

Jeddah Community College Policy and Personnel M A N U A L

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Jeddah Community College Policy and Personnel Manual

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Important Note

This manual is intended to give brief background information about Jeddah Community College rules and regulations which are governed by King Abdulaziz University (KAU), as well as rules and policies in compliance with the regulations of the Ministry of Education (MOE) in Saudi Arabia. The published rules and regulations of the MOE and KAU should be consulted for further details. Students and other interested persons are encouraged to visit the following website: <http://www.kau.edu.sa>

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KING ABDULAZIZ UNIVERSITY REGULATIONS

1. Introduction

The formal regulations of the University are compiled from the Government's decisions and edicts, and from decisions taken by the Council of Higher Education and the University Board. The concerned organizational departments issue internal rules and operating procedures for the day-to-day administration of the University. The President, Vice-Presidents, and the Deans as appropriate verify the consistency of the rules with the University policy. The governmental regulations and the University interpretations are available in the University bulletins and handbooks provided by various colleges and departments of the University.

2. The Higher Education System

KAU is a part of the Higher Education System in Saudi Arabia. The major components of the higher education system in Saudi Arabia are the Council of Higher Education, the Ministry of Education, 25 universities distributed throughout the country, and several specialized colleges and institutions.

3. The Council of Higher Education

The Council of Higher Education is the supreme governing body for all universities in Saudi Arabia. The King chairs the Council, and the Minister of Education serves as the Deputy Chairman. Members include the government ministers responsible for planning, finance, education, and civil service, the presidents of the universities, and other senior government officials concerned with post-secondary education. The Council is responsible for approving the creation of new institutions of higher education and new academic units and programs. It coordinates the activities of institutions of higher education, approves by-laws and guidelines for university operations, and appoints vice-presidents of universities.

4. The Ministry of Education

University Presidents report directly to the Minister of Education who chairs the board of each University and also appoints the deans upon the recommendation of the presidents of the Universities. The Minister ensures that all operations of universities are carried out in accordance with the Charter of the Council of Higher Education and Universities, and the Law.

5. The University Board

KAU has a board chaired by the Minister of Education. Membership of the Board includes the Secretary General of the Council of Higher Education, the president, the vice-presidents, the deans, and three external members appointed by the Minister of Education. The Board is responsible for all university operations. It grants degrees to students, approves academic programs, faculty appointments, etc. It makes recommendations to the Council of Higher Education in other matters.

6. The President of the University

The President is the chief academic and executive officer of the University. He is responsible for administering the University's affairs in accordance with the Law, the Charter of the Council of Higher Education, government edicts, and decisions of the Council of Higher Education and the University Board. He also represents the University in contacts with outside organizations. His Excellency the President is appointed by a Royal Decree for renewable four-year terms and reports to His Excellency the Minister of Education.

7. University Administration

The President is assisted by six Vice-Presidents:

- The Vice-President
- The Vice-President for Postgraduate Studies & Scientific Research
- The Vice-President for Development
- The Vice-President for Projects
- The Vice-President for Academic Affairs
- The Vice-President for Business and Knowledge Innovation

The six Vice-Presidents are assisted by Deans, Directors of different Centers, Academic Department Chairs, and the General Supervisor for Administrative and Financial affairs.

JEDDAH COMMUNITY COLLEGE

1. Introduction

Jeddah Community College was established in the academic year 2002/2003 and is managed by a Dean and two Vice-Deans.

2. Vision Statement

A global pioneer in community colleges committed to academic excellence, professional credentials, and building entrepreneurship.

3. Mission Statement

Professional development of people dedicated to the advancement of an educated society.

4. Goals

There are five major tracks/sub-goals (**objectives**) to the JCC strategic plan. They are:

- **Effective Teaching and Learning:** reinforcement of teaching, learning, and academic services to improve the quality of academic outcome.
- **Social Responsibility:** activation of social participation by College staff and providing outstanding contribution for serving society.
- **Innovation, Pioneering and Research:** the development of a stimulating and supportive environment for creativity, pioneering, leadership and innovation, and supporting entrepreneurship and research efforts of staff and students.
- **Local and international partnership:** Cooperation with local and international educational institutions to implement best practices and standards.
- **Finance:** Diversification of income sources through college programs and activities.

5. College Dean

The Dean serves as the chief officer of the college and the responsible agent for the total operation of the college within the policies and procedures directed by the President and the higher administration of the University.

Duties & Responsibilities:

- Directs the implementation of university policies and programs in the operational and educational activities of the college.
- Directs all aspects of the management and operation of the college.
- Manages and controls the financial affairs, academic affairs, physical facilities, personnel, and other resources of the college in order to carry out its approved mission consistent with the law, policies and procedures of the University.
- Develops and recommends college long- and short-term goals and objectives, organizational structure, and staffing complements.
- Appoints, prescribes the duties of, and approves the compensation for faculty, staff, officers, and other employees of the college.
- Develops and administers a strategic planning process for the college, including the adoption of short- and long range plans and their approval by the university.
- Provides leadership and oversight of institutional effectiveness efforts, including the use of evaluation results and linking results to planning.
- Executes contracts, memoranda of agreement, and other legal documents for the college that are financially and legally sufficient and do not require action by the university.
- Establishes and maintains a climate which encourages the development and retention of competent personnel, high level of morale, and achievement of the college's goals.
- Supervises the admission and progress of the students.
- Informs and consults with the Chancellor regarding the status of any major or unusual developments of the college.
- Promotes an integrated effort with other college administrators and staff, overseeing the coordination of inter- and intra-college activities.
- Ensures that monitoring systems are in place to track compliance with all Kingdom and university laws and regulations, and that all staff have the training that they need to comply with relevant laws and regulations.
- Maintains effective working relations with the faculty, students, staff, and other educational institutions.
- Supervises and monitors all budgets involving college activities.
- Develops public relations goals to enhance image in the total community.
- Observes safety and security precautions appropriate to work performed.
- Performs related duties as assigned or delegated by the President of KAU.

6. Vice-Dean

The Vice-Dean functions as a member of the College senior management team and may act on behalf of the College Dean in the Dean's absence. The scope of responsibility includes planning, organizing and administering the instructional program and related support activities of the college to meet the needs of a variety of student groups. It also includes directing student services and general operational programs in the areas of admissions and records, financial aid, student activities, recruitment, career placement, maintenance and operations, counseling, athletics.

Duties & Responsibilities:

- Acts as an advisor to the College Dean in matters pertaining to instructional programs.
- Plans, directs and evaluates college instructional offerings to meet a variety of student community needs which may include occupational education, continuing/community education.
- Provides college-wide leadership for strategic and operational planning.
- Serves as chair of College Curriculum Committee and college representative to the university curriculum department.
- Implements and monitors the Instructional Program Review system.
- Supervises and evaluates department chairs and oversees the supervision and evaluation of faculty.
- Recommends faculty and department chair hiring, dismissal and granting of appointive status.
- Monitors and approves decisions of department chairpersons in supervising the activities of the department within the college.
- Reviews with department chairpersons and approves assignment of courses to faculty members with the objective of maintaining a reasonable equality of teaching responsibilities within the school or college.
- Chairs meetings of Division Chairpersons.
- Coordinates faculty professional development efforts.
- Recommends capital equipment expenditures to the College Dean
- Oversees the preparation of master class schedule and college catalog
- Maintains ongoing awareness of business and industry training needs and current technology relevant to occupational education and supervises alumni related activities.
- Develops, supports and maintains liaison relationships with business, industry, community partners and public relations.
- Resolves issues with student and faculty.
- Develops and implements student discipline procedure.
- Serves as a member of the college senior management team.
- Performs other duties as assigned by the Dean.

7. Vice-Dean for Development

The Vice-Dean for Development functions as a member of the college senior management team and may act on behalf of the college Vice-Dean in his absence. He may also act on behalf of the Dean in absence of both the Vice-Dean and the Dean. The scope of responsibility includes planning, organizing and generally directing operational programs in the areas of information technology, disability resources, and special services. He may oversee and evaluate community education programs, including off-campus sites, institutional advancement, and scholarship fund-raising.

Duties & Responsibilities:

- Acts as an advisor to the College Dean in matters pertaining to student and community service programs.
- Develops overall planning and strategy for all fundraising activities, marketing and institutional imaging programming.
- Develops and is responsible for the information technology planning in support of the College's academic plan, particularly relating to teaching and learning, research and administration.
- Leads the development of Information Communications Technology system and ensures effectiveness of this system and all network equipment services and applications on campus.
- Supervises and evaluates managers and technical staff.
- Negotiates specified contracts with vendor for technology or services.
- Recommends capital equipment expenditures to the College Dean.
- Administers and supervises the development of student services and various operational programs.
- Recommends for appointment faculty advisors and supervisors for all student activities.
- Directs and plans programs and services to promote student recruitment, admissions and retention.
- Coordinates occupational education programs such as career planning and placement, advisement and counseling.
- Administers a wide variety of instructional support services including library, audiovisual and learning centers.
- Oversees the institutional advancement efforts of the College with business, community and educational leaders, including scholarship fund-raising.
- Supervises, trains and evaluates assigned staff.
- Provides leadership and administrative direction for the college's distance learning program.
- Prepares and submits the Student Handbook for publication.
- Supervises research activities concerned with the evaluation, improvement and monitoring of student services programs.
- Consults with administrators and faculty to resolve student disciplinary issues to ensure procedural fairness.
- Promotes innovative approaches to teaching and learning.
- Helps students develop coherent values and ethical standards.
- Serves as a member of the College senior management team.
- Performs other duties as assigned by the Dean.

8. The Director of Administrative Affairs

The director of administrative affairs serves as chief operational officer; he plans, organizes and generally directs the areas of admissions and records, computer services facilities, maintenance, college information, marketing and public relations, personnel services, student activities and security.

Duties & Responsibilities:

- Acts as an advisor to the College Dean in matters pertaining to administrative services and programs.
- Plans, manages and directs all business services of the college.
- Assists in the development and management of the college budget.
- Reports regularly to the Dean on current budget status.
- Recommends the selection and supervises personnel for the College services.
- Assesses and plans training and development needs of employees.
- Supervises and provides direction to staff engaged in developing and administering human resources.
- Plans, directs, implements and evaluates the areas which include purchasing, contracting, receiving, intercampus mail, copy services and surplus property management, food service, and bookstore operations. Assesses college computer and equipment needs and abilities and develops operational and equipment plans and recommendations.
- Develops and implements policies and procedures for the maintenance and operation of the physical facilities, grounds and for the scheduling and utilization of college facilities by college personnel and the community.
- Plans and administers new and remodeling construction developments.
- Serves as college representative in working with agencies which provide utilities and services to the college.
- Directs the college personnel evaluation program and recommends to the President the employment, retention or termination of all college personnel.
- Oversees resignations, leaves of absences, transfers, reclassification, etc. of all College staff.
- Responsible for the security of the persons and property of the college.
- Recommends to the Dean major additions and deletions of services by the college.
- Performs other duties as assigned by the Dean.

9. Academic Departments and Programs of Study

JCC has three academic departments:

- Department of Computer and Information Technology (CIT)
- Department of Business Information Technology (BIT)
- Department of Health Information Technology (HIT)

In addition to these departments, JCC also has the supporting department of General Required Courses (GRC). The HIT Department does not have any active programs currently. The Department is working on designing new courses.

Each academic department offers at least one program of study at the present time. These programs were carefully selected according to the best scientific standards and after a series of consultative workshops with educationists and experts to meet the needs of the labor market. The first year at JCC is a preparatory year for most of its students with 9 credit hours that focus on English, Computer Science and Mathematics. Students have to pass the subjects in this year to move on to the next year and specialize in one of the majors available. Students also study Work Ethics and Communication Skills during their 2nd and 3rd year at College.

The available major programs at JCC are:

- Network Administration (67 credit hours)
- Graphic Design (67 credit hours)
- Marketing (64 credit hours)
- Accounting (71 credit hours)
- Insurance (71 hours)
- Sales (36 hours)

Programs and Courses

JCC applies the credit hour system decided by the Council of the University. Each academic year is divided into two major terms, each 16 weeks in length in addition to a separate 8-week summer term.

Preparatory Year Program

The preparatory year (a two-semester study program) is aimed at upgrading the competency of the high school graduates in English, Mathematics and Computer Science. This initial program equips students with knowledge and skills to undertake the more specialized course of study in their second and third years. This arrangement becomes all the more significant when it is noted that all instruction is via the medium of English. The ability to read, write and speak English is of crucial importance. Students are required to pass all the courses of the preparatory year and then enter the desired specialization.

During the preparatory year, students study intensive English language, fundamentals of Mathematics, and Computer science as follows:

Course Code	Title	Credit Hours	Prerequisites	Teaching Hours	
				Lectures	Lab
Semester 1					
GRC 100	Preparatory Math I	2	None	4	0
GRC 111	Intensive English I	3	None	15	5
Total semester credit hours		5			
Semester 2					
GRC 101	Preparatory Math II	2	GRC 100	4	0
GRC 112	Intensive English II	3	GRC 111	15	5
CIT 100	Introduction to Information Technology	3	GRC 111	2	2
Total semester credit hours		8			
Total Preparatory Year Credit Hours		13			

Cooperative Training Program

This is a joint effort of JCC and private sector institutions to facilitate students' practical training during their study. The total number of hours for these programs is 240 hours. The duration of each program is minimum 8 weeks. Students should observe the following:

- Suspended students cannot join the training program.
- All paperwork pertaining to the training is available from the Academic Affairs and should be completed prior to joining the program.
- Students must spend the whole training period at the training institution.
- Written permission must be obtained from Academic Affairs prior to changing the time of training hours or the training institution.
- Students are required to abide by the rules and regulations of the training institutions and not to leave the training institution without the permission of the supervisors in charge of their training.
- Students should act in coordination with their supervisors to send the training evaluation to JCC's Academic Affairs upon completion of their training.
- Students are expected to give a presentation (in PowerPoint) to JCC staff and students upon completion of the training.
- Failure to fulfill any of the above results in a student getting a Failed (F) grade and having to re-take the training on the academic department's approval.

Associate Degree and Advanced Diploma Graduation Requirements

JCC awards academic degrees to its graduates upon completion of their course of study usually lasting three years for the Associate Degree and a year and a half for the Advanced Diploma (sales program only)

The Associate Degree is equivalent to the first two years of a four-year university degree. This degree forms the foundation of a bachelor's degree by allowing students to complete the entire general education requirement prior to (possible) transfer to the University. The Associate Degree of Specialized streams: Network Administration, Graphic Design, Accounting, Marketing, Insurance should meet the minimum requirements of credit hours as specified below (67-71 credit hours). However, the Sales program awards an Advanced Diploma upon completion of only 36 Credit Hours.

10. College Academic Affairs

ACADEMIC CALENDAR

The academic year which consists of two semesters, normally starts in September and ends in June, and is followed by an eight-week Summer Session, which is optional for both students and faculty members. There is a break between the semesters.

DEPARTMENT HEAD

A Department Head is an elected faculty member with certain administrative functions as assigned by appropriate college personnel (Dean or Vice-Dean).

It is a goal of JCC to promote the development of academic leadership within the College and to provide opportunities for faculty members to serve in leadership roles during their careers at the College. Consistent with this goal, new department heads are elected to serve for a two-year period. Re-election for up to two additional years is an available option. However, no department head may serve more than six consecutive years. After serving as Department Head, the person will return to a full-time teaching position. During the term of service, the Department Head may give notice of resignation, or the Dean may remove the Department Head at his discretion.

Duties & Responsibilities:

- Establishes departmental mission statements and objectives.
- Guides the department (in cooperation with faculty) toward established goals, and periodically reviews the department's progress in achieving missions and objectives.
- Establishes and evaluates departmental policies and procedures.
- Provides leadership for the department in all professional matters, including developing program plans, coordinating activities, and maintaining high-quality performance in teaching.
- Conducts regular department meetings, establishes department committees, represents department interests to the Administration, and when appropriate, prepares department for accreditation and evaluation.
- Keeps faculty members informed of department, college, and institutional plans and activities.
- Encourages student-centered instructional programs in the classroom and labs.
- Recommends, revises, supervises, and implements a college grading system, student attendance and withdrawal system.
- Participates in the recruiting process of new faculty members as needed.
- Advises and monitors faculty members of their responsibilities, which include but may not be limited to, teaching, advising, consulting with students/office hours, committee work, and departmental meetings.
- Monitors sick leave and personal affairs leave by faculty and staff.
- Supervises and evaluates faculty.
- Works with the Vice-Dean to appoint, supervise, and evaluate the program coordinators.
- Develops semester course schedules and faculty assignments.
- Develops, designs, coordinates marketing, advertising and outreach programs including the web pages and ensures the availability of counseling services for students.
- Monitors the need for changing program specialization to ensure that specialization assignments within the department are current and appropriate.
- Supervises the development/review of curricula consistent with current research.
- Assists in the recruitment and selection of new faculty and staff for the department.
- Participates in the program review process.
- Facilitates the resolution of issues and problems that may arise between faculty, staff and students.
- Participates in the development and implementation of College policies, procedures and guidelines.
- Serves on university and college-wide committees.
- Represents the department in the College and University and with off-campus organizations.
- Reports to the Vice-Dean.
- Performs other duties as assigned within the scope of the department.

PROGRAM COORDINATOR

The Program Coordinator is an appointed faculty member with certain administrative functions. The scope of responsibility may include planning and maintaining course staffing for year-round periods, evaluating and developing curriculum, consulting, training and serving as a resource person to faculty and staff.

Duties & Responsibilities:

- Meets with department head to coordinate planning and staffing of courses.
- Supervises and trains faculty and prepares reports on student retentions, student performance, exams and student grades.
- Reviews, revises and develops curriculum materials, syllabi and tests.
- Selects books and any other instructional materials required for the program.
- Identifies professional training development needs, and designs training and professional development programs.
- Assists and supports faculty efforts in the instructional development and student outcomes measurement process.
- Maintains contact with and monitors adjunct faculty performance.
- Analyzes data to determine effectiveness of curriculum and makes recommendations for program modification.
- Identifies and develops plans to address needs for technology and equipment associated with delivery of the program.
- Makes recommendations on physical arrangement of laboratory space.
- Develops and coordinates workshops and seminars.
- Assists in the development and implementation of policies and procedures.
- Assists in maintaining documents and preparing reports for the college dean, and university.
- Performs other duties as assigned within the scope of the program.

COURSE COORDINATOR

A faculty member may be selected by the department head to act as a course coordinator for a multi-section course. The scope of responsibility may include planning and maintaining course staffing for year-round periods, preparation of a common syllabus and grading policy, evaluating and developing curriculum and maintaining a basic coordination for uniform course coverage.

Duties & Responsibilities:

- Meets with the program coordinator/department head to coordinate planning and staffing of courses.
- Develops and maintains syllabus for the subject matter.
- Identifies all supporting materials needed to teach the course.
- Makes a study guide available to students at the start of each semester.
- Prepares, revises and maintains quizzes and exams including the final exams.
- Works with other faculty to prepare the final grade report.
- Collects and provides information on student attendance, withdrawals and students' progress.
- Prepares, evaluates and updates course documentation, and maintains course files and supervises course provision.
- Teaches students using appropriate instructional methods such as lectures, tutorials, seminars and special projects.

- Manages appropriate teaching staff, ensuring the quality of teaching, learning and assessment according to the College's strategies and regulations.
- Performs advisor duties to students.
- Participates in the design and preparation of learning resources to support student learning related to the subject area.
- Participates in the program, department, and college committees and meetings.
- Engages in personal and professional development, as identified and agreed with the program coordinator and department chairperson.

CURRICULUM DEVELOPMENT

Curriculum development is a complex process as it involves integration of not only the current educational and training needs of the profession but also the anticipated needs due to rapid changes at the national and international levels.

At JCC, DACUM (**D**eveloping **A** **C**urriculum) approach is used to develop and design our academic curricula based on the realities of the workplace. Expert workers from industries and our professional curriculum development faculty work together as one team to identify the occupational, academic, and employability competencies (learning objectives) needed to enter a given occupation. This team not only lists the competencies but also clusters those competencies into broader units (tasks) and details the knowledge, skills and attitudes needed to perform each competency. This list will be used to develop our educational programs and courses that provide the students with the knowledge, skills, and attitudes that will allow them to achieve the graduate outcomes stated in the program documentation and address the needs of business and industry.

PROGRAM REVIEW

The Vice-Dean and the academic departments are jointly responsible for academic program review. This review process is a formative evaluation designed to bring about systematic improvement in programs, to identify program needs so that the resources of the institution may be appropriately applied, and to assist in curriculum and staff development.

Each program shall be reviewed every three (3) years. The Vice-Dean establishes a program review committee for each program under review. The program review committee must consist of (program faculty, department head, Vice-Dean, one (1) faculty member external to the program, and one (1) advisory council member).

The findings of the program review committee will be reported to the Dean of the College and to the University's curriculum development office, and the University Council.

11. FACULTY

The faculty includes all instructional personnel holding the academic ranks of Lecturer, Assistant Professor, Associate Professor and Professor.

CONTRACTED FACULTY

Faculty appointments are made in accordance with the documentation and procedures of hiring Non-Saudi employees in Saudi Universities. Faculty should read this document (available at the office of administrative affairs) carefully and refer to it regarding all personal matters.

In accordance with this documentation, all new employees to the College must report to the Office of Administrative Affairs on the first day of employment with the following required documentation:

- Official Transcripts: All appointed faculty are expected to hold, at the minimum, a masters degree from an accredited institution.
- A certified approval of one's previous title or ranking and number of years of service as a faculty (ex. Assistant Professor, Associate Professor, or full Professor) from one's previous accredited institution.
- 3 recent photographs.
- Copy of passport showing entry VISA
- Filled contract forms which contain the following elements:
 - a. The title of the position and rank
 - b. The salary
 - c. The dates corresponding to the months of annual employment
 - d. The agreement that the newly appointed faculty member will abide by the policies and procedures outlined in the hiring of Non-Saudi employee documentation.
 - e. The number of days of paid vacation per year of employment.

It is the intention of the University to encourage the faculty to maintain continuity of service. Therefore the contract is usually renewed automatically each year if employment is to continue depending on departmental evaluation and recommendations. Otherwise, either party should notify the other in writing of the desire to terminate the contract (2) two months before the expiry date of the contract.

NEW FACULTY ORIENTATION PROGRAM

JCC welcomes new faculty through a formal orientation program. Orientation programs are conducted at the beginning of each semester for new faculty. The primary purpose of this program is to introduce new faculty members to:

- The mission and core values of both JCC and KAU;
- The history of JCC and its programs;
- Key administrative and academic officers and programs;

- College resources that support and enhance teaching and learning activities;
- College policies and procedures;
- Faculty rights, benefits and responsibilities; and
- Saudi culture and values.

This one-day comprehensive program offers a broad overview of the University and the College as organizations and the nature of their culture, and acquaints new faculty members to college staff and faculty. New faculty members will listen to different presentations by the college supervisors on the services available to help and support the teaching and learning process at JCC. They are also informed about the University's benefits package for faculty.

FACULTY DUTIES AND RESPONSIBILITIES

The duties of faculty members are many and varied. Teaching is the foremost responsibility of a faculty member. Teaching and its related activities are expected to represent the largest investment of faculty time and effort. Scholarly, scientific, artistic, and other professional development activities and service to the campus and wider communities also require significant portions of faculty time. Individual work assignments should ensure that faculty members meet their professional and community obligations while keeping teaching primary.

- Adequately prepares for all classes.
- Provides students with the necessary course information.
- Follows all course and division requirements in the course syllabus,
- Teaches assigned classes at the location and time designated using the College-adopted course materials such as textbooks and other supplementary materials.
- Meets classes at the designated time and for the duration of that scheduled period.
- Assists in enforcing college regulations.
- Posts/maintains required office hours.
- Leaves the classroom/laboratory in proper order.
- Refers students to Student and Academic affairs office in cases where personal, crisis, or career counseling may be helpful or needed
- Participates in required college orientation/instructional development meetings as notified.
- Participates in the faculty evaluation process.
- Attends faculty and division meetings.
- Serves on division or college committees as assigned.
- Participates in division decisions regarding curriculum review, pre- and post-test instruments, textbook selection, supplementary materials, etc. (Faculty are responsible for maintaining, reviewing, revising, and administering all course-related materials).
- Records required student performance components such as attendance, pre- and post-test scores, and grades using the ODUS system of KAU.
- Administers final examinations following the official Course Schedule and follows all other college policies and procedures concerning final examinations.

- Meets all college deadlines for submitting student records as well as personnel/employment records as notified.
- Remains current regarding duties and responsibilities related to the courses taught (e.g., utilize available educational technology as it relates to instructional responsibilities).
- Provides students with necessary academic advisement and assistance.
- Conducts instructional and college-related functions in a professional manner.
- Becomes familiar with and abides by all College/ University regulations regarding students and faculty.
- Establishes and maintains effective working relationships with students, colleagues, and supervisors.
- Takes an active role in matters related to the institutional and program accreditation and re-affirmation of accreditation of the College.

ACCOUNTABILITY

Forty (40) hours of accountability a week are required of members of faculty who must meet all classes as scheduled, maintain a scheduled office hour (one hour per day) and use remaining time in class-related activities such as planning, preparation, grading, advising, and other college activities.

TEACHING LOAD / OVERLOAD

Teaching load for a full-time teaching instructor in a regular semester may vary from semester to semester depending upon the requirements of the department and the number of teaching staff available. Primarily, teaching load varies from (14 – 20) semester credit hours during a regular (fall/spring) semester depending on the ranking of the instructor. The department may reduce the course load of a faculty member who is assigned a special duty by the department, College or the University.

OFFICE HOURS

Instructors are expected to schedule and keep a reasonable number of weekly office hours for student conferences and consultations. Office hours should be scheduled at times convenient to students. The instructor should also make provisions for pre-arranged appointments with students when there are conflicts and when a student needs more assistance. The minimum number of office hours is normally one hour per day. The College requires that the instructors post their scheduled office hours for the convenience of students and provide the department with a copy of their posted office hours.

ABSENCE FROM WORK

All faculty members are expected to meet their classes regularly and promptly. In case of illness or absence from the campus for professional reasons, the department head should be notified. It is the responsibility of the department head to arrange for someone to conduct the class, or for some other substitute function or meeting which will be equivalent to the class missed, when possible. The absent instructor must ensure that information on class content is available to the substitute and the department head/program coordinator.

SICK LEAVE

When a faculty member is ill and unable to carry out his normal duties, he should report sick leave to the departmental head. The department head must establish appropriate procedures to track faculty sick leave and enforce University sick leave policies.

Each faculty member shall be granted ten **(10) days** of sick leave per year.

PERSONAL LEAVE / LEAVE OF ABSENCE

Each faculty member shall be allowed three (3) days of personal leave per year. The faculty member, except in an emergency situation, will make the request for such leave in advance. A faculty member may be granted leave to participate in a professional or other duty without loss of salary when prior written approval is granted by the Dean of the College.

A faculty member desiring unpaid leave of absence (up to one semester) shall state the duration and purpose in a written request, through, and with the concurrence of, the faculty member's Department Head or Vice-Dean, and submit the request to the Dean for approval.

ATTENDANCE AT MEETINGS

All faculty members are expected to participate in all the meetings of departments or college committees. A faculty member who anticipates absence from one of these meetings should inform the individual who will chair the meeting.

CLASS ROSTER

It is the responsibility of the instructor to ensure that all names of students who are officially admitted to the course are registered in the official class roster supplied by the Office of Student Affairs. Any discrepancy between the actual class list of attendees and the official roster must be brought to the attention of the Student Affairs Office.

COURSE SYLLABUS

Every faculty member is required to develop a syllabus for each course taught. These syllabi should be placed on file in the departmental office and given to each student in class in the first week of the semester. Among the items to be included in the syllabus are:

- Course title, department, number, and section of the course.
- Name of instructor, e-mail address, office hours, department phone number.
- Title, author and publication information of textbook.
- List of collateral readings or other materials to be used in the class.
- Course description.
- Course objectives.
- Student outcomes.
- Course requirements (papers, exams, quizzes, field trips, etc).
- Tentative course outline with assignments.
- Class policies and procedures, including grading methods, attendance policy, (including percentage weight of various components of class work), examinations (method of grading and frequency), make-up policy (for assignments, exams, etc).

TEXTBOOK SELECTION

The selection of textbook and any other instructional material is the responsibility of the faculty of the College. Textbooks for each course are selected by faculty in consultation with their program and course coordinator, and according to the following criteria:

- All textbooks and course-related materials for a given course must be approved by the department head
- One standard textbook will be selected for each course
- Faculty should select the best possible textbook for students at a reasonable price
- Textbooks must be ordered by the following dates to ensure their delivery:
- Fall Semester.....May 1
- Spring Semester.....November 1
- Textbooks will be reviewed at least every three years.

COURSE PORTFOLIO

Perhaps the best way to ensure that quality teaching is recognized, valued, and rewarded is to improve the means of identifying and documenting teaching effectiveness. Course portfolios afford a comprehensive yet efficient means of documenting the intellectual work of teaching a particular course. Through such a portfolio, faculty members document the design and execution of a particular course, including results in student learning. In this way, teaching can be understood and presented as a form of scholarship, utilizing the accountability through peer review that already exists in higher education.

The course portfolio should follow the general guidelines listed below. These guidelines are based on international standards which are used by most universities and accrediting agencies, and they are part of the standards for self assessment at KAU.

a) Required Contents for the Course Portfolio

- ❖ Title Page
- ❖ Course Syllabus
 - Instructor and Course Information
 - Course Description
 - Course Objectives
 - Learning Resources
 - Course Requirements and Grading
 - Detailed Course Schedule
- ❖ Course Related Materials
 - Quizzes, lab quizzes, mid-terms, final exams
 - Lecture notes
- ❖ Examples of the Extent of Student Learning
 - Scores on standardized or other tests
 - Students' lab books or other workbooks
 - Students' papers, essays, and other creative work
- ❖ Instructor Reflections on the Course
 - Instructor feedback and reflections.
 - Proposed future improvement and enhancement.
 - Evaluate student competency and reflect on their Course Evaluation for improvements to the course.
 - Conceptual map of relationships among the content, objective, and assessment.
 - Recent trends and new approaches to teach the course.

b) Course Portfolio Regulations:

- ❖ Academic Department facilitates files for all courses.
- ❖ The instructor should build portfolio materials throughout the semester.
- ❖ The portfolio should be updated every three semesters or two years for medical schools.
- ❖ Multi-instructor courses should submit one course portfolio, but all instructors should collaborate in the process in a team assigned through the departmental council.

- ❖ Content language should be the same as the instruction language and in agreement with the college requirement.
- ❖ Extra electronic version of the portfolio is encouraged.
- ❖ The syllabus should be distributed the first day of class and discussed thoroughly with students.
- ❖ Course portfolio should be completed by the end of the semester.

FACULTY CODE OF ETHICS AND PROFESSIONAL STANDARDS

The Code of Ethics and Professional Standards as endorsed by King Abdulaziz University serves to elaborate standards of professional conduct, derived from Islamic regulations and general professional consensus about the existence of certain principles as basic to acceptable faculty behavior. Conduct which departs from these principles is viewed by faculty as unacceptable because it is inconsistent with the mission of the college, and with the highest standards of professional conduct which we, as a faculty, are committed to maintain.

This Code underscores the principle of respect for students, academic colleagues, for individual disciplines, the institution, and the community at large. It also requires that faculty be sensitive to the potential for abuse inherent in any authority relationship, such as the teacher/student relationship, as well as in interactions with support staff and colleagues.

FACULTY PERFORMANCE AND EVALUATION

To improve and activate the professional competence and growth of faculty members in the College, well-established evaluation procedures are strictly practised. The standards for such evaluation are the faculty member's performance in preparing and organizing course materials, teaching skills, and utilizing innovative teaching and lab techniques.

The faculty evaluation process is comprised of two components:

1. Student evaluation, and
2. Department head evaluation.

This process begins with student evaluations administered at the end of each semester. The faculty member reviews the results of these evaluations. A faculty member will also be evaluated by his immediate supervisor each year.

FACULTY RENEWAL

It is the intention of the College to encourage the faculty to maintain continuity of service. Therefore, the appointment and contract is usually renewed automatically on a one-year basis, depending on departmental evaluation and recommendations. Otherwise, either party should notify the other in writing of the desire to terminate the contract **two (2)** months before the expiry date of the contract. In the event of termination of contract, all accrued salary is paid on departure from the College.

NON-RENEWAL OF FACULTY MEMBERS

Subject to the procedures and the authority granted by the University and after the consultation with the vice-deans and appropriate faculty, the Dean of the college may decide not to renew a successive contract of any faculty. The dean shall inform the affected faculty member in writing at least two (2) months before the end of the contract.

12. CLASSROOM MANAGEMENT POLICIES

CLASS TIME AND BREAKS

Credit Classes are scheduled from Saturday to Wednesday, with most courses meeting three or four times a week for a fifty-minute period. Classes that meet for more than 75 minutes usually take a break during the middle of class or lab session. Break time is not to be used to start late or to end earlier than stipulated in the class schedule unless approved in writing by the department chairperson. Instructors should base breaks on the needs and interests of students keeping in mind the content and quantity of material to be completed during the class period.

Afternoon classes or laboratory sessions may continue through Al-Asr prayer (afternoon prayer) time. Instructors conducting such sessions should interrupt their activities by a break for prayer as close to the time for prayers as possible.

Instructors may not change the time or place of class meetings without the prior approval of the vice-dean.

CLASS ATTENDANCE

The Office of Academic Services provides each instructor with official class lists before the first day of each semester. Instructors are asked to check these lists against the students actually attending the class, and to report any discrepancies to the office of student affairs.

Each faculty member is responsible for implementing the college's policy on class attendance for each course. It is the student's responsibility to arrange with each instructor to complete any course work missed.

CLASSROOM SUPPLIES

Classroom supplies may be obtained from the purchasing department on campus. Call (75510) to obtain a list of available supplies and requisition forms.

MISSING / DAMAGED PROPERTY REPORT

Any property belonging to JCC that is damaged or missing should be reported to the department head, and the security and safety department.

CANCELLATION OF CLASSES AND MAKE-UP

An instructor may cancel a class due to sickness, emergency leave, official business trip or assignment or any other unavoidable event. In such cases, he must inform the department head of the cancellation with justification and also notify the class. The faculty member must fill out a cancel class form and fax or e-mail the completed form to the academic affairs office. The College expects that classes canceled will be made up by arrangement between the concerned faculty member and the students.

CLASSROOM MANAGEMENT TIPS

A few guidelines for good classroom management are given below:

- The instructor's job is to provide an atmosphere which will enhance learning and facilitate the learning experience.
- Circulate around the class as you talk or ask questions. This movement creates a physical closeness to the students.
- Maintain good eye contact with students.
- Treat students as you would your "best customer." Learn their names and refer to them by name. Provide positive reinforcement whenever possible. Give students a respectful answer to any question they ask.
- Take attendance each class period. Students will take their attendance more seriously if it is a high priority and monitored by the instructor.

Students are expected to attend all classes and laboratory sessions. To discourage class absenteeism of students, the College enforces a policy on class attendance in which a regular student will not be allowed to continue in a course and take the final examination, if his unexcused absences exceed 25% of the lecture and laboratory sessions scheduled for the course.

- Telephone students who have been absent for more than one class in succession. The concern you demonstrate by calling may motivate them to return to class.
- Student retention is important. Make every effort to contact and counsel a student before withdrawing the student from a class. When a withdrawal is appropriate, submit the withdrawal Form to the academic affairs Office in a timely manner. All withdrawals should be made prior to the Final Grade Roster.
- Request for audio-visual support for classroom instruction in advance.
- Seek variety in your classroom presentation methods and use familiar examples in presenting materials. Consider ways to utilize some of the following techniques:

Lecture	Group projects	Field Trips
Discussion	Group activities	Speakers
Student debates	Student reports	Videotaping
Role playing	Brainstorming	Chalkboard
Videos/Films	Term papers	Handouts
Journals	Portfolios	

- Ask for student feedback on a regular basis (weekly/bi-weekly) to help you continually improve the teaching/learning process.
- Return tests, quizzes, and assignments as soon as possible. Write comments when appropriate. Explain verbally or in writing the errors that students made.

CLASSROOM REGULATIONS

The following rules should be strictly adhered to:

- **Cellular Telephones:** Cellular telephones must be disengaged while the student is in any classroom/lab or College Library.
- **Food and Drinks:** Instructors and students are not allowed food and/or drinks in any classroom/lab or College Library.
- **Non-Smoking Policy:** Smoking is not permitted in any College facility except where indicated otherwise. Smoking is also prohibited where indicated near the entrances of college buildings.

CLASSROOM STUDENT DISCIPLINE

An instructor may remove a student from class/lab meeting if a student disrupts the classroom environment or for some other disciplinary reasons. If an instructor removes a student for more than one class period, the instructor shall notify the department chairperson in writing of the problem, action taken, and the instructor's recommendation.

LANGUAGE USE / ABUSE IN CLASSROOM

Jeddah Community College expects its instructors and students in the classroom to use language that is not abusive. If a student uses language deemed by the instructor to be insulting, obscene, or vulgar, that student will be asked to desist in using offensive language in the classroom. If the student continues to use offensive language in the classroom after being warned, he may be asked to leave the classroom. If an instructor is reported by a student or students to be using abusive language in class, the division chairman will inquire into the matter.

FIRST CLASS SESSION TIPS

Be prepared to give students an entire class session on the first day of classes. Consider the following suggested practices for the first class session.

- Introduce yourself and print your name on the board. Give students enough information on your background to inspire confidence in you as a qualified instructor.
- Distribute a course syllabus to each student.
- Review the course syllabus with the students. The course syllabus is the instructor's legal contract with the student.
- Outline the class structure including time and duration of class breaks.
- Verify that all students are registered. Students who are not registered, must be referred to the registration department.
- Tell the students (orally and in writing) what the college attendance policy is. Make them aware of your deep concern for attendance and remind them periodically of the policy and the concern.
- Explain clearly student responsibilities for missed classes, exams, late papers, etc.
- Display a sincere interest in helping students.
- Try using an ice-breaker or plan an activity to help your students interact with and learn more about each other.
- Identify the students' expectations for the class and share your expectations with the students. You may want to establish Ground Rules agreed upon by the students as guidelines for acceptable classroom behavior and management.
- Encourage students to find a "buddy" who can be a support system when needed for homework assignments when absent, for study groups, etc.

Keep in mind that two of the most critical factors which positively impact class/course completion are the interest shown by the instructor for the student and the rapport established between students.

13. STUDENTS AND ACADEMIC AFFAIRS

STUDENTS and ACADEMIC AFFAIRS DEPARTMENT

The Students and Academic Affairs Department contributes to the mission of JCC by providing programs, extra-curricular activities and services for students and the College community. It is responsible for arranging class schedules and registration, maintaining records of students, developing their educational plans to meet their career goals, and preparing students for employment, informing students of the policies and procedures (i.e., add/drop, repeat policy, etc.), ensuring that students are knowledgeable about CORE Requirements as well as the basic requirements applicable to the particular major that they are interested in pursuing. The Office of Students and Academic Affairs is headed by a supervisor who reports directly to the Vice-Dean.

STUDENTS

Duties and Responsibilities:

Students of JCC are responsible for meeting the highest standards in their academic and personal conduct.

Students' responsibilities for meeting these standards are as follows:

- **Students' Academic Responsibilities:**
 - Attend classes regularly (**see attendance policy**)
 - Be prepared for class
 - Participate actively in learning activities
 - Complete all assessments on time
 - Fulfill assessment requirements fairly and honestly
 - Observe all regulations of JCC
- **Students' Personal Responsibilities:**
 - Treat faculty, staff, visitors and other students with courtesy and consideration
 - Respect rights of others to learn in a safe and supportive environment free from harassment
 - Promote appropriate behavior, by example, at all times.
 - Provide accurate information
 - Be free from harassment, threats and assault
 - Respect and maintain all JCC property
 - Respect other people's property
 - Use facilities of the College only if permission has been granted

ADMISSION REQUIREMENTS

Enrollment procedures for students entering JCC are compiled from the third unit of the higher education study manual approved by the Saudi Arabian Council of Higher Education.

As a requirement for enrollment in the College the new student must fulfill the following conditions and criteria for admission:

- The student should hold a general Saudi secondary school (high school) certificate (natural sciences, or social and administrative sciences) or its equivalent from inside or outside the Kingdom of Saudi Arabia.
- The student should have earned his high school diploma within the past three years.
- Student must submit the official documents for enrollment.
- The student should be of Saudi nationality or born of Saudi mother.
- He should be a full-time student.
- The student should not be accepted or registered for another academic program at King Abdulaziz University or any other Saudi university.
- The student should not have been dismissed from any other university for disciplinary or educational reasons, and he should not be withdrawn from any college within 3 months prior to the date of the application.
- The student must satisfy any other conditions the University may deem necessary at the time of application.

PLACEMENT TEST

The medium of instruction at JCC is English. All the course materials, exams, and textbooks are in English. Good skills in the use of English are important for any new student at JCC. After registration at JCC, a placement test in Mathematics and English language is held. Based on the results of this placement test, students will be registered in Intensive English and Math courses to strengthen their English language competency and Math skills as a preparation for the main program.

STUDENT ORIENTATION

Student orientation is held at the college during the first week of the academic year. Students are introduced to the college and the staff, and are provided with information about programs and services available. They are also informed about college policies and procedures.

STUDENTS WITH SPECIAL NEEDS

JCC is committed to provide students with special needs with equal access and opportunity to its academic courses and activities. Any student with a disability can report to the Academic Affairs Office where appropriate measures are taken to accommodate the unique circumstances of each student.

ACADEMIC ADVISING

Academic advising assists students to plan their academic programs and career objectives. It is an ongoing process of clarification, evaluation, re-clarification, and re-evaluation to define educational goals and objectives and to help students identify their learning-related needs and support to ensure their academic success.

Each new student is assigned an academic adviser at the start of the academic year. Advisers review student progress reports, assist students with their educational and career goals, and advise them regarding class schedules.

SPECIALIZATION

Students are eligible for selection and admission to any active program at the college once they successfully complete the preparatory year requirements.

The courses of each program are spread over 4 academic semesters. This distribution of courses and credit hours is called “the Program outline”. The academic division/department regularly reviews and updates the Program outline in order to provide students with continuously updated programs. Students must successfully complete all of these courses in the degree plan in order to receive a degree in their major.

ENROLLMENT CONFIRMATION

All active college students must visit the Students and Academic Affairs Office to confirm enrollment for that specific semester. Students should check their enrollment and can make any changes if necessary during the designated period. It should be noted that only the student himself can do the enrollment confirmation.

Courses will be dropped for those students who fail to confirm their enrollment by the end of the second week of each semester.

COURSE LOAD

- The minimum course load is 12 credit hours during a regular semester
- The maximum course load is 18 credit hours during a regular semester
- A student is permitted to register for 21 credit hours with the approval of his departmental Chairman.

CHANGE OF SECTIONS

Students can change the sections of a course(s) during the first week of the semester. A student is required to obtain the approval from the head of the department offering the course.

ADDING AND DROPPING

A student, on the approval of the department head, may add or drop one course or more no later than the end of the first week from the beginning of classes in any semester. The course load must remain at or above the minimum allowable limit and should not exceed the maximum allowable limit.

STUDY POSTPONEMENT

A student may apply for a postponement of his studies for a period of one semester. Approval from the vice-dean is required and it is applied only to those students who finished at least one semester in the program with the cumulative average of not less than 2.0.

PROGRAM / COURSE WITHDRAWAL (VOLUNTARY)

Students who request withdrawal from a program or course must obtain and complete the necessary form from the Students and Academic Affairs Office before the end of the seventh week of the semester. The exact deadlines for withdrawal of course(s) will appear in the academic calendar for that particular semester.

PROGRAM CHANGE

Students wishing to transfer from one program to another must obtain and complete the necessary form from the Students and Academic Affairs Office and follow the procedure outlined by the college in order for the necessary records to be updated.

ACADEMIC STANDARDS FOR CONTINUATION AS A JCC STUDENT

Every JCC student is required to successfully complete a course load (each semester) equivalent to at least 75% of the normal course load for that level.

A student who successfully completes 75% of the semester course load may proceed to the next level, except where program prerequisites for advancement have been specified in course outlines. All requirements for the incomplete semester must be fulfilled prior to graduation.

ACADEMIC STANDARDS AND PROGRESS POLICY

JCC is committed to the academic success of students. The primary purpose of the Academic Standards and Progress Policy is to ensure that our students complete degree and certificate programs in a timely manner in order to make the most efficient use of instructional resources and provide capacity within the institution for additional students. Moreover, the policy is intended to quickly identify and alert students with low academic achievement and provide those students with assistance to improve their academic performance.

Every JCC student is required to successfully complete a course load (each semester) equivalent to at least 75% of the normal course load for that level.

A student who successfully completes 75% of the semester course load may proceed to the next level, except where program prerequisites for advancement have not been met as specified in course outlines.

Academic standing is reviewed at the end of each semester by the department head and the vice-dean as follows:

- **Good academic standing:**

A student remains in Good Standing by passing the courses in which he enrolls each semester and by maintaining a minimum cumulative grade point average of 2.00. Student progress is reviewed at regular intervals and appropriate action is taken where progress is not satisfactory. If a student fails to pass enough courses in a semester and/or fails to maintain the minimum cumulative grade point average, he will be placed under one of the following restrictions:

- **Academic Warning:**

A student will be placed on Academic Warning at the end of any semester if his cumulative GPA falls below 2.00.

Students placed on Academic Warning will receive a letter from the Academic Affairs Office that offers effective study tips and strongly encourages students to take advantage of college support resources for educational planning.

○ **Academic Probation:**

A student will be placed on Academic Probation at the end of any semester if:

- His cumulative GPA falls below 1.75 or,
- He fails to successfully complete at least 75% of the normal student course load in one semester.

A student placed on Academic Probation will be required to complete an **Academic Success Plan** that outlines steps for improving the student's academic performance. A student on Academic Probation will be required to submit this plan to a designated advisor and the advisor may adjust the student's plan. Enrollment will be blocked for a student on Academic Probation until the student secures advisor approval to enroll in specific classes.

Students are expected to be aware of their academic status at all times and are responsible for knowing whether or not they are on academic probation.

○ **Academic Suspension:**

A student will be placed on Academic Suspension at the end of any semester for any of the following reasons:

- If he fails to complete all the preparatory year courses within a maximum of three regular semesters.
- If he fails twice consecutively in the same course.
- If his cumulative GPA falls below 1.50 or
- If he fails to successfully complete at least 75% of the normal student course load in each of the two consecutive semesters.
- If he ceases (discontinues) his study for one semester without submitting a request for a postponement or
- If he violates requirements of ethical codes of conduct through repeated cheating in his course work.

Students placed on Academic Suspension will not be enrolled in any courses in the subsequent semester.

If a student is dismissed for academic reasons, a statement to that effect will be noted on the transcript.

DEAN'S HONOR LIST

Outstanding academic achievement at JCC is recognized by inclusion on the Dean's Honor List. In order for a student to be placed on the Dean's Honor List at the end of each semester, a student must

- Be carrying at least 12 credits
- Not be on probation
- Have not missed any class during the semester
- Have passed all courses and be ranked in the top 10% of the class, and have an overall average of at least 80%.

CLASS ATTENDANCE and DENIAL (DN) / REWARD POLICY

Class attendance is the responsibility of the student. The student is expected to attend all classes and laboratories. It is the student's responsibility to complete all course requirements even if a class is missed. A student who finds it necessary to miss class assumes responsibility for making up examinations, obtaining lecture notes, and otherwise compensating for what may have been missed. The course instructor will determine the validity of a student's reason(s) for absences and will assist those students who have valid reasons.

Instructors will provide students with written statements of their policies with respect to absences. Excessive or extended absence from class is sufficient reason for the instructor to recommend that the student be dropped (denied) from the course according to the following policy:

- Students will receive a first verbal warning from his instructor and 5% deduction of the course total grade after missing cumulative classes equivalent to one week in that course.
- Students will receive a written warning from the instructor and 10% deduction of the course total grade after missing cumulative classes equivalent to two weeks in that course.
- Students will be given a "DN" grade for that course after missing cumulative classes equivalent to three weeks in that course.
- A "DN" grade cannot be removed from any student's record once it is given.
- Classes begin promptly at the times indicated in the schedule of classes. Arrival in classes after the scheduled starting time constitutes late coming. Two "late" (/) entries may, at the discretion of the instructor, amount to an official absence.
- Instructors must provide students on the first day of the semester with a copy of class attendance and denial (DN) / reward policy and ask them to read, discuss and sign.

STUDENT RECORDS

The Students and Academic Affairs Office is the repository of all official student records. “Student record” is defined as any information collected, assembled, and maintained by the College, including documents, writings, letters, memoranda, computer tapes, electronic messages, and other written, printed, typed, copied or developed materials which directly or indirectly contain the identity, or provide a method of determining the identity, of the student or students with which the record deals. Student records specifically include, but are not limited to, the following:

- Applications for admission
- Standard achievement test scores
- Attendance information
- Scores on standardized intelligence and placement tests
- Official reports, transcripts, grades
- Drop/Add history
- Request for transfer credit form
- Application for graduation
- Class rosters/course schedules

The college shall protect the right of students and their parents with respect to student records and reports containing student information. The College will regard each student record as a unique and private document, maintained in a secure, controlled environment.

It must be stressed that only students or their parents have the right to review and inspect these records. Students or their parents should submit to the Academic Affairs Office written requests that identify the record(s) they wish to inspect. The Academic Affairs Office will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the College, students and their parents shall be referred to the correct University official to whom the request should be addressed.

STUDENT GRIEVANCE POLICY

In case of grievances, students can register their complaints to any of the following personnel: Academic Affairs Supervisor, Course Coordinators, Heads of Department, Vice-Deans or the Dean. Their contact information is available on the College campus. The College has an “open-door” policy with regard to student grievances. Students can contact the Dean on Sundays between 13.00 – 15.00 to air their complaints. In addition, students can fill out a grievance form via their web page on ODUS.

Students are also at liberty to contact the COE. The contact details of the COE is given here under:

7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350

Telephone (local) 770-396-3898

Telephone (Toll-Free): 800-917-2081

Fax: 007-396-3790

[Web: http://www.council.org/](http://www.council.org/)

STUDENT ACTIVITIES OFFICE

The JCC Office of Student Activities makes the educational program a rich, exciting, and enjoyable experience. The office is designed to provide a full schedule of traditional and special extra-curricular activities such as: student leadership workshops, cultural and Islamic programs, social and sporting activities, and volunteer program activities.

The goals of the Student Activities Office are to:

- support Islamic education and direct students to commit themselves to the Islamic code of conduct;
- provide opportunities for student leadership through student organization activities;
- improve communication and openness, support diversity and civil responsibilities;
- model the highest standards of professional and public service; and
- serve as an information resource for students affairs and future career planning.

For more information, please visit KAU's Deanship of Student Affairs at:

<http://studentaffairs.kau.edu.sa>

EXAMINATIONS AND GRADES

Grading System

Courses' Grades Distribution

A student's performance in a course is evaluated by the teacher through assigned class work, assignments, homework, projects, quizzes and scheduled examinations. Courses usually follow the pattern shown in the table below. A letter grade, based on the aggregate numerical score, is given to students following the grade distribution policy of the University.

Class Activity	Final Grade Distribution
Exam I	20%
Exam II	20%
Final Exam	40%
Assignment / Quizzes / Participation ...etc.	20%
Total	100%

Final Examination Policy

- It is expected that all mid-semester examinations will occur during a regularly scheduled class period of the course.
- All examinations, excluding the finals, are scheduled by the instructors themselves.

- Final examinations are required in all classes during the period scheduled by the office of Academic Affairs at the end of each semester.
- There should be no deviation from the final exam schedule once it is authorized and announced.
- The final exam duration should not be less than one hour or more than three hours.
- No student is to be given more than two exams in one day.
- Any student who fails to attend the final examination without an acceptable excuse will be given a zero in that examination. In that case, his course grade will be calculated on the basis of his class work and other test scores he earned in the course.
- The Vice-Dean of Academic Affairs may allow the student to complete the requirements of any course during the next term if there are exceptional circumstances which are beyond the student's control. In such a case, the grade of IC will be given to the student.
- Instructors are required to use the incomplete (IC) grade form as a contract with the student as to what course work must be completed by the student for the IC grade to be replaced with a grade. Both the instructor and student should sign this agreement which must be submitted to the Vice-Dean of Academic Affairs.
- When the student completes the course requirements within the specified period, the instructor should assign the appropriate grade on a Change of Grade form and submit it to the Office of Student and Academic Affairs for processing.
- If the student fails to complete all the requirements in the following semester, the IC status will be changed to an F grade which will be included in the calculation of the cumulative GPA.
- The grade of IC is not to be awarded in place of a failing grade or when the student is expected to repeat the course.

Courses' Final Grade and Grade Point Average

Grades are based upon the quality of the student's work in classes within the framework of the college's philosophy, academic standards, and University regulations.

A student who feels strongly that he received inaccurate grades or the grading was unfair, must discuss the matter with the instructor of that course and/or the department chairperson.

A student's grade-point average (GPA) is the weighted mean value of all grade points he earned in a semester. It is computed on a scale of 0.00 to 5.00. The GPA is calculated by dividing all grade points earned into the total number of credits taken. A minimum grade point average of 2.00 is required for graduation.

The meaning of each grading symbol and its value in grade points is given below:

Grade	Descriptive Grades	Letter Grades	Points
95 -100	Exceptional	A+	5.00
90 – 94	Excellent	A	4.74
85 – 89	Superior	B+	4.50
80 – 84	Very Good	B	4.00
75 – 79	Above Average	C+	3.50
70 – 74	Good	C	3.00
65 – 69	High-Pass	D+	2.50
60 – 64	Pass	D	2.00
Below 60	Fail	F	1.00
	Incomplete	IC	---
	In Progress	IP	---
	Denial	DN	0.00
	No grade-Pass	NP	---
	No grade-Fail	NF	---
	Withdrawn	W	---

Make-up Examinations

If a student misses an examination or test, other than the final, the instructor will make an arrangement for a make-up examination. The student must submit to the instructor, immediately upon his return, the make-up exam form and a valid excuse for the absence which prevented him from taking the examination.

Reporting Grades

Faculty is required to submit the final grades to the office of Student and Academic Affairs by the deadline specified in the academic calendar.

Changing Grades

No grade shall be reviewed or changed after the submission of the final grades to the Academic Affairs Office without a written request from the course instructor explaining the reasons for the change. Such a request for a grade change must be endorsed by the department head and the Vice Dean of Academic Affairs.

Repeating a Course

A student who fails a course is permitted to repeat the course. The failed course and grade remain on the transcript as well as the repeated course and grade, but only the new grade will be included in the grade point average calculation.

A student will be dismissed from the program if he fails the course on the second attempt.

Cheating and Plagiarism

- Cheating or plagiarism in any form is considered a serious violation of student code of conduct and may result in disciplinary action. The instructor has primary responsibility for identifying and responding to clear instances of student plagiarism and/or cheating.
- Students are responsible for their own work and actions. All academic work or requirements assigned to a student must be carried out by him without any unauthorized aid of any kind.
- Faculty are expected to uphold and support the highest academic standards in this matter and explain clearly these principles including any qualifications which may be operative in the classes they are teaching so that honest effort on the part of the students will be positively encouraged.
- **Plagiarism** is defined as the act of using the ideas or work of another person or persons as if they were one's own without giving appropriate acknowledgment.
- **Cheating** is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another student's test or examination; unauthorized discussion of answers or questions on an examination or test; and taking or receiving copies of an exam without the permission of the instructor. The instructor should complete a report about each incident of cheating or dishonesty and submit it to the department head.
- The student should receive a zero grade for any dishonest work (homework assignments), or cheating or attempting to cheat in any of the written examinations.
- The Vice-Dean may recommend placing the dishonest student(s) on the college disciplinary probation list.
- Repeated cheating and dishonest practices by a student may result in dismissal/ suspension from the college once approved by the dean of the College.

Grading Policies and Terminologies

The following definitions are provided to assist in student orientation:

- *Preparatory Year*: Two terms taken before specializing, where students study the fundamentals of English, Mathematics, and Computer Science. This qualifies students for choosing one of the majors that offer an Associate university degree.
- *Preparatory Term*: One term where students study fundamentals of English, Mathematics, and Computer Science. This qualifies students for choosing one of the majors that offer a Diploma degree.
- *Syllabus*: an academic subject of a certain level within the framework of the overall plan of each major.
- *Term-work Mark*: the aggregate of the student's marks for tests, research work, and activities pertaining to the syllabus.

- *Final Mark*: Total of the term-work marks + final examination mark for each syllabus.
- *Estimate*: Description of the percentage or the grade letter description of the Final Mark.
- *Incomplete (IC) estimate*: Tentative estimate for a syllabus the requirements of which have not been completed on time by the student.
- *In Progress (IP) estimate*: For a course that requires more than a term to complete.
- *Term Average*: The sum of the student's points in a term divided by the number of units for all subjects.
- *Accumulative Average*: The total number of points in all the subjects studied since a student joined JCC multiplied by the total of subject units.
- *General Estimate*: Student's learning level throughout his study at JCC.
- *Warning*: Notice given to the student at the end of a term because of an accumulative average of 2/5 or less.
- *Failed at End of Term*: Notice given to a student at the end of a term because of the student's failure in all subjects.

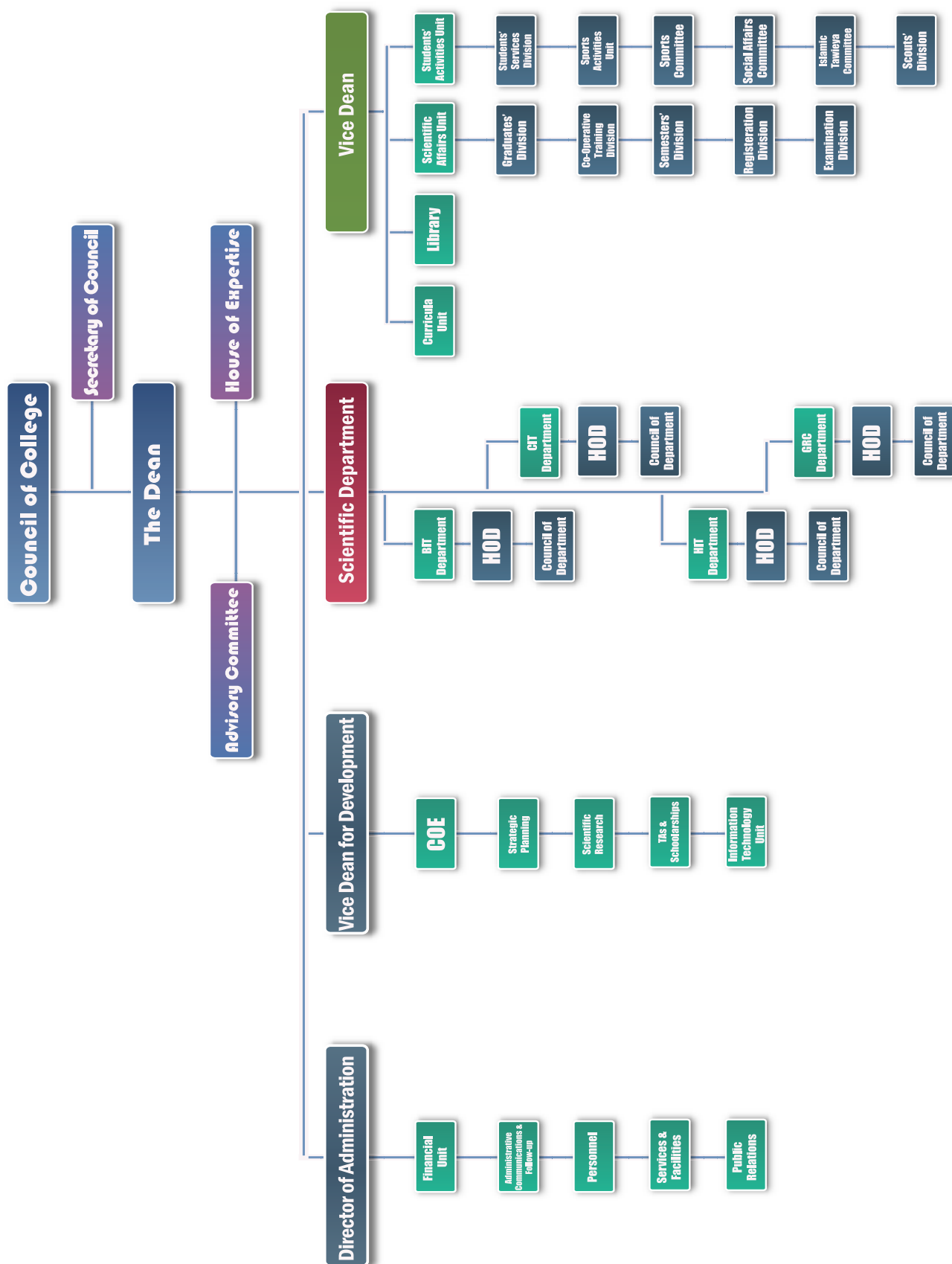
For more information, please visit KAU's Deanship of Admission and Registration at:
<http://admission.kau.edu.sa>

14. ADMINISTRATIVE SERVICES AND STAFF

The senior members of JCC management and the administrative staff shall carry out the policies of the college and King Abdulaziz University, shall perform their duties assigned to them according to their job descriptions and/or their supervisor(s), and shall perform such duties and responsibilities with professional skill in order to ensure optimum utilization of the college and university resources for the implementation of the educational program.

The University has a classification system by which all regular employees (except faculty) are assigned to a job title and grade based on the regulations of the Ministry of Civil Services. Each employee should be supervised by only one supervisor according to the organizational chart below.

The Director of Administrative Services is responsible for overseeing all staff and administrative activities and should report directly to the Dean of the College.



ADMINISTRATIVE AFFAIRS DEPARTMENTS

OFFICE OF ADMINISTRATIVE AFFAIRS

The mission of Administrative Affairs is to provide all essential support services necessary to achieve the teaching and public service goals of JCC. The office of Administrative Affairs provides planning and business services to college students, faculty, and staff. These services include budget development and control, college facilities management, and maintenance and operations. It also oversees the operation of the library, personnel services, reception, maintenance of facilities, custodial needs, and safety and security of the college.

In addition, the Administrative Affairs office administers benefits, compensation, classification, organizational, and staff development programs. Other functions that are administered by the office are listed below:

- Employee Performance Evaluation
- Training and Career Development
- Promotions and Transfers

FINANCE DEPARTMENT

The Office of Finance attends to the financial management of the college. This office is responsible for financial transactions and record keeping for all activities of the College.

Specific functions of finance services include cash receipts and disbursements, and preparation of internal and external financial reports. The department is also responsible for the purchasing of materials, equipment, supplies and services essential to the operation of the College, maintenance of essential inventories, and vendor payments. Purchasing strives to ensure the best price and most beneficial terms and conditions in accordance with KAU policy and procedures.

OFFICE OF INFORMATION TECHNOLOGY (IT)

The mission of the Office of Information Technology (IT) is to provide an information technology environment that empowers and enables faculty, students, and staff to enhance the quality of teaching and learning, to re-engineer business processes, and to improve operating productivity.

The success of the IT office is determined by how consistently it provides quality services, how effectively it communicates with constituents, how timely it meets project goals and deadlines, and how well it aligns project delivery with customer expectations.

The IT office provides the following services:

- Day-to-day activities and support services
- Evaluate infrastructure needs
- Manage IT operations (including staff and faculty computing, Lab computing, Network, and Web Support)
- Equipment setups for media presentation
- Monitor network usage and performance analysis
- Manage system backups and data integrity
- Maintain, change or write new programs to support the Administrative data systems.

REQUESTS FOR EQUIPMENT SETUPS

Requests for equipment setups and check-outs cannot be guaranteed unless there is at least 24 hours notice. The IT office will endeavor to accommodate late requests, but cannot guarantee service. Media should not be moved from their locations without first contacting the IT office. Before calling the office ensure that you have the following information at hand:

- Your name and office phone number.
- Department, building and room number where the media items are needed.
- The starting and end times of your class or event. IT&S will retrieve the equipment.
- If this is going to be a recurring request for the duration of the semester, you will need to advise the Help Desk at the time of the initial request.
- Make sure that the media request is read back to you to reaffirm the date, time, place and type of equipment needed.

EQUIPMENT MAINTENANCE

Maintenance work is normally scheduled based upon written work orders. Faculty and staff shall request maintenance work for their computer equipment by submitting a "Request for Maintenance Form (Work Order)" via the department head.

15. STAFF EMPLOYEES

EMPLOYEE RESPONSIBILITIES

All staff employees are expected to:

- Use their skills and training to perform to the best of their abilities.
 - Exercise initiative and creativity in seeking better and more efficient ways of getting their jobs done.
 - Respect the rights of all members of the College community.
 - Comply with safety rules and exercise common sense to ensure a safe work environment.
 - Conduct themselves in a manner that reflects favorably on the College.
 - Act with honesty, integrity and professionalism.
 - Serve students, visitors, guests, community members, and faculty with courtesy and concern.
 - Observe the rules and procedures of the College and the department in which they work.
- Employees are also expected to respect and observe the rules of other departments with which they interact when these rules are brought to their attention.

EMPLOYEE RIGHTS

- Professional development: Employees have the right to seek training and additional work-related skills. The College will pursue training and staff development strategies within its resources.
- Safety: Employees have the right to a safe and healthy workplace and to be informed of any hazardous working conditions.
- Civility: Employees have the right to be treated with civility by supervisors, co-workers, and subordinates. The College will pursue available strategies within its resources for reducing tensions that may cause incivility.
- Freedom from violence: Employees have the right to be protected from violent behavior. Violent behavior toward faculty, staff, students, or visitors to the College is neither condoned nor acceptable. Such behavior may provide immediate grounds for dismissal or legal action.
- Freedom from discrimination: The employee has the right to be treated without bias. The College has the responsibility to treat with equal concern and fairness all persons without regard to their race, color, creed, national origin, age, marital status, or disability.

EMPLOYEE ORIENTATION

JCC welcomes new employees through a formal orientation program. Orientation programs are conducted as required by the staff. In addition, the supervisors of any new employees shall ensure that the necessary workplace orientation is provided.

Each new employee shall be specifically responsible for obtaining information regarding the following work-related issues:

- Personnel policies and procedures
- Leave benefits, as applicable
- Retirement benefit
- An explanation of the duties and responsibilities of the position, the conditions of employment, and the amount of compensation
- Other work-related matters as deemed appropriate by the employee's department chair or immediate supervisor.

NEW EMPLOYEE INTRODUCTORY PERIOD

New employees will be considered to be in probationary status until they have completed **one (1)** year of employment.

At the beginning of employment, each new employee should be certain he fully understands the nature of his job. Each supervisor/manager should furnish a job description and standards to be achieved. Performance standards include, but are not limited to:

- The ability to perform the job
- Attendance
- Dependability
- Quality and quantity of work.

At the end of the first year of employment, each new employee will receive a performance evaluation from his supervisor. The employee may also receive periodic reviews before and/or after this time period. During the probationary period, an employee will not incur any property rights to his continued employment and may be dismissed at any time.

PERSONAL APPEARANCE

All employees are representatives of the College. Therefore, an employee's neat appearance and dress should be appropriate to his position.

WORKING HOURS

The official business hours of JCC are from 8:00 a.m. to 3:00 pm. five (5) days a week. Regular full-time employees are assigned thirty five (35) hours per week for 12 months per year. Certain programs and events are held during evenings and weekends. It is expected that staff will work on special events as necessary. Employees dedicating excessive time from working hours to non-related business are depriving the College of their services. Late arrivals, early departures, extended breaks, as well as lengthy personal phone conversations and frequent or lengthy absences from the office all detract from employee productivity.

Major changes in work schedules must be approved by the College Dean. An employee may direct a request for a flexible working schedule to his supervisor.

RELEASE TIME

Release time is that time during which a member of staff is released from normal working duties and compensated at regular pay while participating in training, staff development programs, or community gatherings. Release time is intended to provide an opportunity for staff to participate in training and development, for the purpose of improving skills and job performance and increasing promotional opportunities, or for attending college gatherings and events.

An employee must receive approval from his immediate supervisor before using release time for training. In granting release time for training, the supervisor considers department needs and the employee's request.

All staff employees are eligible for 30 hours of release time per calendar year for attendance at these programs.

Additional release time may be provided at the discretion of the supervisor, and is always appropriate for mandatory training. The decision to provide or not provide release time shall be made by the supervisor in accordance with this policy. Supervisors are responsible for monitoring the annual release time of their employees.

OVERTIME WORK AND PAY

In accordance with the Ministry of Civil Services Policy, overtime is defined as any hours worked over thirty five (35) in a given week by staff employees. When overtime is required, it must be approved in advance by the Dean of the College.

Department supervisors may require employees under their supervision to work hours in excess of their regular work day in order to meet the needs of the College. Supervisors and employees will share responsibility for keeping records of overtime earned and taken.

RE-ASSIGNMENT

An employee may be reassigned to a different department of JCC. Such reassignment may be requested by the employee himself, by his supervisor, the appropriate Vice- Dean or by the Dean of the College.

EMPLOYEE ATTENDANCE

Each employee of the College is expected to work the hours for which he has been hired as determined by the department supervisor and based on the operational needs of the department. It is the employee's responsibility to contact his supervisor in advance in order to obtain approval for tardiness or absence from work.

TARDINESS

If an employee is tardy three times within three months, and the tardiness has not occurred for justifiable reasons as determined by the supervisor, a written reprimand (written warning) will be issued by the supervisor. Reprimands will increase in severity if the problem is not corrected and may lead to dismissal. Copies of all reprimands will be placed in the employee's personnel file.

ABSENCES

Arrangements for excused absences must be made with the employee's immediate supervisor. If an unexcused absence occurs, the supervisor/manager will determine from the employee the reason for the absence. If there are clearly extenuating circumstances due to an emergency, no disciplinary action will be taken and the absence is excused. Written reprimands (written warning) for unexcused absences will be given to the employee by the supervisor/manager. Reprimands will increase in severity based on the number of unexcused absences. Copies of all written reprimands will be placed in the employee's personnel file.

Any employee absent for eight consecutive working days without an excuse or without calling the supervisor will be considered as having voluntarily terminated his services, and will not be considered for re-employment. In the case of serious illness or serious family matters where the employee cannot call the supervisor directly, a family member may call to report the reason for the absence.

EVALUATION

Supervisors of each department will conduct an annual employee performance evaluation of each employee at the end of each year. A performance evaluation must be completed before a salary increase may be granted. Additional performance evaluations may occur at the request of the supervisor. A copy of the evaluation will be placed in the employee's personnel file, and another copy will be given to the employee within ten (10) working days after final approval by the College Dean.

The objectives of the evaluation are as follows:

- Assess performance and skill levels
- Monitor on-the-job progress
- Improve productivity
- Identify development training needs
- Improve communication between the supervisor and employee

EMPLOYEE CONDUCT AND DISCIPLINARY ACTION

Jeddah Community College helps to mould and prepare young students to take their place in the working world. An important part of this process is providing good examples for students to emulate. The College requires that its employees exemplify those standards of ethical behavior that will provide positive role models for its students.

Generally, JCC expects and demands that its employees will adhere to the work rules of the university and the college and will comply with those standards of conduct which it deems necessary and appropriate for the workplace.

UNSATISFACTORY WORK PERFORMANCE LIST

The following list of unsatisfactory work performance criteria and improper conduct is intended as a guide for supervisors and employees to determine whether an employee's performance of duties or personal conduct is unsatisfactory, and which may require some kind of disciplinary action:

- Failure to perform assigned duties.
- Failure to maintain acceptable standards of work quality and/or productivity.
- Abuse of position, including using one's Jeddah Community College employment to obtain special privileges for financial gain or for any purpose other than College business.
- Unprofessional speech or behavior to parents, students, visitors, administrators or co-workers.
- Failure to adhere to established safety policies and procedures.
- Failure to notify supervisor of absence, unauthorized or unjustified absence, tardiness, or abuse of sick leave, or excessive absence.
- Unauthorized absence from assigned work area, including leaving work early without permission. An incident of failure to remain on duty occurs when an employee does not obtain permission

- to leave the work site during scheduled work time or takes or exceeds a break period without authorization.
- Interfering with the work performance of another employee.
- Actions that attempt to obstruct or disrupt any teaching, administrative, disciplinary or public service activity or any other activity authorized to be discharged on property owned or operated by JCC.
- Willful damage of JCC equipment or property.
- Theft of JCC property, or property belonging to another person.
- Falsification of institutional documents or records, including applications for employment.

DISCIPLINE

The purpose of disciplinary action is to correct the unacceptable performance or behavior, not to punish an employee. Should an employee's performance or behavior fail to reach minimum institutional standards, the supervisor may recommend disciplining that employee. Types of discipline may include, but are not limited to, one of the following:

- Verbal warning
- Written warning
- Suspension
- Termination.

STEP ONE: VERBAL WARNING

When an employee's work performance fails to meet position requirements, the immediate supervisor/manager may give the employee a verbal warning.

To administer a verbal warning, the immediate supervisor should do the following:

- Meet with the employee privately.
- Review, in detail, the incident(s) which led to the decision to discipline the employee.
- Explain to the employee the standards of performance or conduct which must be achieved and the time limit for improvement.
- Answer questions relating to the problem.
- Warn the employee that failure to achieve the standards, within the time limit provided, will subject the employee to further disciplinary action.

STEP TWO: WRITTEN WARNING

If improvement in the employee's work performance does not occur, the supervisor/manager will give the employee a written warning with a set period of time during which the performance improvement must occur.

Again, the supervisor should do the following:

- Hold a private conference with the employee.
- Review the details of the incident(s) which led to the decision to take disciplinary action.
- A statement of prior discussions or warnings on the subject.
- Explain the standards of performance or behavior that are expected and a summary of the corrective action to be taken to correct the problem and the time period by which they must be attained.
- A statement of the consequences of the employee's failure to improve the performance or correct the behavior.
- Answer questions relating to the problem.
- Provide the employee with a copy of the written warning, and ask the employee to sign it to acknowledge that it has been reviewed.
- Forward a copy of the written warning, together with a copy of any notes concerning counseling sessions pertaining to the problem, to the Director of Administrative Services for placement in the employee's file.

STEP THREE: SUSPENSION or TERMINATION

If the employee fails to improve his performance during the specified warning time, the supervisor/manager may submit the employee's name to the Dean of the college for either suspension or termination. The decision to suspend or terminate an employee should be made by the Dean and according to the university's policies and regulations.

Academic Staff Directory

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