress due to academic, career or personal problems. They may provide group and individual counselling sessions and may also be involved in consultation with Faculty & Staff.

EAHM also offers access to qualified psychologists for counselling. Please see Moodle for contact details for *My Conscious Mind* (counselling rates have been offered at a 50% discount for EAHM students).

Special Needs: The Students Services Administrator maintains a file on each special-need student. The requirements of special needs students are communicated to faculty at the second week of each academic term. The student counselor may be required to advise the student and faculty on the management of the accommodation.

To obtain any special facility or accommodation for a disability, a current medical certificate from a recognized medical practitioner needs to be submitted. The certification must not be older than one year from the date it is to be submitted to EAHM. All requests for special consideration, such as additional exam time, or other assistance, will be decided by the Programme Managers and communicated to the Student Services for implementation.

Academic Counselling
Assignment of Personal Tutors
The Registrar Team will allocate personal tutors to all students during the admission and enrolment process. Any student who is unhappy with his or her tutor may request a change to the Dean and / or Registrar. A decision will be corroborated between the Registrar and Dean regarding tutor reassignment. Students will usually keep the same tutor for the duration of their studies.

Role of the Personal Tutor (on-campus Students)
The role of the personal tutor is to assist students in understanding and meeting the academic requirements of the program of study in which they are registered and to provide an update of EAHM actions as a response to student feedback.

The course faculty member is the first point of contact for any course-related issues. The personal tutor is the first line of contact for general student concerns and feedback. For more complex issues or for those requiring a more in-depth approach, tutors should refer their tutees as follows:

- For academic issues: first the Programme Manager, then second the Dean
- For study-abroad programme, internship, career, or job-related issues: The Manager of Industry Relations, Global Mobility and Training
- For personal issues: the Counsellor and/or the Program Manager
- For institutional surveys conducted by EAHM, policies, and procedures: The Registrar or Quality Assurance Manager.

The role of the Personal Tutor is not to personally own and/or resolve issues on behalf of the student. A Personal Tutor's responsibility is to advise students of the various sources of information and assistance available. Personal tutors are, however, expected to be familiar with EAHM procedures and relevant policies. Personal tutors should be in contact with the relevant departments and share information, when necessary, in order to prevent any problems from arising or to tackle existing ones. Any information conveyed during individual academic tutoring sessions is confidential and will not be shared with other colleagues unless there are valid reasons for doing so. However, EAHM reserves the right to inform the parents, government bodies, or medical services if a student's situation is evaluated to be of a critical nature, infringes on the safety of others, or conflicts with EAHM policies or procedures.

The personal tutor's role is not to socialize with students or entertain them. Professional conduct should always be maintained. Personal tutors should only, in exceptional circumstances, meet with their tutees outside normal working hours.

Personal tutors will be granted access to their own tutees' files in order to access relevant information such as past academic performance and attendance. Any access to student's files must be granted by the Registrar.

Role of the Tutee

It is the tutees' responsibility to schedule individual meetings with their personal tutors if required and to attend the group advisory meeting when invited.

Tutees are responsible for disclosing to their tutors any issues that might impact their academic progress within EAHM. The personal tutor will then be able to advise the student of the relevant and appropriate action that may be taken to help them.

Tutees may approach their personal tutors with a variety of problems, ranging from those that may seem minor to those that are evidently of grave concern.

Personal tutors are not there to solve students' problems for them. Their role is to give advice and direction as well as to offer relevant information or liaise with other department heads and the School Counsellor.

Tutees need to acknowledge the fact that personal tutors might not be the most suitable or best-qualified person to deal with their specific issues and that they may also need to seek support from a trained professional (e.g. counsellor, medical personnel, etc.)

Career Counselling

Career Services at EAHM provide counselling, help, and information to aid students in choosing a suitable career path/employer and preparing for a variety of employment. Career Development classes are provided to EAHM students as an addition to Career Services in order to guarantee that all of their abilities and opportunities are utilized during and after their studies.

As an international institution, our students and alumni enjoy internship and career possibilities in the hospitality industry and related fields. The Industry Relations Office is entrusted with ensuring the following in order to prepare people for employment:

- Throughout the year, organize Industry Presentations with Industry Guest Speakers
- Provide CV writing courses and CV review sessions.
- Conduct courses on Professional Appearance and Industry Expectations
- Schedule sessions on Internship Skills and Interview Skills
- Organize one or more career fairs
- Have one-on-one meetings with job-seeking students, alumni, and recent grads (casual jobs, internships and full-time employment)
- Conduct career development related workshops
- Provide recommendations for job-seeking students (if suitable and applicable) List employment vacancies for students to apply for on the EAHM job site. Schedule interviews on and off campus.
- Facilitate internship opportunities for students of different academic disciplines (mandatory for Undergraduate students)

- Assist students and graduates with employment application procedures and offer appropriate guidance
- Update the department of Quality Institutional Effectiveness & Risk's internship-related career information.
- Establish, sustain, and increase the scope of placement options for students and graduates through networking and connection-building within the hotel, event, sport, entertainment, consultancy, and financial sectors, as well as luxury enterprises.
- Develop, maintain, and build productive, long-lasting connections and collaborations with the travel, tourist, hospitality, and service industries.
- Maintain a comprehensive database of all business partners

Career Placement Services

The Manager of Industry Relations & Global Mobility manages the EAHM links with the industry, the employment portals and the related social media page postings / updates. Their role includes establishing quality assured internships and short work experience exposure and the placement of the graduates in their first jobs. This office also organises the annual Career Fair that attracts companies all seeking to employ the EAHM graduates

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%
American High School Diploma	Minimum of 18 credits or equivalent, not counting Arabic and Islamic Education with a passing grade of 60% in each subject each year 9-12
British Curriculum (IGSCE/GCSE/GCE) – O/AS/A levels	Successfully complete 5 O level subjects with minimum grade of C plus 2 AS or 1 A level minimum grade of C or higher in all subjects
IB Curriculum	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 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
Indian Curriculum	CBSE – C-1 minimum overall 6.00 out of 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 https://collegereadiness.collegeboard.org/sat/scores/understanding-scores

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 programmme. 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 Coordinator 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. After a successful interview and positive outcome of the documents review, the Admissions Committee reviews the application.

Admissions Committee *	
Dean	Dr. Frederic Bouchon
Programme Manager - UG	Dr. Bincy Baburaj
Head of Academic Services and Registry	Ms. Maureen Ferre
Director of Marketing & Enrolment (non-voting)	Ms. Daiane Lagger

The Admissions Coordinator 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 below the direct entry requirements at EAHM, yet within MoE, UAE entry requirements for Higher Education. In this case, candidates may 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 and being confirmed by the Admissions Committee 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.

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 all 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 programmme. The applicant will be permitted to begin 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.

Refer to 06ST01 Undergraduate Admissions

Transfer Credits
EAHM recognises academic credits earned at other accredited institutions. Regulations relating to the award of academic credits are set by the UAE's Ministry of Education and may vary from time to time.

The Undergraduate programme applicant must have achieved a cumulative grade point average of 2.00 out of 4.00 and be in at least 'good' academic standing at the other institution from where they are transferring from. No more than 50% of the total number of credits at EAHM may be awarded based on prior academic study and no credits can be awarded for the Individual Applied Research Projects (RES7313 – Final Dissertation or RES7323 – Final Consultancy Project courses. Transfer credit cannot be accepted twice for substantially the same course taken at two different institutions and only for courses

relevant to the degree that provide equivalent learning outcomes and in which the student earned a grade of C (2.0 on a 4.0 scale) or better.

Students wishing to transfer courses must provide a certified transcript showing which courses they have taken and passed, the completed EAHM transfer credit form and detailed course syllabi for each course. The applicant is required to submit any official transcripts showing all post-secondary work attempted at all institutions attended. These syllabi must show the level of the course, contact hours, course code and course name, its content in terms of learning outcomes, readings, and assessment. As part of the transfer credit application process, EAHM may contact the previous university to validate the transcript and syllabi provided by the student and request for an overview of the applicant's academic standing.

Credit is awarded at the discretion of EAHM which is subject to approval by the UAE's Ministry of Education. Candidates have no right of appeal over the extent of credit that is awarded to them.

Refer to Policy 06ST03 Credit Transfer Policy

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 fifty (150) 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 academic courses are delivered. There are eight (8) classrooms and two (2) lecture halls, which can seat eighty (88) people each and the library.

Venue Capacity by type

Venue	Seating arrangement						
	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	36	36	-	36	20	-
Culinary Lab	Equipped with 10 individual workstations						
Conservatory	60	50	50	-	-	-	-
The Cafe	70	50	50	-	-	-	-
Fountain & Lawn	40	40	40	-	-	-	-
Classroom 9	-	-	-	30	22	16	
Classroom 10	-	-	-	30	22	16	
Classroom 9 & 10	-	-	-	50	40	30	
Phase II							
Classroom 1, 2, 3	-	-	-	30	24	16	20
Classroom 4 & 7	-	-	-	30	24	16	
Classroom 5	-	-	-	-	22	16	
Classroom 6	-	-	-	-	22	16	
Classroom 5 & 6	-	-	-	50	40	30	
Lecture Theater 1, tiered	-	-	-	88	-	-	-
Lecture Theater 2, tiered	-	-	-	88	-	-	-
Innovation Hub	-	-	-	30	24	-	18
Roof Lounge*	80	-	-	-	-	-	-
Courtyard*	250	100	100	-	-	-	-

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 21m² (3m x 7m) of living space, which provides single or twin occupancy. Each studio has kitchen, study area with direct dial telephone and broadband network connection / Wi-Fi, and en-suite bathroom with shower. Air-conditioning, 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 21m². These newly refurbished studios consist of 33 Queen and 12 Twin studios each 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. 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 and numerous sporting clubs and associations in Dubai offer students an opportunity to participate in a wide range of activities off campus.

Legend

2. Main Entrance	A. Welcome centre
3. Security/Logging gate	**B. Barza (Student lounge)**
4. EAHM Main Reception	C. Gym
5. Auditorium	D. Mini Mart
6. ICON restaurant	**E. Prayer room**
7. Cafeteria	F. Attibassi Café
8. Conservatory	G. Swimming pool
9. Academic Suite & Library	H. Tennis court
10. EAHM Reception phase 2	I. Multi-sports court
11. Student Accommodation (F-block)	**J. Innovation Hub**
12. Student Accommodation (E-block)	K. Badminton court
	L. Pool Cafe (Cioccolillys café)

METHODS FOR EVALUATING THE QUALITY AND STANDARDS OF TEACHING AND LEARNING

Assessment of Student Learning
Assessment is the continuous process of gathering and discussing information from multiple sources about what students know, comprehend, and can do because of their educational experiences, as well as what they value and believe, and then using the results to improve subsequent learning.

Rationale for Assessment
The assessment of students involves an evaluation of evidence (provided by the student) that they have achieved the learning outcomes associated with that course and with the programme. This evidence of achieving learning outcomes can take a variety of forms including formal examinations, case studies, independent or group projects, poster presentations, business reports, and the production of a thesis.

The methods of assessment that are used within this programme are balanced so that students encounter a range of assessment methodologies to test their overall level of academic achievement and to ensure that they possess the full set of analytical and cognitive skills that are used by senior managers.
Assessment is also a part of the learning process and EAHM uses mid-course assessments to inform students of their progress towards the achievement of the learning outcomes.

Prior to the delivery of the programme each year a matrix of assessments and assessment submission dates may be developed to ensure that the student workload is balanced.

Key Components of Assessment
In this program, assessment will be:
- Focused and derived from the learning outcomes within each course
- Used to align the curriculum of each course with the overall programme learning outcomes;
- Based on appropriate measures to assess the evidence that learning outcomes are achieved;
- Used to inform students of their progression towards the achievement of course and program learning outcomes;
- Used to inform curriculum and programme review, planning, budgeting and faculty development.

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 Research Project
In the final trimester of their programme, students who joined EAHM prior to January 2023 must complete their Dissertation. For students who joined in January 2023 must complete their Research Project (either Dissertation or Consultancy Project). The students will be given one (1) trimester to complete the Research Project/Dissertation.

The appointment of a supervisor for the Research Project is decided by the Research Committee. In the event a student wishes to change supervisor, the student is required to complete form and send the request to the Research Project/Dissertation Coordinator, the

Programme Manager and Registrar. The change will be examined by the Research Project/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.

Research Project/Dissertation are graded by the respective supervisor and a second marker (usually nominated by the Research Project Coordinator). 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 03EP09 Dissertation Supervision and Examination

a. Research Project/Dissertation extension requests should be made to the supervisor who will make a recommendation to the programme manager and will be reviewed and approved on a case-to-case basis. Once the extension request has been approved, students must complete and submit their Research Project/Dissertation within one year after officially registering for the Research Project/Dissertation.
b. Any request for a change of Supervisor must be made by following the process outlined in 03EP09 Dissertation Supervision and Examination.

Late submissions
Late submission of a course assignment, consultancy project or research project/Dissertation is subject to the following penalties:
   1. Up to 24 hours after of the original deadline: maximum grade 60%
   2. Later than 24 hours after the original deadline: 0% (F grade)

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 Regulations
   • 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 should 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 and other stationary supplies, 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 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. This will be coordinated by the examination invigilators

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.

Re-sit and Repeat cases
Re-sit
Students may re-sit exams or resubmit final assessment for courses in which they have received an ongoing assessment mark above 50% AND their resulting final course grade is between 50% - 59%.

Grading
Following completion of the resit final assessment, the student must achieve a final resit assessment mark of over 60 % and their final resulting course grade will be capped at a Grade C band.

The re-sit exam takes place in the first week of the next trimester, (week-1), and is taken in accordance with the EAHM's exam regulations. Exceptions will be made for students on internship and the re-exam will take place in the trimester from which they return from internship.

Re-sit exam results will replace the original final exam grade, and only the highest grade achieved will be counted towards the course total grade.

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 to review during the Examination Board meeting.

Re-sitting a final exam/assessment have financial implications and students are advised to consult with the EAHM's Academic Services before registering for a re-sit.

Repeat
Students may repeat courses in which they have received an overall failing grade (F). The repeat course must be taken during the next available academic term, in accordance with the course regulations.

Only the grade achieved in the repeat course will be counted towards the final cGPA.

Repeating a course may have financial implications and students are advised to consult with the EAHM's Academic Services before registering for a repeat course.

Time Limits:
Students are generally allowed to re-sit exams within the same academic term or immediately after.

Students are allowed to repeat courses within a specified time period, usually one academic term after the initial course completion, or when that course is next offered.

When a student fails the course due to mitigating circumstances (bereavement, illness, etc.) which are recognized and approved by the Examination Board, or when they fail their re-sit opportunity, they may repeat the entire course.

When a student fails more than two courses in a trimester and has a cGPA 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 Examination Board to repeat an entire Academic Year provided it fits within the maximum duration allowed for the programme. 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 03EP11 Grading and Assessment
                03EP12 Examinations

Teaching methods

EAHM's approach to teaching and learning endeavours to be in alignment with the reality of the hospitality management and tourism phenomenon. This focuses on a balance between equipping students with management competences and the ability to apply them through live experiences. That means that *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-centered learning experience is the key to teaching and learning at EAHM. Please see EAHM Policy 03EP15 - Teaching and Learning Methodologies.

ASSESSMENT PLAN FOR PROGRAMME LEARNING OUTCOMES

The programme learning outcomes are assessed/reviewed on a regular basis and most recent review was conducted in 2023 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.

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 sees 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 4 courses in one semester will complete 4 Course Satisfaction Surveys by the end of the semester. 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™ 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.

- **Graduate 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 Graduate 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 Academic Services and Registry 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, Program Manager(s), Dean, Industry Relation Officer, and Managing Director), once a semester, or more if required. Minutes will be taken by the EAHM operations team and Student Council Secretary and are discussed during the faculty meeting and concerned departments and staff members will be informed.

PROGRAM SCHEMATICS

Course Code	Course Name	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	PLO 9
General Education 15 credits	Language 1	✓						✓		
	Language 2	✓		✓				✓		
	UAE Studies : Hospitality & Tourism		✓				✓			
	English language		✓			✓		✓		
	Hospitality and Islamic Culture	✓						✓		
Business Management Subjects 36 credits	Entrepreneurship and Innovation	✓					✓		✓	
	Sustainable Development in Hospitality	✓	✓	✓						✓
	Organizational Behaviour	✓	✓	✓	✓					
	Applied Research Methods	✓	✓						✓	
	Strategic Management	✓					✓	✓	✓	
	Digital Marketing	✓		✓						✓
	People and Culture	✓			✓				✓	
	Managerial Financial Decision	✓								
	Data Analytics	✓					✓			
	Ethics and Law in Hospitality	✓		✓						✓
	Business Transformation Project		✓						✓	
	Research Project	✓	✓			✓				
Hospitality Management Subjects 36 credits	Hotel Operations 6 credits	✓					✓			✓
	Professional and Personal Development – 2		✓		✓	✓	✓			
	International Hospitality and Tourism Business	✓		✓	✓					
	Tourism Economics		✓						✓	
	Professional and Personal Development – 1		✓	✓			✓			
	Hospitality Accounting and Finance	✓							✓	
	Food & Beverage Business 6 credits	✓							✓	
	Customer Health and Wellbeing	✓						✓		✓
	Design and Communication	✓		✓					✓	
	AI & Customer Experience	✓	✓		✓					
Minor Revenue Optimisation 12 Credits	Entrepreneurship for SME		✓				✓		✓	
	Hospitality Real Estate & Asset Management		✓						✓	
	Strategic Finance Management	✓							✓	
	Digital Transformation			✓			✓		✓	
Minor 2 Luxury Experiences 12 Credits	Hotel Design	✓							✓	✓
	Contemporary Luxury		✓						✓	✓
	Regenerative Destinations	✓					✓			✓
	Experience Economy 4.0	✓	✓	✓			✓		✓	
Internship 15 Credits	Hotel Management Internship		✓	✓	✓		✓		✓	
	Hotel Internship	✓		✓	✓				✓	
Electives 6 Credits from a choice of 12 Credits	Sales and Communication	✓							✓	
	Integrated Resorts	✓	✓		✓				✓	
	Contemporary Issues in Hospitality and Tourism						✓		✓	
	Hospitality Challenge			✓	✓		✓		✓	

Figure 2 Course Mapping to PLOs

Figure 3 CLOs to PLOs Mapping

Course Name		Course Learning Outcome	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	PLO 9
Language 1	CLO1	1. Apply correct grammar in greeting customers	X						X		
	CLO2	2. Use appropriate vocabulary in a hospitality context	X						X		
	CLO3	3. Demonstrate appropriate oral and writing skills in hospitality scenarios	X						X		
Language 2	CLO1	1. Demonstrate appropriate conversational skills	X								
	CLO2	2. Use appropriate business communication skills	X								
	CLO3	3. Demonstrate appropriate comprehension of oral and visual material in hospitality contexts	X		X						
UAE Studies : Hospitality and Tourism	CLO1	1 Explain the historical, cultural, social, and economic factors that have influenced the development of the hospitality and tourism industry in the UAE.			X						
	CLO2	2 Indicate different national plans in the UAE and how hospitality and tourism in the UAE has been structured.		X							
	CLO3	3 Identify the role of hospitality and tourism in the national development and its impact on society and in representing the UAE globally.		X							
Entrepreneurship and Innovation	CLO1	1. Differentiate between the concepts of innovation and entrepreneurship based on theoretical frameworks.								X	
	CLO2	2. Assess entrepreneurial ideas/ventures and viable opportunities in the hospitality business						X			
	CLO3	3. Use innovation-based management tools and techniques to assess a hospitality business	X								
Sustainable Development in Hospitality	CLO1	1. Identify the key concepts of sustainable development and how these concepts relate to the hospitality and tourism industry.		X							
	CLO2	2. Discuss sustainable practices and how they are expressed in the hospitality business.			X						
	CLO3	3. Identify consumers' expectations in relation to sustainability and the hospitality industry's response.	X								
	CLO4	4. Understand the implications of sustainable development practices in the hospitality industry in the UAE.									X
Hospitality and Islamic Culture	CLO1	1. Describe the Islamic concept of hospitality and its practical application in the hospitality throughout the ages up to the current hospitality industry.	X						X		
	CLO2	2. Differentiate the challenges and opportunities of cross-cultural communication in the hospitality industry, with a focus on understanding and respecting cultural differences.							X		
	CLO3	3. Apply the principles of Islamic culture to real-life case studies and scenarios from the hospitality industry.			X						
English language	CLO1	1. Develop skills needed for effective writing						X			
	CLO2	2. Acknowledge and discuss the different types of academic writing styles.		X							
	CLO3	3. Implement oral presentation skills.						X			
	CLO4	4. Integrate academic information sources into a variety of writing		X							
Organizational Behaviour	CLO1	1. Discuss the development organizational behaviour theory explaining the micro and macro approaches.		X							
	CLO2	2. Differentiate between different models used to explain organizational behavior.			X						
	CLO3	3. Discuss the formation and development of work teams and how these can impact and influence decision making.	X			X					
	CLO4	4. Identify issues affecting organizational structure and change.		X							
Applied Research Methods	CLO1	1. Identify a research gap in the field of hospitality and develop a research question.		X							
	CLO2	2. Justify the selection and implementation of an appropriate research method.								X	
	CLO3	3. Evaluate and synthesize relevant literature related to the research topic.			X						
	CLO4	4. Develop and present a research proposal	X								
Strategic Management	CLO1	1. Identify techniques and tools of strategy that are of relevance to the hospitality industry.								X	
	CLO2	2. Discuss strategic management processes relevant to international and local hospitality contexts	X								
	CLO3	3. Apply a strategic analysis in order to make recommendations for hospitality professionals.							X		
	CLO4	4. Examine and report strategic issues using appropriate communication methods						X			
Digital Marketing	CLO1	1. Discuss the principles of digital marketing	X								
	CLO2	2. Analyse the application of digital marketing strategy in hospitality ;			X						
	CLO3	3. Differentiate between the different types of social media tools						X			
	CLO4	4. evaluate trends in marketing using the concept of responsible sustainable marketing.									X
Strategic Finance Management	CLO1	1. Identify key considerations that impact strategic corporate finance decisions	X								
	CLO2	2. Apply financial analysis tools and techniques effectively.						X			
	CLO3	3. Discuss the design and implementation of a new internal control system for accounting								X	
	CLO4	4. Identify best practices based on industry standards.									X
People and Culture	CLO1	1. Explain the relationship between culture and people management in organizations.	X								
	CLO2	2. Identify appropriate human resource theories and apply to a hospitality context in the UAE		X							
	CLO3	3. Discuss the way the application of people and culture knowledge can be used to solve business problems.				X				X	
Managerial Financial Decision	CLO1	1. Analyse and interpret financial data						X			
	CLO2	2. Evaluate investment opportunities in the hospitality industry.	X								
	CLO3	3. Summarise the key financial regulations and laws that affect the hospitality industry in the UAE		X							
	CLO4	4. Develop financial plans and budgets			X						
Data Analytics	CLO1	1. Identify fundamental concepts and techniques used in data analytics	X								
	CLO2	2. Effectively utilize analytics software						X			
	CLO3	3. Evaluate data sources in order to address specific business questions or problems.					X				
	CLO4	4. Communicate data analysis effectively to relevant stakeholders			X						

Module	CLO	Learning Outcome
Ethics and Law in Hospitality	CLO1	1. Discuss key principles of corporate responsibility and their application in the UAE hospitality context
	CLO2	2. Evaluate the ethical implications of hospitality business decisions and actions on society.
	CLO3	3. Assess the role and engagement of stakeholders in corporate responsibility.
	CLO4	4. Reflect on challenges and opportunities of hospitality and tourism businesses in implementing and integrating corporate responsibility.
Business Transformation Project	CLO1	1. Analyse the strategic innovations required to transform a hospitality business.
	CLO2	2. Apply project management principles to create a detailed plan for transforming a hospitality business.
	CLO3	3. Evaluate change management processes involved in transformation.
	CLO4	4. Create a roadmap to communicate rationale and benefits of a business transformation to stakeholders.
Final Research Project	CLO1	1. Source and critically discuss literature appropriate to the chosen research topic.
	CLO2	2. Design and justify a research approach relevant to the chosen research topic.
	CLO3	3. Demonstrate proficiency in analysing data and interpreting research findings.
	CLO4	4. Developing evidence-based recommendations and draw research conclusions.
	CLO5	5. Present results of the investigation in an appropriate format.
Experience Economy 4.0	CLO1	1 Evaluate market research findings to understand specific customer needs in the hospitality industry.
	CLO2	2 Develop financial projections for experience-based businesses.
	CLO3	3 Apply principles of service design
	CLO4	4 Create a comprehensive marketing strategy for an experience-based business.
Professional and Personal Development 2	CLO1	1. Evaluate ethical issues observed in business
	CLO2	2. Reflect on own values and beliefs in relation to company culture to enhance self-awareness and personal growth.
	CLO3	3. Analyse leadership styles and impacts on team development
	CLO4	4. Apply different leadership styles to effectively manage and lead diverse teams
International Hospitality and Tourism Business	CLO1	1. Define and explain key concepts in international hospitality and tourism management.
	CLO2	2. Analyse the impact of consumer behaviour, technological advancements and sustainability issues on the hospitality industry
	CLO3	3. Analyse the hospitality and tourism businesses though market research
	CLO4	4. Discuss the process of operational planning
Tourism Economics	CLO1	1. Analyse the economic principles and theories of the tourism industry
	CLO2	2. Evaluate the role of government policies in promoting and regulating tourism
	CLO3	3. Discuss the economic impact of tourism on local and national economies
	CLO4	4. Evaluate emerging trends and issues in tourism economics
Professional and Personal Development – 1	CLO1	1. Demonstrating effective study habits and learning strategies for improving academic and professional performance.
	CLO2	2. apply digital literacy skills.
	CLO3	3. Apply self-awareness and self-efficiency skills in the contemporary hospitality business context
	CLO4	4. Design a personal brand
Hospitality Accounting and Finance	CLO1	1. Explain the hospitality accounting cycle and how it relates to industry standards & practices.
	CLO2	2. Construct a set of financial statements for the hospitality industry, considering various stakeholder demand.
	CLO3	3. Define internal control systems used in accounting protocols, using digital tools.
	CLO4	4. Apply and analyse the accounting principles and methods underlying financial reporting.
Food & Beverage Business	CLO1	1. Discuss the characteristics of the food and beverage sector
	CLO2	2. Develop food and beverage menus that optimize business performance.
	CLO3	3. Demonstrate management skills appropriate to food and beverage operations.
	CLO4	4. Interpret a variety of financial statements relevant to a food and beverage business
Customer Health and Wellbeing	CLO1	1. Communicate the importance of nutrition and its impact on health
	CLO2	2. evaluate the various dimensions of food security.
	CLO3	3. Analyse the ethical considerations in sourcing food.
	CLO4	4. Discuss the impact of mindfulness on wellbeing
	CLO5	5. Apply critical thinking skills to criticise health claims
AI & Customer experience	CLO1	1. Discuss the concept of artificial intelligence and its impact on the hospitality industry.
	CLO2	2. Implement AI tools and technologies in various hospitality domains.
	CLO3	3. Critically analyse the deployment of AI technologies in hospitality
	CLO4	4. Interpret data generated by AI systems to optimise performance in hospitality operations.
	CLO5	5. Develop effective communication and collaboration skills in implementing AI solutions
Contemporary Luxury	CLO1	1. Utilise analytical tools to examine luxury aspects of the hospitality industry.
	CLO2	2. Discuss the dimensions of luxury and its impact on society
	CLO3	3. Develop strategies and solutions to meet the challenges and opportunities of the luxury hospitality market in the UAE.
	CLO4	4. Evaluate the luxury hospitality market in the UAE.
Digital Transformation	CLO1	1. Discuss the concept of digital transformation and its significance in hospitality contexts.
	CLO2	2. Evaluate technological enablers that drive digital transformation.
	CLO3	3. Apply strategic planning principles to facilitate successful digital transformation initiatives.

Module	Code	Description
Regenerative Destinations	CLO1	1. Define key concepts in tourism planning and management
	CLO2	2. Contrast different tourism destinations and their management approaches
	CLO3	3. Identify different stages of destination development, and the challenges and opportunities they present
	CLO4	4. Evaluate the effectiveness of specific tourism plans and policies, and propose improvements
	CLO5	5. Create an innovative and sustainable plan for a destination
Hospitality Real Estate & Asset Management	CLO1	1. Examine principles of capital budgeting decision models including the estimation of cash flow.
	CLO2	2. Discuss the determinants of hospitality business capital structures and management.
	CLO3	3. Interpret working capital and financial ratios affecting hospitality organisation performance.
	CLO4	4. Reflect on professional and personal development within a hospitality context.
Hotel Management Internship	CLO1	1. Implement effective management strategies
	CLO2	2. Communicate effectively with stakeholders
	CLO3	3. Reflect on professional and personal development within a hospitality context.
	CLO4	4. Demonstrate leadership skills by motivating and guiding team members
Hotel Internship	CLO1	1. Demonstrate cultural understanding in a hospitality context
	CLO2	2. Demonstrate appropriate transferable skills in a hospitality environment.
	CLO3	3. Self-appraise and critically reflect on personal development and achievements
	CLO4	4. Demonstrate ability to work effectively in teams
Hotel Operations	CLO1	1. Discuss the importance of resource management in hotel operations
	CLO2	2. Evaluate the operational requirements of various departments in a hospitality context
	CLO3	3. Critically assess the use of management tools to effectively manage hospitality operations
Hotel Design	CLO1	1. Analyse the impact of design on the guest experience in internal and external hotel environments.
	CLO2	2. Evaluate the use of different responsible sourced materials in hotel design and their suitability for various spaces and functions
	CLO3	3. Develop creative, innovative design solutions that effectively address the routing and utility needs of hotel spaces
	CLO4	4. Critically assess the positioning of design elements in hotel spaces to enhance guest satisfaction and overall business performance
Design and Communication	CLO1	1. Examine the principles of design and visual communication.
	CLO2	2. Explain the importance of effective design and visual communication in the hospitality industry.
	CLO3	3. Review design and visual elements used in hospitality contexts.
	CLO4	4. Evaluate the impact of design and visual communication on the hospitality industry.
	CLO5	5. Create professional design and visual communication materials for use in the hospitality industry.
Entrepreneurship for SME	CLO1	1. Discuss the requirements of a feasibility study in terms of legal and financial aspects of business set up
	CLO2	2. Evaluate strategic management tools to identify business opportunities.
	CLO3	3. Analyse the legal and financial landscape in the UAE market.
	CLO4	4. Create marketing strategies and customer relationship management techniques
Concept Creation for Hospitality	CLO1	1. Apply principles of hospitality design to enhance guest experiences.
	CLO2	2. Evaluate design elements and their application in hospitality spaces
	CLO3	3. Evaluate the impact of design concepts on brand identity
Integrated Resorts	CLO1	1. Analyse integrated resort concepts and their current role in the leisure industry in the context of the UAE.
	CLO2	2. Evaluate the impact of different gambling and entertainment products on the hospitality industry.
	CLO3	3. Develop strategies for creating all-inclusive destination innovations
	CLO4	4. Critically assess the use of technology and innovation in integrated resort environments.
Contemporary Issues in Hospitality and Tourism	CLO1	1. Critically analyse contemporary issues and trends affecting the hospitality and tourism industry in the Gulf region.
	CLO2	2. Discuss the impacts of cultural, technological, and environmental factors on the tourism and hospitality industry.
	CLO3	3. Develop a critical understanding of the role of the tourism industry in global and local contexts.
	CLO4	4. Critically evaluate strategies used to manage current and emerging issues in the hospitality industry.
Hospitality Challenge	CLO1	1. Develop innovate solutions to problems within a hospitality context
	CLO2	2. Demonstrate communication skills across a variety of platforms
	CLO3	3. Reflect on professional and personal development.

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

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

	Strongly Disagree	Disagree	Partially Agree	Agree	Strongly Agree
The teaching and learning objectives were presented at the beginning of the course.	○	○	○	○	○
The assessments for this course were explained at the beginning of the course.	○	○	○	○	○
The course study materials shared were well organised to support the learning outcomes of the course.	○	○	○	○	○
The Learning Management System (Moodle) contained all instructional materials needed to support my learning and skills development.	○	○	○	○	○
The lecturer was available throughout the term to support my learning	○	○	○	○	○

* 2. Please tick (√) the appropriate box to indicate your answer to each statement

	Not at All	Not Much	Moderately	Mostly	Completely
The course assessments (exams, assignments, projects) adequately reflect the course content and learning objectives.	○	○	○	○	○
The course delivery engaged you in your own learning process through critical thinking and problem solving.	○	○	○	○	○
I had the opportunity to reflect and learn from complex situations.	○	○	○	○	○
I delved deeper into the subject through personal research.	○	○	○	○	○
The syllabus has supported me to plan my learning effectively during the course.	○	○	○	○	○

* 3. Identify recommendations for this course (Moodle page, Learning activities, learning materials, etc). What supported or limited your learning? How did the course contribute to your overall learning experience?

B. Library Graduate User Survey

1. The EAHM Library is....(Please select all the words that come to mind when you think of the EAHM Library)

○ Useful

○ Quiet

○ Helpful

○ Busy

○ Spacious

○ Resourceful

○ Organised

○ Comfortable

○ Calm

○ Clean

○ Well-lit

○ Secure

○ Other (please specify)

[   ]

2. On average, how often have you used the new Quiet Zone in the library for focused study or research purposes?

☐ Daily

☐ Once a Week

☐ 2 -3 times a week

☐ 4 - 5 times a week

☐ Never

3. What specific amenities, atmosphere, resources would you like to see added or improved in the new Quiet Zone of the Library?

[   ]

4. How often do you use the Library's study rooms for group or individual study sessions?

☐ Daily

☐ Weekly

☐ Monthly

☐ Yearly

☐ Never, I prefer to stay in Bazar or at home

☐ Never

☐ If never, tell us more

[   ]

5. How would you rate the level of importance of having the Innovation Hub in the Library for collaboration and idea generation within the EAHM campus community?

☐ Absolutely Essential

☐ Very Important

☐ Of Average Importance

☐ Of Little Importance

☐ Not Important at All

6. Rate your overall experience with the printer/scanner/copier in terms of reliability and ease of use.

Very Satisfactory	Satisfactory	Neutral	Unsatisfactory	Very Unsatisfactory
○	○	○	○	○

7. On a scale of 1 to 5, how satisfied are you with the increased hours of operation for the Library?

1 Very satisfactory	2 Satisfactory	3 Neutral	4 Unsatisfactory	5 Very Unsatisfactory
○	○	○	○	○

8. Indicate your level of agreement with the statement: "I find it convenient and effective to use subject-specific databases (e.g., ScienceDirect, EBSCOhost) for my research needs at the library."

	Absolutely	Somewhat agree	Partially disagree	Disagree	Never used
EBCOHost	○	○	○	○	○
Emerald	○	○	○	○	○
Global Data	○	○	○	○	○
Taylor & Francis	○	○	○	○	○

9. Rate your level of satisfaction with the library's support and guidance in referencing (citations management).

Very Satisfied, the Library provides excellent support	Somewhat satisfied, additional support would be appreciated	Neutral, no opinion	Somewhat dissatisfied, I could use more guidance	Very dissatisfied, the Library's support is inadequate
O	O	O	O	O

10. For each of these subscription databases, 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 used it	Never heard of it
Books in print	O	O	O	O	O	O
Electronic Books (ProQuest ebook central, IoH eLibrary & Sharepoint)	O	O	O	O	O	O
eJournals Databases (Emerald, ProQuest, EBSCO)	O	O	O	O	O	O
Newspaper & Magazines (ProQuest, EBSCO)	O	O	O	O	O	O
Market Research Reports & Statistics (Euromonitor, GlobalData, UN-WO eLibrary)	O	O	O	O	O	O

11. How would you rate the following tools for locating library resources?

	Excellent	Good	Average	Fair	Poor
Library Catalogue (Liberty)	O	O	O	O	O
Open Athens	O	O	O	O	O
Moodle (Library Page)	O	O	O	O	O

12. How often do you use citation management tools complete your assignments? e.g.(Mendeley, Zotero, Endnote etc.)

O I use them consistently, and I've organised my own citations collection on Mendeley or Zotero.

O I rely on citation management tools for most of my assignments.

O I use citation management tools for a significant portion of my assignments.

O I only use citation management tools when required by the instructors.

O Never, I manually manage my references.

O Not familiar with citation management tools.

13. Rate your level of comfort and capability in using Mendeley as a citation management tool for organising and citing your research references.

	Very comfortable, I have extensive experience with Mendeley and find it easy to use	Somewhat comfortable to use Mendeley to	Somewhat uncomfortable, I have a basic understanding but would benefit from further use	Not comfortable at all, I have little to no experience using Mendeley
Organise you library	○	○	○	○
Import references accurately	○	○	○	○
Utilise Medeleys PDF annotation features	○	○	○	○
Added Mendeley plugins to Microsoft word / Google Docs	○	○	○	○
Sharing your Mendeley library and collaborate with them members	○	○	○	○
Use of additional features such as generating citation metrics, related articles and creating reading lists	○	○	○	○

14. What do you use these generative AI tools for?e.g. Jais, Bard AI, ChatGPT, Dall-E2, Synthesia etc.

	Almost always (daily or multiple times a day)	Frequently (once a week or more)	Regularly (2 -3 times a month)	Occasionally (once a month or less)	Rarely or never
To. brainstorm research ideas	○	○	○	○	○
To proofread or grammar assistance	○	○	○	○	○
To help write code	○	○	○	○	○
To help with presentations	○	○	○	○	○
To create images / graphics	○	○	○	○	○
Within search engines and databases	○	○	○	○	○
To help revise for exams	○	○	○	○	○
Conducting literature reviews	○	○	○	○	○
To write proposals	○	○	○	○	○
Others	○	○	○	○	○
N/A (Never used them)	○	○	○	○	○

15. Ethical use of AI: Is it important to disclose the use of generative AI tools when submitting assignments written with the tools assistance?

○ Strongly agree, it is essential to disclose the use of generative AI tools to maintain academic integrity and transparency.

○ Agree, disclosing the use of generative AI tools demonstrates honesty and ensures proper acknowledgment of the assistance received.

○ Neutral, I am unsure of the importance of disclosing the use of generative AI tools when submitting assignments.

○ Disagree, I do not believe it is necessary to disclose the use of generative AI tools as long as the final work is my own.

○ Strongly disagree, I think there is no need to disclose the use of generative AI tools as it does not affect the authenticity of my work.

16. Would you attend a 2-hour workshop on responsible use of generative AI tools in academic writing?

○ Yes

○ No

17. If you answered yes to attending a 2 hour workshop on AI, please share your expectations and suggestions of tools you would like explored.

18. Overall, how satisfied are you with the following aspects of the Library?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Borrowing books / magazines	○	○	○	○	○
Academic information and research support services	○	○	○	○	○
Library spaces and atmosphere	○	○	○	○	○
Equipment	○	○	○	○	○
Study Rooms	○	○	○	○	○
Libray Staff	○	○	○	○	○
Hours of Operation	○	○	○	○	○

19. Are there any specific improvements or additional features you would like to see implemented in the Library's databases, book collection, printers, operational hours, staffing, or study rooms to enhance your overall experience?

C. Graduate Destination Survey*

GDS Questionnaire Q4_2023

ELEMENT	ENGLISH
CATI Item	**INTRO**
CATI Text	Good morning / afternoon / evening. My name is [INTERVIEWER NAME] and I am calling from [INSTITUTION NAME/CAMPUS NAME] about a survey of recent graduates in the UAE. Could I please speak to [NAME]? [IF SPEAKING TO THE NAMED GRADUATE] Higher education institutions conduct this survey in collaboration with the Ministry of Education. It's an opportunity for you to tell us about your experience after graduation. All information that you provide will help improve the quality of learning and teaching. Your information is confidential and you will not be individually identified. The survey should take around 10 minutes to complete.
CATI Item	**INTRO1**
CATI Text	Can you help with this important study?
CATI Response	Continue
CATI Response	Make appointment
CATI Response	Refusal
CATI Response	Named respondent not at this number
CATI Response	Provides alternative number
Item Conditions	ONLY SHOWN IF INTRO=Yes
CATI Item	**INTRO1a**
CATI Text	Thank you, we will call again later.
CATI Instruction	RECORD PREFERRED DATE AND TIME IN THE SPREADSHEET AND CALL BACK
Item Conditions	ONLY SHOWN IF INTRO1=Make appointment
CATI Item	**INTRO1b**
CATI Text	Would you prefer to complete a short online survey instead?
CATI Response	Yes
CATI Response	No
Item Conditions	ONLY SHOWN IF INTRO1=Refusal
CATI Item	**INTRO1c**
CATI Text	What is your email address?
CATI Response	RECORD EMAIL ADDRESS IN THE SPREADSHEET IF DIFFERENT FROM THE ONE GIVEN
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=Yes.
CATI Item	**INTRO1d**
CATI Text	Thank you for your time, I will send you a link to the online survey.
CATI Instruction	END CALL
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=Yes.

CATI Item	INTRO1e
CATI Text	Would you please tell me the main reason why you do not wish to participate?
CATI Response	No comment / just hung up
CATI Response	Too busy
CATI Response	Never do surveys
CATI Response	10 minutes is too long
CATI Response	Claims to have completed survey already
CATI Response	Other [OPEN]
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=No.

CATI Item	INTRO1f
CATI Text	Thank you for your time
CATI Instruction	END CALL.
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=No.

CATI Item	INTRO1g
CATI Text	I'm sorry, but we must have the wrong contact details. Thank you for your time.
CATI Instruction	END CALL.
Item Conditions	ONLY SHOWN IF INTRO1=Named respondent not at this number.

CATI Item	INTRO1h
CATI Text	Thank you for providing that number and for your time.
CATI Instruction	RECORD ALTERNATIVE NUMBER IN THE SPREADSHEET AND END CALL.
Item Conditions	ONLY SHOWN IF INTRO1=Provides alternative number.

CATI Item	C1
CATI Text	Thank you for agreeing to participate. Before we get started, there are a few details about your study that I need to check. Firstly, did you graduate from <INSTITUTION NAME>?
CATI Response	Yes
CATI Response	No
Item Conditions	ONLY SHOWN IF INTRO1=Continue.

CATI Item	C1a
CATI Text	Thank you for your time, but we need to speak with graduates from [INSTITUTION NAME].
CATI Instruction	END CALL.
Item Conditions	ONLY SHOWN IF C1=No.

CATI Item	C1b
CATI Text	What is the best mobile number and email address to contact you, if necessary?
CATI Response	MOBILE NUMBER [OPEN]
CATI Response	EMAIL ADDRESS [OPEN]

CATI Item	C2 (QUESTIONS FROM C2 ONWARDS ARE ONLY SHOWN IF C1=Yes)
CATI Text	Was the level of your study [LEVEL OF STUDY]?
CATI Response	Yes
CATI Response	No

CATI Item	C2a
CATI Text	What was the level of your study?
Response Option	Doctorate
Response Option	Masters
Response Option	Postgraduate Diploma
Response Option	Bachelor
Response Option	Higher Diploma
Response Option	Diploma
Response Option	Other [OPEN]
Item Conditions	ONLY SHOWN IF C2=No.

CATI Item	C3
CATI Text	Did you study [MAJOR]?
CATI Response	Yes
CATI Response	No

CATI Item	C3a
CATI Text	What did you study?
CATI Response	[OPEN]
Item Conditions	ONLY SHOWN IF C3=No.

CATI Item	INTRO2
CATI Text	Thank you for confirming those details.

Item	D1
Item Text	
Response Option	Male
Response Option	Female
Instruction	FILL IN RESPONDENT GENDER WITHOUT ASKING RESPONDENT.

Item	D2
Item Text	Which country are you living in?
Response Option	Autocomplete List of Countries

Item	D2a
Item Text	Which Emirate are you currently living in?
Response Option	Abu Dhabi
Response Option	Ajman
Response Option	Dubai
Response Option	Fujairah
Response Option	Ras al-Khaimah
Response Option	Sharjah
Response Option	Umm al-Quwain
Item Conditions	ONLY SHOWN IF D2=UAE

Item	D2b
Item Text	Which part of Abu Dhabi are you currently living in?
Response Option	Abu Dhabi
Response Option	Al Ain
Response Option	Al Dhafrah
Instruction	IF NECESSARY "Are you currently living in Abu Dhabi, Al Ain or Al Dhafrah?"
Item Conditions	ONLY SHOWN IF D2a=Abu Dhabi.

Item	INTRO_A
Item Text	Now I am going to ask you some questions about what you are currently doing.

Item	A1
Item Text	Are you currently working?
Response Option	Yes
Response Option	No

Item	A1a
Item Text	Were you employed while studying at [INSTITUTION NAME]?
Response Option	Yes
Response Option	No

Item	A1b
Item Text	Are you still in the same position?
Response Option	Yes
Response Option	More senior position in the same company
Response Option	Has moved to a different company
Response Option	Move to a different job function in the same company
Item Conditions	ONLY SHOWN IF A1=Yes and A1a=Yes.

Item	A2
Item Text	Are you currently looking for another job?
Response Option	Yes
Response Option	No
Item Conditions	ONLY SHOWN IF A1=Yes.

Item	A3
Item Text	Are you currently looking for a job?
Response Option	Yes
Response Option	No
Item Conditions	ONLY SHOWN IF A1=No.

Item	A4
Item Text	Are you currently studying?
Response Option	Yes
Response Option	No

Item	A5

Item Text	If you are not currently working, looking for a job or studying, what other activity are you currently doing?
Response Option	Children/Family Commitments
Response Option	Medical Reasons
Response Option	Personal Reasons
Response Option	Taking Time Out
Response Option	Volunteering
Response Option	National Service
Response Option	Other [OPEN]
Instruction	MARK ALL THAT APPLY. IF 'OTHER', RECORD VERBATIM IF NECESSARY, READ OUT RESPONSE OPTIONS
Item Conditions	ONLY SHOWN IF A1, A3 & A4 = No.

Item	INTRO_W (SECTION W (W1 to W9) ONLY SHOWN IF A1=Yes)
Item Text	Now I am going to ask you some questions about your job.

Item	W1
Item Text	Is this your first job since completing your study at [INSTITUTION NAME]?
Response Option	Yes
Response Option	No
Item Conditions	ONLY SHOWN IF A1 = Yes AND A1a = No

Item	W2
Item Text	How long after completing your study at [INSTITUTION NAME] did you get your first job?
Response Option	One month or less
	Two months
	Three months
	Four months
	Five months
	Six months
	Seven months
	Eight months
	Nine months
Response Option	IF NECESSARY, READ OUT RESPONSE OPTIONS.
Item Conditions	ONLY SHOWN IF A1 = Yes AND A1a = No

Item	W3
Item Text	Where is your main work location?
Response Option	Abu Dhabi
Response Option	Al Ain (Abu Dhabi Emirate)
Response Option	Al Dhafrah (Abu Dhabi Emirate)
Response Option	Ajman
Response Option	Dubai
Response Option	Fujairah
Response Option	Ras al-Khaimah
Response Option	Sharjah

Response Option	Umm al-Quwain
Response Option	Other [OPEN]
Instruction	IF NECESSARY "Are you mainly working in Abu Dhabi, Al Ain or Al Dhafrah?"

Item	W4
Item Text	What is the name of your employer?
Response Option	[AUTO-COMPLETE FROM EMPLOYER LIST PROVIDED]
Response Option	[OPEN]
Instruction	IF MORE THAN ONE EMPLOYER MENTIONED, ASK RESPONDENT TO FOCUS ON MAIN/PRIMARY EMPLOYER AND JOB

Item	W5
Item Text	What sector is your employer in? Would you say...
Response Option	Federal government,
Response Option	Local government,
Response Option	Semi government,
Response Option	Private sector, or
Response Option	I'm an entrepreneur
Response Option	NOT SURE
Instruction	READ OUT RESPONSE OPTIONS. IF A PROMPT REQUIRED FOR SEMI GOVERNMENT SAY 'A government-owned entity like ADNOC or Mubadala"
Instruction 2	IF A PROMPT IS REQUIRED FOR ENTREPRENEUR SAY "For example have you started your own business?"

Item	W6
Item Text	What is your occupation? [AUTO-COMPLETE FROM OCCUPATION LIST PROVIDED]
Response Option	[OPEN]
Instruction	IF NECESSARY "For example, Teacher, Nurse, Technician, Administrator, Business Analyst". RECORD RESPONSE VERBATIM
Instruction 2	IF THE ANSWER TO W5 IS ENTREPRENEUR THEN "Entrepreneur" CAN BE WRITTEN IN THE [OPEN] RESPONSE

Item	W8
Item Text	Are you receiving NAFIS salary support in addition to your monthly salary?
Response Option	Yes
Response Option	No – I'm not an Emirati citizen
Response Option	No – I'm not employed by a private sector company
Response Option	[OPEN]

Item	W9
Item Text	How much is the NAFIS salary support each month?
Response Option	AED 1,000
Response Option	AED 2,000
Response Option	AED 3,000
Response Option	AED 4,000

Response Option	AED 5,000
Response Option	AED 6,000
Response Option	AED 7,000
Response Option	AED 8,000
Response Option	AED 9,000
Response Option	AED 10,000
Response Option	Don't know
Response Option	Refused to Respond
Item Conditions	ONLY SHOWN IF W8 = Yes

Item	W10
	What is your monthly salary (without Nafis salary support)?
Response Option	Less than AED 5,000
Response Option	AED 5,000 - 9,999
Response Option	AED 10,000 - 14,999
Response Option	AED 15,000 - 19,999
Response Option	AED 20,000 - 24,999
Response Option	AED 25,000 - 29,999
Response Option	AED 30,000 - 34,999
Response Option	AED 35,000 - 39,999
Response Option	AED 40,000 - 44,999
Response Option	AED 45,000 - 49,999
Response Option	AED 50,000 - 54,999
Response Option	AED 55,000 - 59,999
Response Option	AED 60,000 - 64,999
Response Option	AED 65,000 - 69,999
Response Option	AED 70,000 or more
Response Option	No salary
Response Option	Refused to respond
Instruction	IF NECESSARY: "This is excluding benefits."
Item Conditions	ONLY SHOWN IF W8 = Yes

Item	W11
Item Text	What is your monthly salary (i.e. take home pay)?
Response Option	Less than AED 5,000
Response Option	AED 5,000 - 9,999
Response Option	AED 10,000 - 14,999
Response Option	AED 15,000 - 19,999
Response Option	AED 20,000 - 24,999
Response Option	AED 25,000 - 29,999
Response Option	AED 30,000 - 34,999
Response Option	AED 35,000 - 39,999
Response Option	AED 40,000 - 44,999
Response Option	AED 45,000 - 49,999
Response Option	AED 50,000 - 54,999
Response Option	AED 55,000 - 59,999
Response Option	AED 60,000 - 64,999

Response Option	AED 65,000 - 69,999
Response Option	AED 70,000 or more
Response Option	No salary
Response Option	Refused to respond
Instruction	IF NECESSARY: "This is excluding benefits."
Item Conditions	ONLY SHOWN IF W8 = "No – I'm not an Emirati citizen" or "No – I'm not employed by a private sector company" or "[Open]"

Item	W12a
Item Text	Thinking about your current job, would you say you are...
Response Option	satisfied
Response Option	dissatisfied
Response Option	NOT SURE
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS

Item	W12b
Item Text	Why are you dissatisfied?
Response Option	Low job status
Response Option	Low salary
Response Option	Routine job
Response Option	Long working hours
Response Option	Work location (far from where I live)
Response Option	No training or development
Response Option	Uncomfortable work environment
Response Option	Job required different major or specialization
Response Option	No promotion
Response Option	Heavy work load
Response Option	The position requires lower qualifications
Response Option	Does not take previous experience into consideration
Response Option	[OPEN]
Instruction	MARK ALL THAT APPLY
	IF NECESSARY ASK RESPONDENT TO FOCUS ON MAIN REASON FOR DISSATISFACTION.
Item Conditions	ONLY SHOWN IF W12a=dissatisfied.

Item	W13
Item Text	Would you say the specialization you studied at [INSTITUTION NAME] is relevant to your current job?
Response Option	Yes
Response Option	No
Response Option	NOT SURE

Item	INTRO_S (SECTION S (S1 to S8) ONLY SHOWN IF A2=Yes OR A3=Yes)
Item Text	Now I am going to ask you some questions about job seeking.

Item	S3
Item Text	How many jobs have you applied for?

Response Option	0
Response Option	1 - 4
Response Option	5 - 9
Response Option	10 - 14
Response Option	15 - 19
Response Option	20 and over

Item	S4
Item Text	How many interviews have you had?
Response Option	0
Response Option	1 - 4
Response Option	5 - 9
Response Option	10 - 14
Response Option	15 - 19
Response Option	20 and over

Item	S5
Item Text	Have you been offered a job ?
Response Option	Yes
Response Option	No
Instruction	AN OFFER SHOULD BE RELATIVELY FORMAL, IDEALLY IN WRITING, WITH THE IMPLICATION OF AN EMPLOYMENT CONTRACT. A CASUAL SUGGESTION IS NOT SUFFICIENT.

Item	S5a
Item Text	How many jobs have you been offered?
Response Option	1
Response Option	2
Response Option	3
Response Option	4+
Item Conditions	ONLY SHOWN IF S5=Yes.

Item	S5b
Item Text	Why didn't you take the job offer?
Response Option	Low job status
Response Option	Low salary
Response Option	Routine job
Response Option	Long working hours
Response Option	Work location (far from where I live)
Response Option	No training or development
Response Option	Uncomfortable work environment
Response Option	Job required different major or specialization
Response Option	No promotion
Response Option	Heavy work load
Response Option	The position requires lower qualifications
Response Option	Does not take previous experience into consideration

Response Option	[OPEN]
Instruction	MARK ALL THAT APPLY
	IF NECESSARY ASK RESPONDENT TO FOCUS ON MAIN REASON FOR NOT TAKING THE JOB
Item Conditions	ONLY SHOWN IF S5=Yes.

Item	S6
Item Text	I'm going to list some job-seeking strategies. Which of these strategies have you used?
Response Option	Referrals from family and friends
Response Option	Responding to job advertisements
Response Option	Using recruitment or employment agencies
Response Option	Social networking websites, for example LinkedIn
Response Option	Directly contacting companies
Response Option	Student Careers Office
Response Option	Other [OPEN]
Instruction	MARK ALL THAT APPLY.
	IF 'OTHER', RECORD VERBATIM
	IF NECESSARY, READ OUT RESPONSE OPTIONS

Item	S7
Item Text	Since you are still not employed, why do you think that is?
Response Option	There are currently no jobs available in my field of study
Response Option	There are currently no jobs available where I live
Response Option	There are currently no jobs available in a single gender (male or female only) environment
Response Option	There is too much competition for desired jobs
Response Option	There are jobs available, but salaries are too low
Response Option	I need to do more study to secure desired job
Response Option	My internship or work placement was insufficient
Response Option	There are jobs available, but none with flexible working arrangements
Response Option	Due to childcare or family commitments
Response Option	Due to medical reasons
Response Option	Other [OPEN]
Instruction	MARK ALL THAT APPLY
	IF 'OTHER, RECORD VERBATIM
Item Conditions	ONLY SHOWN IF A3=Yes.

Item	S8
Item Text	Since you have still not found another job, why do you think that is?
Response Option	There are currently no jobs available in my field of study
Response Option	There are currently no jobs available where I live
Response Option	There are currently no jobs available in a single gender (male or female only) environment
Response Option	There is too much competition for desired jobs
Response Option	There are jobs available, but salaries are too low
Response Option	I need to do more study to secure desired job
Response Option	My internship or work placement was insufficient
Response Option	There are jobs available, but none with flexible working arrangements
Response Option	Due to childcare or family commitments
Response Option	Due to medical reasons

Response Option	Other [OPEN]
Instruction	MARK ALL THAT APPLY
	IF 'OTHER, RECORD VERBATIM
Item Conditions	ONLY SHOWN IF A2=Yes.

Item	INTRO_F (SECTION F [F1 to F6] ONLY SHOWN IF A4=Yes)
Item Text	Now I am going to ask you some questions about your further study.

Item	F1
Item Text	Are you studying in the UAE?
Response Option	Yes
Response Option	No

Item	F2
Item Text	Which institution are you attending?
Response Option	[AUTO-COMPLETE FROM LIST OF MINISTRY-ACCREDITED INSTITUTIONS PROVIDED]
Response Option	[OPEN]
Item Conditions	ONLY SHOWN IF F1=Yes.

Item	F3
Item Text	What is the level of your current study?
Response Option	Doctorate
Response Option	Masters
Response Option	Postgraduate Diploma
Response Option	Bachelor
Response Option	Higher Diploma
Response Option	Diploma
Response Option	Other [OPEN]

Item	F4
Item Text	What major are you currently studying?
Response Option	[AUTO-COMPLETE FROM LIST OF STANDARDIZED MAJOR]
Response Option	[OPEN]

Item	F5
Item Text	Are you enrolled full time or part time?
Response Option	Full time
Response Option	Part time

Item	F6
Item Text	What is your main reason for doing further study?
Response Option	To improve my employment prospects
Response Option	I need a further qualification for my desired job
Response Option	I had always planned to do further study
Response Option	I am interested in this area of study
Response Option	I want to change my career
Response Option	I want to pursue an academic career

Response Option	Other [OPEN]
Instruction	DO NOT READ OUT OPTIONS
	MARK ALL THAT APPLY

Item	INTRO_E (SECTION E (E1 to E6e) ONLY SHOWN IF C1=Yes)
Item Text	Now I am going to ask you some questions about your higher education experience at [INSTITUTION NAME].

Item	E1
Item Text	Thinking of your experience at [INSTITUTION NAME], would you say you were...
Response Option	satisfied, or
Response Option	dissatisfied?
Response Option	NOT SURE
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS

Item	E2
Item Text	Why were you dissatisfied?
Response Option	[OPEN]
Instruction	RECORD RESPONSE VERBATIM
Item Conditions	ONLY SHOWN IF E1=dissatisifed.

Item	E3
Item Text	Thinking about the teaching at [INSTITUTION NAME], would you say you were...
Response Option	satisfied, or
Response Option	dissatisfied?
Response Option	NOT SURE
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS.

Item	E4 (THIS ITEM INCLUDES THE FOLLOWING RESPONSE OPTIONS: Very much, Somewhat, Not at all, Not sure)
Item Text	How much did your experience at [INSTITUTION NAME] help you develop the following skills? Would you say very much, somewhat or not at all?
Response Option	Problem-solving
Response Option	Critical and analytical thinking
Response Option	Digital literacy
Response Option	Numeracy skills
Response Option	Writing skills
Response Option	Presenting skills
Response Option	Communication skills
Response Option	Collaboration and teamwork
Response Option	Time management
Instruction	IF NECESSARY, REPEAT RESPONSE OPTIONS: "Would you say very much, somewhat or not at all?"

Item	E5a
Item Text	Did you use your institution's careers service?
Response Option	Yes
Response Option	No

Response Option	Unaware of service
Response Option	Did not have a careers service during my time at the institution

Item	E5b
Item Text	Thinking about the careers advice you received at [INSTITUTION NAME], would you say you were...
Response Option	satisfied, or
Response Option	dissatisfied?
Response Option	NOT SURE
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS
Item Conditions	ONLY SHOWN IF E5a=Yes.

Item	E6a
Item Text	Did you do an internship or work placement while studying at [INSTITUTION NAME]?
Response Option	Yes
Response Option	No

Item	E6b
Item Text	Thinking of your main internship or work placement, approximately how many weeks did it last?
Response Option	1 - 4
Response Option	5 - 8
Response Option	9 - 12
Response Option	13 - 16
Response Option	17 or over
Item Conditions	ONLY SHOWN IF E6a=Yes

Item	E6c
Item Text	What was the name of the employer where you did your internship?
Response Option	[AUTO-COMPLETE FROM EMPLOYER LIST PROVIDED]
Response Option	[OPEN]
Instruction	RECORD RESPONSE VERBATIM
Item Conditions	ONLY SHOWN IF E6a=Yes

Item	E6d
Item Text	Thinking of your internship experience at this employer, would you say you were ...
Response Option	satisfied, or
Response Option	dissatisfied?
Item Conditions	ONLY SHOWN IF E6a=Yes

Item	E6e
Item Text	What is the main reason you were dissatisfied?
Response Option	Long working hours
Response Option	Work location (far from where I live)
Response Option	No structured workplan
Response Option	No training or development
Response Option	Didn't learn any new skills
Response Option	Not given any responsibility

Response Option	Not my preferred sector (for example: government or private sector)
Response Option	Not my preferred industry (for example: Health, Education, Manufacturing)
Response Option	Internship required different major or specialization
Response Option	No coordination with my university
Response Option	[OPEN]
Instruction	MARK ALL THAT APPLY
Item Conditions	ONLY SHOWN IF E6a=Yes and E6d=dissatisfied

Item	ECD Employer contact Details
Item Text	Many thanks for your feedback. Finally, can I ask for the contact details of your employer? This information is needed by the Ministry for its employer surveys.
Response Option	Yes
Response Option	No, I'd rather not provide this information
Item Conditions	ONLY SHOWN IF A1=Yes

Item	ECD 1
CATI Text	What is the name of your line manager?
CATI Response	[OPEN]

CATI Item	ECD 2
CATI Text	What is the job title of your line manager?
CATI Response	[OPEN]
Item Conditions	

CATI Item	ECD 3
CATI Text	What is the contact number of your line manager?
CATI Response	[OPEN]
Item Conditions	

CATI Item	ECD 4
CATI Text	What is the email address of your line manager?
CATI Response	[OPEN]
Item Conditions	

Item	CONCLUSION
CATI Text	This is the end of the survey. Thank you for your time and for participating.

D. Longitudinal Graduate Destination Survey*

ELEMENT	ENGLISH	Arabic
Item	INTRO	
Item Text	Good morning. / afternoon / evening. My name is [INTERVIEWER NAME] and I am calling from [INSTITUTION NAME/CAMPUS NAME] about a follow-up survey on the Graduates Destination Survey that we did about 2½ years ago.	
	Could I please speak to [NAME]?	
	[IF SPEAKING TO THE NAMED GRADUATE] This survey is an opportunity for you to express your retrospective view on the course that you completed about 2½ years ago in the academic year 2016/17. All the information you provide will help improve the quality of learning and teaching. Your information is confidential and you will not be individually identified.	
	The survey should take around 10 minutes to complete.	
CATI Item	INTRO1	INTRO1
CATI Text	Can you help with this important study?	
CATI Response	Continue	
CATI Response	Make appointment	
CATI Response	Refusal	
CATI Response	Named respondent not at this number	
CATI Response	Provides alternative number	
CATI Item	INTRO1a	INTRO1a
CATI Text	Thank you, we will call again later.	
CATI Instruction	RECORD PREFERRED DATE AND TIME IN THE SPREADSHEET AND CALL BACK	
Item Conditions	ONLY SHOWN IF INTRO1=Make appointment	
CATI Item	INTRO1b	INTRO1b
CATI Text	Would you prefer to complete a short online survey instead?	
CATI Response	Yes	
CATI Response	No	
Item Conditions	ONLY SHOWN IF INTRO1=Refusal	
CATI Item	INTRO1p	INTRO1p
CATI Text	What is your email address?	
CATI Response	RECORD EMAIL ADDRESS IN THE SPREADSHEET IF DIFFERENT FROM THE ONE GIVEN	
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=Yes	
CATI Item	INTRO1d	INTRO1d
CATI Text	Thank you for your time, I will send you a link to the online survey.	
CATI Instruction	END CALL	
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=Yes	
CATI Item	INTRO1e	INTRO1e
CATI Text	Would you please tell me the main reason why you do not wish to participate?	
CATI Response	No comment / just hung up	
CATI Response	Too busy	
CATI Response	Never do surveys	
CATI Response	10 minutes is too long	
CATI Response	Claims to have completed survey already	
CATI Response	Other [OPEN]	
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=No	
CATI Item	INTRO1f	INTRO1f
CATI Text	Thank you for your time	
CATI Instruction	END CALL	
Item Conditions	ONLY SHOWN IF INTRO1=Refusal & INTRO1b=No	
CATI Item	INTRO1g	INTRO1g
CATI Text	I'm sorry, but we must have the wrong contact details. Thank you for your time.	
CATI Instruction	END CALL	
Item Conditions	ONLY SHOWN IF INTRO1=Named respondent not at this number	
CATI Item	INTRO1h	INTRO1h
CATI Text	Thank you for providing that number and for your time.	
CATI Instruction	RECORD ALTERNATIVE NUMBER IN THE SPREADSHEET AND END CALL	
Item Conditions	ONLY SHOWN IF INTRO1=Provides alternative number	
CATI Item	Q1.0	Q1.0
CATI Text	Thank you for agreeing to participate. Before we get started, we would like to update our Alumni Records and check a few details about your study. Firstly, did you graduate from [INSTITUTION NAME] in the academic year 2016/17 i.e. about 2½ years ago?	
CATI Response	Yes	
CATI Response	No	
Item Conditions	ONLY SHOWN IF INTRO1=Continue	
CATI Item	Q1.0a	Q1.0a
CATI Text	Thank you for your time, but we need to speak with graduates from [INSTITUTION NAME].	
CATI Instruction	END CALL	
Item Conditions	ONLY SHOWN IF Q1.0=No	
CATI Item	Q1.1/Q1.1a	Q1.1/Q1.1a
Item Text	What is the best mobile number and email address to contact you, if necessary?	
Response Option	RECORD MOBILE NUMBER	
Response Option	RECORD EMAIL ADDRESS	
CATI Item	Q1.2	Q1.2
CATI Text	Did you complete [LEVEL OF STUDY] in the academic year 2016/17 i.e. about 2½ years ago?	
CATI Response	Yes	
CATI Response	No	
CATI Item	Q1.2a	Q1.2a
CATI Text	What was the level of your study?	
Response Option	Doctorate	
Response Option	Masters	
Response Option	Graduate Diploma	
Response Option	Bachelor	
Response Option	Higher Diploma	
Response Option	Diploma	
Response Option	Other [OPEN]	
	ONLY SHOWN IF Q1.2=No	
CATI Item	Q1.3	Q1.3
CATI Text	Did you study [MAJOR] at that time i.e. in the academic year 2016/17?	
CATI Response	Yes	
CATI Response	No	
	ONLY SHOWN IF Q1.0=yes	
CATI Item	Q1.3a	Q1.3a
CATI Text	What did you study?	
CATI Response	[OPEN]	
Item Conditions	ONLY SHOWN IF Q1.3=No	

Response Option	No	

| Item Conditions | ONLY SHOWN if AL2=I completed the course or I discontinued the course or I have changed the course and completed it or I was not undertaking further study at that time. AL7a=Yes, I completed a course or | |

Item	**AL9a**	**AL9**
Item Text	If you are not currently working, looking for a job or studying, what is the main activity are you currently doing?	إذا كنت لا تعمل حالياً أو تبحث عن وظيفة أو تدرس، ما هو النشاط الأكبر الذي تقوم به حالياً؟
Response Option	Children/Family Commitments	الإلتزامات عائلية/الأطفال
Response Option	Medical Reasons	أسباب صحية
Response Option	Personal Reasons	أسباب شخصية
Response Option	Nothing Specific	لا شيء محدد
Response Option	Volunteering	التطوع
Response Option	National Service	الخدمة الوطنية
Response Option	Other [OPEN]	[مفتوح]أخرى
Instruction	IF 'OTHER', RECORD VERBATIM	إذا كانت الإجابة أخرى، قم بتسجيل الإجابة كما بذكرها المستجيب.
	IF NECESSARY, READ-OUT RESPONSE OPTIONS.	إذا لزم الأمر، إقرأ خيارات الإجابة.
Item Conditions	ONLY SHOWN (IF AL6 and AL8=No).	

Item	**AL9b**	**AL9**
Item Text	If you are not currently working, looking for a job or studying, what is the main activity are you currently doing?	إذا كنت لا تعمل حالياً أو تبحث عن وظيفة أو تدرس، ما هو النشاط الأكبر الذي تقوم به حالياً؟
Response Option	Children/Family Commitments	الإلتزامات عائلية/الأطفال
Response Option	Medical Reasons	أسباب صحية
Response Option	Personal Reasons	أسباب شخصية
Response Option	Nothing Specific	لا شيء محدد
Response Option	Volunteering	التطوع
Response Option	National Service	الخدمة الوطنية
Response Option	Other [OPEN]	[مفتوح]أخرى
Instruction	IF 'OTHER', RECORD VERBATIM	إذا كانت الإجابة أخرى، قم بتسجيل الإجابة كما بذكرها المستجيب.
	IF NECESSARY, READ-OUT RESPONSE OPTIONS.	إذا لزم الأمر، إقرأ خيارات الإجابة.
Item Conditions	ONLY SHOWN (IF AL6 and AL7a=No).	

Item	**AL9c**	**AL9**
Item Text	If you are not currently working, looking for a job or studying, what is the main activity are you currently doing?	إذا كنت لا تعمل حالياً أو تبحث عن وظيفة أو تدرس، ما هو النشاط الأكبر الذي تقوم به حالياً؟
Response Option	Children/Family Commitments	الإلتزامات عائلية/الأطفال
Response Option	Medical Reasons	أسباب صحية
Response Option	Personal Reasons	أسباب شخصية
Response Option	Nothing Specific	لا شيء محدد
Response Option	Volunteering	التطوع
Response Option	National Service	الخدمة الوطنية
Response Option	Other [OPEN]	[مفتوح]أخرى
Instruction	IF 'OTHER', RECORD VERBATIM	إذا كانت الإجابة أخرى، قم بتسجيل الإجابة كما بذكرها المستجيب.
	IF NECESSARY, READ-OUT RESPONSE OPTIONS.	إذا لزم الأمر، إقرأ خيارات الإجابة.
Item Conditions	ONLY SHOWN (IF AL6 and AL7a=No).	

Item	**AL10**	**AL10**
Item Text	Are you planning to go for further study?	هل تخطط للقيام بالمزيد من الدراسة؟
Response Option	Yes	نعم
Response Option	Maybe	احتمال
Response Option	No	لا
Item Conditions	ONLY SHOWN IF (AL8=No or AL4=Yes or AL7a=No or AL7b=No).	

Item	INTRO_WL SECTION WL ONLY SHOWN IF AL2= Yes, still in the same company or AL2= Yes, but have moved to another company or AL3 = Yes or AL5a=Yes or AL5b=Yes.	
Item Text	Now I am going to ask you some questions about your job.	الآن سأطرح عليك بعض الأسئلة حول وظيفتك.

Item	**WL1**	**WL1**
Item Text	How many times have you changed employer/company between graduating about 3½ years ago and now?	كم مرة قمت بتغيير جهة العمل (الشركة) منذ تخرجك قبل ثلاثة أعوام ونصف حتى الآن؟
Response Option	0	٠
Response Option	1	١
Response Option	2	٢
Response Option	3	٣
Response Option	4	٤
Response Option	5	٥
Response Option	More than 5	أكثر من ٥ مرات

Item	**WL2**	**WL2**
Item Text	Where is your current main work location?	ما هو الموقع الرئيسي لعملك الحالي؟
Response Option	Abu Dhabi	أبوظبي
Response Option	Al Ain	العين
Response Option	Western Region	المنطقة الغربية
Response Option	Other [OPEN]	أخرى [مفتوح]
Instruction	IF NECESSARY "Are you mainly working in Abu Dhabi, Al Ain or Western Region?"	إذا لزم الأمر: "هل تعمل حالياً في أبو ظبي، العين أو المنطقة الغربية؟"

Item	**WL3**	**WL3**
Item Text	What is the name of your current employer/company?	ما هو اسم الجهة التي تعمل بها حالياً؟
Response Option	[Open]	[مفتوح]
Instruction	IF MORE THAN ONE EMPLOYER MENTIONED, ASK RESPONDENT TO FOCUS ON MAIN/PRIMARY EMPLOYER AND JOB. RECORD RESPONSE VERBATIM	إذا ذكر المستجيب أكثر من جهة عمل، اطلب من المستجيب أن يركز على جهة العمل والوظيفة الرئيسية. سجل الإجابة الحرفية.

Item	**WL4**	**WL4**
Item Text	What sector is your employer in? Would you say…	ما هو القطاع جهة عملك؟ هل يمكنك القول …
Response Option	Federal government,	الحكومة الاتحادية
Response Option	Local government,	الحكومة المحلية
Response Option	Semi-government,	شبه الحكومية
Response Option	Private sector, or	القطاع الخاص
Response Option	you are self employed?	تعمل لحسابك الخاص
Response Option	NOT SURE	غير متأكد
Instruction	READ-OUT RESPONSE OPTIONS. IF A PROMPT REQUIRED FOR SEMI GOVERNMENT SAY 'Partly private and partly publicly owned'	اقرأ خيارات الإجابة. إذا لزم الأمر توضيح شبه الحكومي، قل " خاص جزئيا وعام جزيا"

Item	**WL5**	**WL5**
Item Text	What is your current occupation?	ما هي مهنتك الحالية؟
Response Option	[OPEN]	[مفتوح]
Instruction	RECORD RESPONSE VERBATIM	سجل الإجابة الحرفية

Item	**WL6**	**WL6**
Item Text	What is your current monthly salary (i.e. take home pay)?	كم هو راتبك الشهري الحالي؟ (المبلغ المالي الكلي الذي تحصل عليه)
Response Option	Less than AED 5,000	أقل من 5000 درهم إماراتي
Response Option	AED 5,000 - 9,999	9999 - 5000 درهم
Response Option	AED 10,000 - 14,999	14999 - 10000 درهم
Response Option	AED 15,000 - 19,999	19999 - 15000 درهم
Response Option	AED 20,000 - 24,999	24999 - 20000 درهم
Response Option	AED 25,000 - 29,999	29999 - 25000 درهم
Response Option	AED 30,000 - 34,999	34999 - 30000 درهم
Response Option	AED 35,000 - 39,999	39999 - 35000 درهم
Response Option	AED 40,000 - 44,999	44999 - 40000 درهم
Response Option	AED 45,000 - 49,999	49999 - 45000 درهم
Response Option	AED 50,000 - 54,999	54999 - 50000 درهم
Response Option	AED 55,000 - 59,999	59999 - 55000 درهم

Response Option	AED 60,000 - 64,999		60000 - 64999 درهم
Response Option	AED 65,000 - 69,999		65999 - 65000 درهم
Response Option	AED 70,000 or more		70000 درهم أو أكثر
Response Option	No salary		لا توجد راتب
Response Option	Refused to respond		يرفض الإجابة

Item	WLF		WLF
Item Text	Thinking about your current job, would you say you are...		بالتفكير في عملك الحالي، هل تقول أنك...
Response Option	satisfied		راضي
Response Option	dissatisfied		غير راضي
Response Option	NOT SURE		غير متأكد
Instruction	READ-OUT FIRST TWO RESPONSE OPTIONS		اقرأ أول خيارين من خيارات الإجابة

Item	WL8		WL8
Item Text	Why are you dissatisfied?		لماذا أنت غير راضي؟
Response Option	Low job status		مستوى وظيفي منخفض
Response Option	Low salary		راتب أقل
Response Option	Long working hours		ساعات العمل الطويلة
Response Option	Work location (far from where I live)		موقع العمل (بعيدا عن المكان الذي أعيش فيه)
Response Option	Poor career prospects		عدم وضوح المسار الوظيفي المستقبلي
Response Option	No training or development		لا توجد تدريب أو تطوير
Response Option	Uncomfortable work environment		بيئة عمل غير مريحة
Response Option	Job required different major or specialization		تطلب الوظيفة تخصصات مختلفة
Response Option	No promotion		لا توجد ترقية
Response Option	Heavy work load		ضغوطات العمل
Response Option	The position requires lower qualifications		يتطلب المنصب مؤهلات أقل
Response Option	Routine job		العمل الممل (الروتيني)
Response Option	Does not take previous experience into consideration		لم تأخذ بعين الاعتبار الخبرة السابقة
Response Option	[OPEN]		[مفتوح]
Instruction	MARK ALL THAT APPLY.		اضغط الإجابة الموجودة
	IF NECESSARY ASK RESPONDENT TO FOCUS ON MAIN REASON FOR DISSATISFACTION.		إذا لزم الأمر اطلب من المجيب التركيز على السبب الرئيسي لعدم رضاك. *
Item Conditions	ONLY SHOWN IF WL7=dissatisfied		

Item	WL9		WL9
Item Text	Thinking about your current job, would you say your study at [INSTITUTION NAME] was...		بالتفكير في عملك الحالي، هل تقول أن دراستك في [اسم المؤسسة] ...
Response Option	relevant		ذات الصلة
Response Option	not relevant		ليس لها صلة
Response Option	NOT SURE		غير متأكد
Instruction	READ-OUT FIRST TWO RESPONSE OPTIONS		اقرأ أول خيارين من خيارات الإجابة

Item	WL10		WL10
Item Text	Thinking about your current job, did your higher education experience at [INSTITUTION NAME] prepare you well or help you progress in your career aspirations?		بالتفكير في عملك الحالي، هل تجربتك في [اسم المؤسسة] أعدتك بشكل جيد أو ساعدتك على التطوير في تطلعاتك وأهدافك الوظيفية؟
Response Option	Very well		نعم بشكل ممتاز
Response Option	Quite well		نعم بشكل جيد
Response Option	Not well		لا ليس جيد
Response Option	NOT SURE		غير متأكد
Instruction	READ-OUT FIRST THREE RESPONSE OPTIONS		اقرأ أول ثلاثة خيارات الإجابة

| Item | INTRO_SL SECTION SLOWLY SHOWN IF ALB=Yes | | |
| Item Text | Now I am going to ask you some questions about job seeking. | | الآن سأطرح عليك بعض الأسئلة عن البحث عن عمل. |

Item	SL1		SL1
Item Text	Are you having difficulty finding a job?		هل تواجه صعوبة في العثور على عمل؟
Response Option	Yes		نعم
Response Option	No		لا

Item	SL2		SL2
Item Text	How many jobs have you applied for?		كم عدد الوظائف التي قد تقدمت لها؟
Response Option	0		0
Response Option	1 - 4		1 - 4
Response Option	5 - 9		5 - 9
Response Option	10 - 19		10 - 19
Response Option	20 or more		20 or more

Item	SL3b		SL3b
Item Text	How many interviews have you had?		كم عدد المقابلات التي أجريت؟
Response Option	0		0
Response Option	1 - 4		1 - 4
Response Option	5 - 9		5 - 9
Response Option	10 - 19		10 - 19
Response Option	20 or more		20 or more

Item	SL4a		SL4a
Item Text	Have you been offered any jobs?		هل تم عرض أي وظيفة عليك؟
Response Option	Yes		نعم
Response Option	No		لا

Item	SL4b		SL4b
Item Text	Why didn't you take the job offer?		لماذا لم تقبل الوظيفة التي عرضت عليك؟
Response Option	Low job status		مستوى وظيفي منخفض
Response Option	Low salary		راتب أقل
Response Option	Routine job		العمل الممل (الروتيني)
Response Option	Long working hours		ساعات العمل الطويلة
Response Option	Work location (far from where I live)		موقع العمل (بعيدا عن المكان الذي أعيش فيه)
Response Option	No training or development		لا توجد تدريب أو تطوير
Response Option	Uncomfortable work environment		بيئة عمل غير مريحة
Response Option	Job required different major or specialization		تطلب الوظيفة تخصصات مختلفة
Response Option	No promotion		لا توجد ترقية
Response Option	Heavy work load		ضغوطات العمل
Response Option	The position requires lower qualifications		يتطلب المنصب مؤهلات أقل
Response Option	Does not take previous experience into consideration		لم تأخذ بعين الاعتبار الخبرة السابقة
Response Option	[OPEN]		[مفتوح]
Instruction	MARK ALL THAT APPLY.		اضغط الإجابة الموجودة
	IF NECESSARY ASK RESPONDENT TO FOCUS ON MAIN REASON FOR NOT TAKING THE JOB		إذا لزم الأمر اطلب من المجيب التركيز على السبب الرئيسي لعدم رضاك. *
Item Conditions	ONLY SHOWN IF SL4a=Yes		

Item	SL5		SL5
Item Text	I'm going to list some job-seeking strategies. Which of these strategies have you used?		سأقوم بذكر بعض استراتيجيات البحث عن عمل. أي من الاستراتيجيات التالية استخدمت في البحث عن عمل؟ (ضع علامة على كل ما ينطبق)
Response Option	Referrals from family and friends		من خلال توصيات العائلة والأصدقاء
Response Option	Responding to job advertisements/websites (online)		الرد على إعلانات الوظائف / المواقع الإلكترونية
Response Option	Using recruitment or employment agencies		استخدام وكالات التوظيف أو العمالة
Response Option	Social networking websites, for example LinkedIn		مواقع الشبكات الاجتماعية مثل لينكد إن
Response Option	Directly contacting companies		الاتصال بالشركات مباشرة
Response Option	Student Careers Office		مكتب التوظيف المهني
Response Option	Tawteen Council (AE-Human Resource Authority)		مجلس توطين للكادر (هيئة الموارد البشرية)
Response Option	Career fairs		معارض التوظيف
Response Option	Other [OPEN]		أخرى [مفتوح]
Instruction	MARK ALL THAT APPLY.		اقرأ خيارات الإجابة
	IF 'OTHER', RECORD VERBATIM		ضع علامة على كل ما ينطبق
	IF NECESSARY, READ-OUT RESPONSE OPTIONS		إذا كان الأمر يستلزم ذلك

| Item | SL6 | | SL6 |

Item Text	Since you are still not employed, why do you think that is?		لماذا لا تعتقد أنك لا تعمل؟ (ضع علامة على كل ما ينطبق)
Response Option	There are currently no jobs available		لا يوجد حاليًا أي وظائف متوفرة
Response Option	There are currently no jobs available in my field of study		لا يوجد حاليًا أي وظائف متوفرة في مجال دراستي

Response Option	There are currently no jobs available where I live		لا يوجد حاليًا أي وظائف متوفرة في المكان الذي أعيش فيه
Response Option	There are currently no jobs available in a mixed sex environment		لا يوجد حاليًا أي وظائف متوفرة في بيئة مختلطة الجنسين
Response Option	There are currently no jobs available in a single sex (male or female only) environment		لا يوجد حاليًا أي وظائف متوفرة في بيئة لجنس واحد (ذكر أو أنثى فقط)
Response Option	There is too much competition for desired jobs		هناك الكثير من المنافسة على الوظائف المطلوبة
Response Option	There are jobs available, but only in entry level positions		هناك وظائف متاحة ولكن في المناصب المبتدئة فقط
Response Option	There are jobs available, but salaries are too low		هناك وظائف متاحة ولكن الرواتب منخفضة جدا
Response Option	I need to do more study to secure desired job		أحتاج إلى دراسة المزيد لتأمين الوظيفة المطلوبة
Response Option	I do not have sufficient experience in my field		ليس لدي خبرة كافية في مجال عملي
Response Option	There are jobs available, but none with flexible working arrangements		هناك وظائف متاحة ولكن ليس لديها ترتيبات العمل المرنة
Response Option	Due to childcare or family commitments		بسبب الالتزامات رعاية الأطفال أو الأسرة
Response Option	Due to medical or personal reasons		لأسباب طبية أو شخصية
Response Option	Other [OPEN]		أخرى [مفتوح]
Instruction	MARK ALL THAT APPLY		ضع علامة على كل ما ينطبق
	IF 'OTHER, RECORD VERBATIM		إذا كان ذلك، سجل الإجابة الحرفية

| Item | INTRO_FL [SECTION IS ONLY SHOWN IF ALH HAS...] | | |
| Item Text | Now I am going to ask you some questions about your study. | | الآن سأطرح عليك بعض الأسئلة عن دراستك. |

Item	FL1	FL1	
Item Text	In which institution are you currently studying?		في أي مؤسسة تعليمية (جامعة/كلية/معهد) تدرس حاليًا؟
Response Option	[AUTO-COMPLETE FROM LIST OF MINISTRY-ACCREDITED INSTITUTIONS PROVIDED]		
Response Option	[OPEN]		[مفتوح]
Instruction	RECORD RESPONSE VERBATIM		سجل الإجابة الحرفية

Item	FL2	FL2	
Item Text	What is the level of your current study?		ما هو مستوى دراستك الحالية؟
Response Option	Doctorate		دكتوراه
Response Option	Master		الماجستير
Response Option	Postgraduate Diploma		دبلوم الدراسات العليا
Response Option	Bachelor		البكالوريوس
Response Option	Higher Diploma		دبلوم عالي
Response Option	Diploma		دبلوم
Response Option	Certificate		شهادة
Response Option	Non award course / short course		دورة تعليمية / دورة قصيرة
Response Option	Other [OPEN]		أخرى [مفتوح]

Item	FL3	FL3	
Item Text	What major are you currently studying?		ما هو التخصص الذي تدرسه حاليًا؟
Response Option	[OPEN]		[مفتوح]

Item	FL4	FL4	
Item Text	Are you enrolled full time or part time?		هل التحقت بدوام كامل أو بدوام جزئي؟
Response Option	Full time		دوام كامل
Response Option	Part time		دوام جزئي

Item	FL5	FL5	
Item Text	What is your main reason for doing further study?		ما هو السبب الرئيسي الذي دفعك للقيام بالمزيد من الدراسة؟ (ضع علامة على كل ما ينطبق)
Response Option	To improve employment prospects		لتحسين فرص العمل
Response Option	I need further qualification for my desired job		أحتاج إلى مزيد من التأهيل من أجل العمل الذي أرغب بالحصول عليه
Response Option	I had always planned to do further study		لقد خططت دائما للقيام بالمزيد من الدراسة
Response Option	I am interested in this area of study		أنا مهتم في هذا المجال من الدراسة
Response Option	Wanted to study a different discipline		أردت دراسة تخصص مختلف
Response Option	Enjoy studying		أستمتع بالدراسة
Response Option	Other [OPEN]		أخرى [مفتوح]
Instruction	DO NOT READ OUT OPTIONS		لا تقرأ خيارات الإجابة
	MARK ALL THAT APPLY		ضع علامة على كل ما ينطبق

| Item | INTRO_FLC [SECTION FLC ONLY SHOWN IF ALX...] | | |
| Item Text | Now I am going to ask you some questions about the study that you have completed | | الآن سأطرح عليك بعض الأسئلة عن دراستك التي أكملها |

Item	FLC1	FLC1	
Item Text	In which institution did you do your study?		في أي مؤسسة تعليمية (جامعة/كلية/معهد) أكملت دراستك؟
Response Option	[AUTO-COMPLETE FROM LIST OF MINISTRY-ACCREDITED INSTITUTIONS PROVIDED]		
Response Option	[OPEN]		[مفتوح]
Instruction	RECORD RESPONSE VERBATIM		سجل الإجابة الحرفية

Item	FLC2	FLC2	
Item Text	What was the level of your study?		ما هو مستوى الدراسة الذي التحقت به؟
Response Option	Doctorate		دكتوراه
Response Option	Master		الماجستير
Response Option	Postgraduate Diploma		دبلوم الدراسات العليا
Response Option	Bachelor		البكالوريوس
Response Option	Higher Diploma		دبلوم عالي
Response Option	Diploma		دبلوم
Response Option	Certificate		شهادة
Response Option	Non award course / short course		دورة تعليمية / دورة قصيرة
Response Option	Other [OPEN]		أخرى [مفتوح]

Item	FLC3	FLC3	
Item Text	What was the major of your study?		ما هو التخصص الذي درسته؟
Response Option	[OPEN]		[مفتوح]

Item	FLC4	FLC4	
Item Text	Were you study full time or part time?		هل التحقت بدوام كامل أو بدوام جزئي؟
Response Option	Full time		دوام كامل
Response Option	Part time		دوام جزئي

Item	FLC5	FLC5	
Item Text	What was your main reason for doing further study?		ما هو السبب الرئيسي الذي دفعك للقيام بالمزيد من الدراسة؟ (ضع علامة على كل ما ينطبق)
Response Option	To improve employment prospects		لتحسين فرص العمل
Response Option	I need further qualification for my desired job		أحتاج إلى مزيد من التأهيل من أجل العمل الذي أرغب بالحصول عليه
Response Option	I had always planned to do further study		لقد خططت دائما للقيام بالمزيد من الدراسة
Response Option	I am interested in this area of study		أنا مهتم في هذا المجال من الدراسة
Response Option	Wanted to study a different discipline		أردت دراسة تخصص مختلف
Response Option	Enjoy studying		أستمتع بالدراسة
Response Option	Other [OPEN]		أخرى [مفتوح]
Instruction	DO NOT READ OUT OPTIONS		لا تقرأ خيارات الإجابة
	MARK ALL THAT APPLY		ضع علامة على كل ما ينطبق

| Item | INTRO_FLP [SECTION FLP ONLY SHOWN IF ALX HAS or blocked] | | |
| Item Text | Now I am going to ask you some questions about further study if you go for it | | الآن سأطرح عليك بعض الأسئلة عن القيام بالمزيد من الدراسة في حال قررت ذلك. |

| Item | FLP1 | FLP1 | |
| Item Text | In which institution do you plan to do your further study? | | ما هي المؤسسة التعليمية (جامعة/كلية/معهد) التي تعتقد الالتحاق بها لإكمال دراستك؟ |

Response Option	[AUTO-COMPLETE FROM LIST OF MINISTRY-ACCREDITED INSTITUTIONS PROVIDED]		[مفتوح]
Response Option	[OPEN]		
Instruction	RECORD RESPONSE VERBATIM		سجل الإجابة الحرفية

Item	FLP2	FLP2	
Item Text	What would be the level of your study?		ما هو مستوى الدراسة التي ترغب في الحصول عليها؟
Response Option	Doctorate		دكتوراه
Response Option	Master		الماجستير
Response Option	Postgraduate Diploma		دبلوم الدراسات العليا
Response Option	Bachelor		البكالوريوس
Response Option	Higher Diploma		دبلوم عالٍ
Response Option	Diploma		دبلوم
Response Option	Certificate		شهادة
Response Option	Non-award course / short course		دورة تعليمية / دورة قصيرة
Response Option	Other [OPEN]		أخرى [مفتوح]

Item	FLP3	FLP3	
Item Text	What would be the major of your study?		ما هو التخصص الذي ترغب في دراسته؟
Response Option	[OPEN]		[مفتوح]

Item	FLP4	FLP4	
Item Text	Would you study full time or part time?		هل تخطط للالتحاق بدوام كامل أو بدوام جزئي؟
Response Option	Full time		دوام كامل
Response Option	Part time		دوام جزئي

Item	FLP5	FLP5	
Item Text	What would be your main reason for doing further study?		ما هو السبب الرئيسي الذي سيدفعك للقيام بالمزيد من الدراسة؟ [ضع علامة على كل ما ينطبق]
Response Option	To improve employment prospects		لتحسين فرص العمل
Response Option	I need further qualification for my desired job		لا يحتاج للمزيد من التأهيل من أجل العمل الذي أرغب بالحصول عليه
Response Option	I had always planned to do further study		كنت قد خططت دائماً للقيام بالمزيد من الدراسة
Response Option	I am interested in this area of study		أنا مهتم في هذا المجال من الدراسة
Response Option	Wanted to study a different discipline		أردت دراسة تخصص مختلف
Response Option	Enjoy studying		أستمتع بالدراسة
Response Option	Other [OPEN]		أخرى [مفتوح]
Instruction	DO NOT READ OUT OPTIONS. MARK ALL THAT APPLY		لا تقرأ خيارات الإجابة. ضع علامة على كل ما ينطبق

Item	INTRO_EL	INTRO_EL	
Item Text	Now I am going to ask for your retrospective assessment about your higher education experience approximately 3½ years ago.		الآن سأطرح عليك بعض الأسئلة عن تقييمك التجريبي عن التعليم العالي قبل ثلاثة أعوام ونصف تقريباً.

Item	EL1 [THIS ITEM INCLUDES THE FOLLOWING RESPONSE OPTIONS: Likely, Unlikely, No preference]	EL1 [THIS ITEM INCLUDES THE FOLLOWING RESPONSE OPTIONS: Likely, Unlikely, No preference]	
Item Text	If you were now to choose whether or not to do the major that you did at [Institution Name] in 2016/17 [i.e. about 3½ years ago], how likely or unlikely is it that you would		إذا أتيحت فرصة الاختيار الآن على سيختار نفس التخصص الذي التحقت بدراسته في [اسم المؤسسة] في العام الأكاديمي 2016/17 [قبل ثلاثة أعوام ونصف تقريباً]، هل يمكنك القول أنه حالياً أو ستتيحه
Response Option	Do a completely different major		دراسة تخصص مختلف تماماً
Response Option	Study at a different institution		الدراسة في مؤسسة تعليمية (جامعة/كلية) أخرى
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS.		اقرأ أول خيارين من خيارات الإجابة

Item	EL2	EL2	
Item Text	Thinking about your current activity, would you see your study at [INSTITUTION NAME] was...		بالتفكير في نشاطك الحالي، هل تقول أن دراستك في [اسم المؤسسة] كانت...
Response Option	worthwhile (i.e. worth the time and effort; beneficial)		ذات منفعة عالية (تستحق الوقت والجهد المبذول وذات فائدة)
Response Option	not worthwhile? (i.e. not worth the time and effort, not beneficial)		عديمة الجدوى (لا تستحق الوقت والجهد المبذول وغير مفيدة)
Response Option	NOT SURE		غير متأكد
Instruction	READ OUT FIRST TWO RESPONSE OPTIONS.		اقرأ أول خيارين من خيارات الإجابة

Item	EL3	EL3	
Item Text	Thinking back of your program of study at [INSTITUTION NAME], are there any specific courses that would be helpful in what you are doing now but were not included in the program?		بالتفكير في البرنامج الذي درسته في [اسم المؤسسة]، هل توجد أي مساقات قد تساعدك في النشاط الذي تقوم به حالياً ولكن لم تكن ضمن البرنامج؟
Response Option	Yes		نعم
Response Option	No		لا

Item	EL4	EL4	
Item Text	What are those courses that you think would be helpful to you ?		ما هي المساقات التي تعتقد بأنها سوف تكون ذات فائدة لك ؟
Response Option	[OPEN]		[مفتوح]
Instruction	RECORD RESPONSE VERBATIM		سجل الإجابة الحرفية
Item Conditions	ONLY SHOWN IF EL3=Yes		

Item	EL5 [THIS ITEM INCLUDES THE FOLLOWING RESPONSE OPTIONS: Very much, Somewhat, Not at all, Not sure]	EL5 [THIS ITEM INCLUDES THE FOLLOWING RESPONSE OPTIONS: Very much, Somewhat, Not at all, Not sure]	
Item Text	How much did your experience at [INSTITUTION NAME] help you develop the following skills? Would you say very much, somewhat or not at all?		إلى أي مدى ساعدتك تجربتك في [INSTITUTION NAME] بناءدتك على تطوير المهارات التالية؟ هل تقول كثيراً إلى حد ما أو لا على الإطلاق؟
Response Option	Problem-solving		مهارات حل المشكلات
Response Option	Critical and analytical thinking		مهارات التفكير الناقد والتحليلي
Response Option	Information and IT literacy		الإلمام بالمعلومات الرقمية
Response Option	Writing skills		مهارات الكتابة
Response Option	Job or work related skills		المهارات المتعلقة بالعمل أو الوظيفة
Response Option	Speaking /Presenting skills		مهارة التحدث / التقديم
Response Option	Collaboration and teamwork		التعاون والعمل الجماعي
Response Option	Time management		إدارة الوقت
Instruction	IF NECESSARY, REPEAT RESPONSE OPTIONS: "Would you say very much, somewhat or not at all?"		إذا لزم الأمر، كرر خيارات الإجابة: "هل تقول كثيراً أو إلى حد ما أو لا تعمل على الإطلاق؟"

Item	EL6	EL6	
Item Text	Would you recommend the major you completed about 3½ years ago at [Institution Name] to your friends and family?		هل توصي أصدقائك وأفراد عائلتك بالالتحاق بالتخصص الذي أكملت دراسته قبل 3½ أعوام ونصف تقريباً في [اسم المؤسسة]؟
Response Option	Yes		نعم
Response Option	No		لا

Item	EL7	EL7	
Item Text	Why you would not recommend?		لماذا لا توصي بهذا التخصص؟
Response Option	[OPEN]		[مفتوح]
Instruction	RECORD RESPONSE VERBATIM		سجل الإجابة الحرفية
Item Conditions	ONLY SHOWN IF EL6=No		

Item	EL8	EL8	
Item Text	Would you recommend [Institution Name] to your friends and family?		هل توصي أصدقائك وأفراد عائلتك بالالتحاق بـ [اسم المؤسسة]؟
Response Option	Yes		نعم
Response Option	No		لا

Item	EL9	EL9	
Item Text	Why you would not recommend?		لماذا لا توصي بهذه المؤسسة التعليمية؟
Response Option	[OPEN]		[مفتوح]
Instruction	RECORD RESPONSE VERBATIM		سجل الإجابة الحرفية
Item Conditions	ONLY SHOWN IF EL8=No		

Item	CONCLUSION	CONCLUSION	
CATI Text	This is the end of the survey. Thank you for your time and for participating.		هذه هي نهاية الإستطلاع. شكراً لك على وقتك وعلى المشاركة.

Note: The Graduate Destination Survey and Longitudinal Graduate Destination Survey is facilitated by the Ministry of Education. All updates are from the MoE side and EAHM has no influence regarding it.