



جامعة البحرين
University of Bahrain

COURSE EVALUATION REPORT

2019-2020

SEMESTER 2

The Quality Assurance and Accreditation Center (QAAC) was established at the University of Bahrain to ensure and enhance the academic standards of teaching and learning across the University. Since 1999, the University has operated a Continuous Quality Improvement (CQI) approach to quality assurance and accreditation. In 2009, the QAAC was established to play a key role in the development, monitoring and reporting across the University. The QAAC implements a holistic, systematic evidence-based quality assurance and accreditation approach covering: institutional quality assurance and accreditation, academic programs and related institutional aspects in order to provide the students with best possible academic programs and services to learn and excel. Additionally, the Center operates a number of independent surveys and evaluation systems to provide valuable and essential information for improvement and development.



VISION

“to become a world-class university that is recognized as a learning, research and entrepreneurial institution”

VISION

CONTENTS

| | |
|------------------|----|
| Introduction | 06 |
| How does it work | 07 |

Evaluation Results

| | |
|----------------------------|----|
| Satisfaction Rate | 09 |
| Response Rate | 10 |
| Faculty Satisfaction Rate | 11 |
| Colleges Satisfaction Rate | 12 |
| Survey Questions Rate | 13 |

Detailed Results

| | |
|------------------------------------|----|
| College of Arts | 15 |
| College of Information Technology | 16 |
| College of Law | 17 |
| College of Business Administration | 18 |
| College of Engineering | 19 |
| College of Science | 20 |
| College of Applied Studies | 21 |
| Bahrain Teachers College | 22 |
| College of Health Sciences | 23 |
| English Language Centre | 24 |
| Confucius Institute | 25 |
| French Language Centre | 26 |

Key Findings



INTRODUCTION

The University of Bahrain is committed to transparency and accountability in support of its goal to provide world-class teaching and learning. Student feedback is an essential element in the continuous quality improvement (CQI) system that the University has established. The course evaluation survey provides an institutional system for collecting feedback on key elements of teaching, learning, and students experience. This semester, in response to the Public Awareness Campaign to Combat Coronavirus (COVID-19), UoB implemented many actions to ensure social distancing. One of these actions was shifting from normal classroom to virtual classrooms using digital platform. QAAC modified the Course Evaluation survey questions to cope with the new situation, and to evaluate the satisfaction level of students with the implementation of E-learning methods and processes. By publishing this report, we are committed to:

- Promoting public accountability
- Seeking to improve academic programs and services
- Encouraging quality and excellence
- Improving the quality of the online offering and assuring a satisfactory learning and teaching experience.

For further information about the courses evaluation reporting system and reports, please contact qaac@uob.edu.bh

HOW DOES IT WORK

Each semester students rate the quality of our courses. Since 2016, the evaluation of courses has been conducted electronically via the Student Information System (SIS). In contrast to the classical paper-based course evaluation systems, this electronic system improved the flexibility of the evaluation by allowing students to undertake the survey anywhere and at any given time during the course evaluation survey period.

During the evaluation period, the students rate each course (section) they are enrolled in. The results of each section are aggregated, and a report for the section is generated. The aggregated results are grouped per faculty member to correlate the evaluation results with the performance of faculty members. Due to the nature of this evaluation, the identities of the students who participated in the course's evaluation survey are kept anonymous. All data is confidential, and only aggregated data is made available for improvement purposes. Every faculty member will be able to view their evaluation results. Additionally, the Head of Departments and Deans are granted access to view the results for their faculty members.

In addition to the online results available via SIS, this report provides overarching information about the second semester 2019 - 2020 course evaluation.



EVALUATION RESULTS

SATISFACTION RATE

80%

Satisfaction Rate

During the Second Semester, 2019 - 2020, 1,467 different courses offered over 3974 sections in 9 Colleges, the English Language Centre, Confucius Institute, and the French Studies Centre. These courses were taught by 845 full-time and part-time faculty members. Each student was able to cast his/her opinion for each enrolled section. The survey shows that the University satisfaction rate achieved 80% (4.025.0/) satisfaction rate.

The survey evaluated the students' satisfaction with regard to:

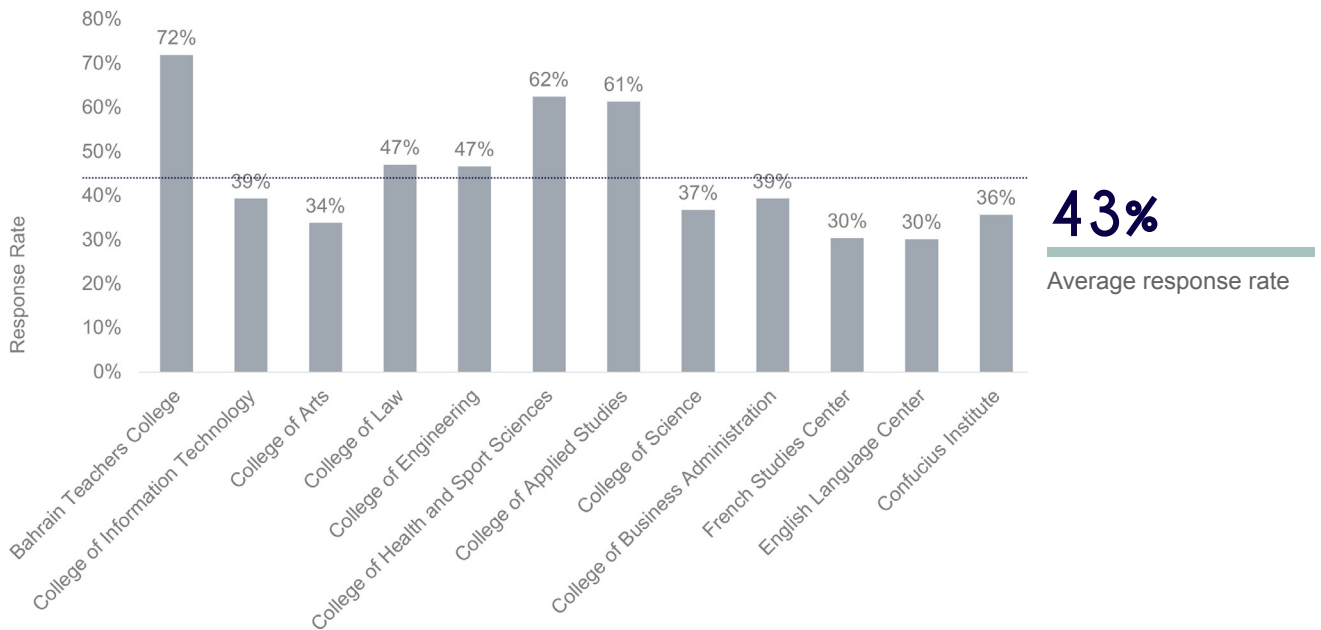
- Resources;
- Syllabus and course material;
- Delivery of content;
- Teaching skills;
- Provided feedback, support, and encouragement to students and
- Suitability of assessment.

3,974

sections in 9 colleges offered in the first semester 2019 - 2020 were evaluated

| No | Faculty | Faculty Members | Evaluations | Submitted Evaluations | Response Rate | Average (5) |
|----------------|--------------------------------------|-----------------|----------------|-----------------------|---------------|-------------|
| 1 | College of Arts | 164 | 26,569 | 8996 | 33.86% | 4.01 |
| 2 | College of Business Administration | 82 | 14,763 | 5814 | 39.38% | 4.08 |
| 3 | College of Engineering | 152 | 11,068 | 5163 | 46.65% | 4.00 |
| 4 | College of Science | 79 | 10,924 | 4014 | 36.74% | 3.95 |
| 5 | College of Information Technology | 75 | 6,814 | 2683 | 39.37% | 4.04 |
| 6 | College of Applied Studies | 30 | 2,263 | 1389 | 61.38% | 3.95 |
| 7 | College of Law | 49 | 8,624 | 4056 | 47.03% | 4.06 |
| 8 | Bahrain Teachers College | 70 | 6,972 | 5017 | 71.96% | 4.20 |
| 9 | College of Health and Sport Sciences | 78 | 10,361 | 6472 | 62.47% | 3.96 |
| 10 | French Studies Center | 4 | 546 | 166 | 30.40% | 3.53 |
| 11 | English Language Center | 57 | 6841 | 2064 | 30.17% | 4.00 |
| 12 | Confucius Institute | 5 | 297 | 106 | 35.69% | 4.04 |
| Overall | | 845 | 106,042 | 45940 | 43% | 4.02 |

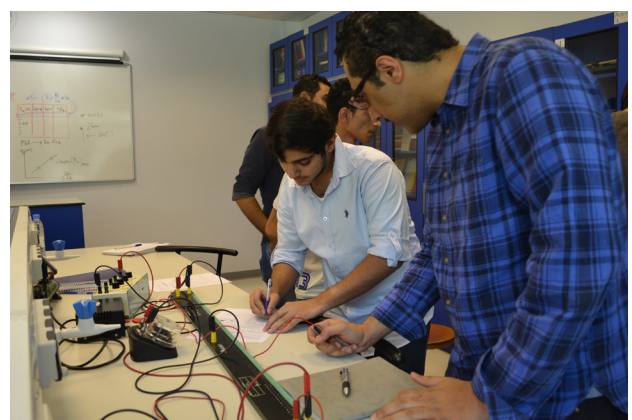
RESPONSE RATE



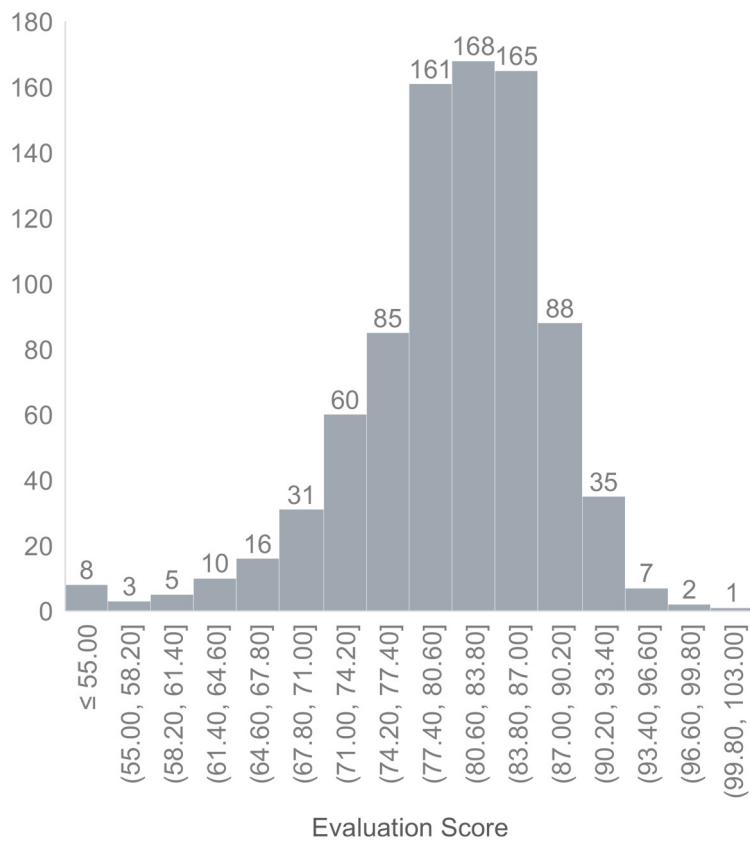
The survey recorded an average **43%** response rate, with 45,940 evaluations submitted out of **106,042** eligible evaluations. The following are the top three Colleges that recorded the highest response rate:

- Bahrain Teachers College
- College of Health and Sport Sciences
- College of Applied Studies

This response rate shows that a significant number of students participated in providing their feedback to improve the provisions of the online teaching and learning at the University.



FACULTY SATISFACTION RATE



845

Evaluated full-time and part-time faculty members

About 92%

Faculty members achieved $\geq 70\%$ satisfaction rate



Courses taught by 845 full-time and part-time faculty members were evaluated.

More than 92.6% of faculty members received an overall satisfaction rate equal and above 70%. This clearly shows the satisfaction of students with the quality of online learning and teaching at the University.

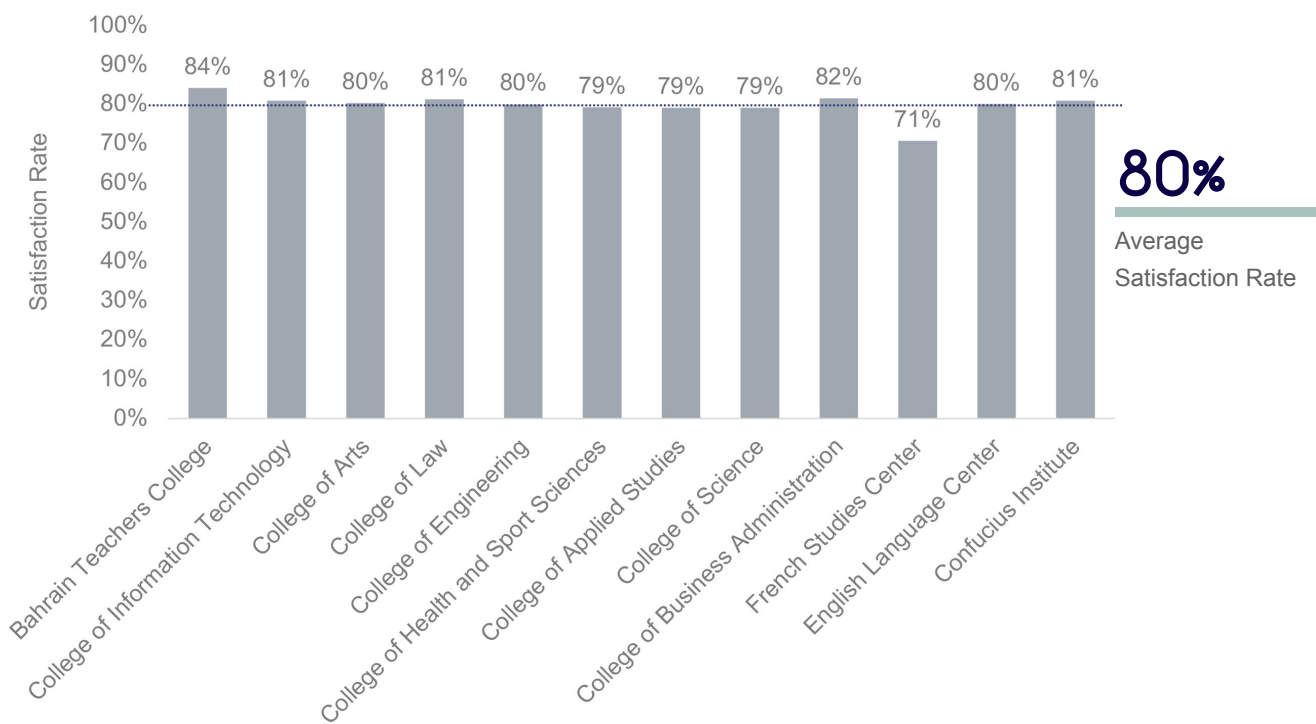
COLLEGES SATISFACTION RATE

The students showed an overall average satisfaction rate of 80%. Eight out of twelve entities of the University achieved overall satisfaction rates of 80% or above. In general, all entities received comparable satisfaction rates. The following entities achieved the highest satisfaction rates:

- Bahrain Teachers College
- College of Business Administration
- College of Law
- College of Information Technology
- Confucius Institute

8

entities met or achieved higher satisfaction rate than the overall average satisfaction rate



SURVEY QUESTIONS RATE

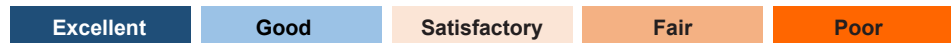
The 7 questions included in the survey received scores of good and above, which give a positive picture of the state of online teaching and learning.

7

Entities received excellent in all questions of the survey

| | Bahrain Teacher College | Applied Studeis College | College of Arts | College of Business Administration | College of Engineering | College of Health Science | College of Information Technology | College of Law | College of Science | English Language Center | Confucius Institute | French Studies |
|---|-------------------------|-------------------------|-----------------|------------------------------------|------------------------|---------------------------|-----------------------------------|----------------|--------------------|-------------------------|---------------------|----------------|
| 1. The course syllabus was available online. | 4.46 | 4.10 | 4.17 | 4.31 | 4.29 | 4.24 | 4.34 | 4.10 | 4.17 | 4.09 | 4.16 | 3.70 |
| 2. The online course content (e.g. videos, lecture notes, screencasts, podcasts, etc) was comprehensive (i.e. covered all the learning outcomes). | 4.33 | 4.09 | 4.09 | 4.2 | 4.23 | 4.18 | 4.21 | 4.27 | 4.13 | 4.02 | 4.19 | 3.64 |
| 3. The online course content supported my learning. | 4.2 | 3.92 | 3.91 | 3.99 | 4.03 | 3.98 | 4 | 4.07 | 3.90 | 3.9 | 4.06 | 3.42 |
| 4. The online course delivery was interactive and engaging | 4.11 | 3.89 | 3.84 | 3.95 | 3.94 | 3.9 | 3.92 | 4.04 | 3.81 | 3.86 | 3.99 | 3.58 |
| 5. The online medium was used effectively to answer my questions and provide me with feedback. | 4.24 | 4 | 3.94 | 4.07 | 4.03 | 4.02 | 4.03 | 4.13 | 3.95 | 3.98 | 3.98 | 3.51 |
| 6. The online assessment was transparent and supported my learning. | 4.15 | 3.92 | 3.91 | 4 | 4 | 3.97 | 4 | 4.04 | 3.90 | 3.91 | 4.06 | 3.38 |
| 7. I believe that online learning was an appropriate alternative to face to face learning in the current circumstances. | 4.09 | 3.86 | 3.94 | 4.04 | 3.92 | 3.96 | 4.04 | 4.04 | 3.86 | 3.94 | 4.01 | 3.31 |

Heat Map Key





**DETAILED
RESULTS**

COLLEGE OF ARTS

| Departments | Faculty Members | Evaluations | Submitted Evaluation | Response Rate | AVG (5) |
|---|-----------------|-------------|----------------------|---------------|---------|
| English Language and Literatures | 55 | 8,522 | 3,275 | 38.43% | 4.01 |
| Arabic and Islamic Studies | 44 | 9,598 | 3,395 | 35.37% | 4.00 |
| Social Sciences | 19 | 3,445 | 1,165 | 33.82% | 4.04 |
| Mass Communication, Tourism and Fine Arts | 36 | 3,867 | 785 | 20.30% | 3.97 |
| Psychology | 10 | 1,137 | 376 | 33.07% | 4.14 |

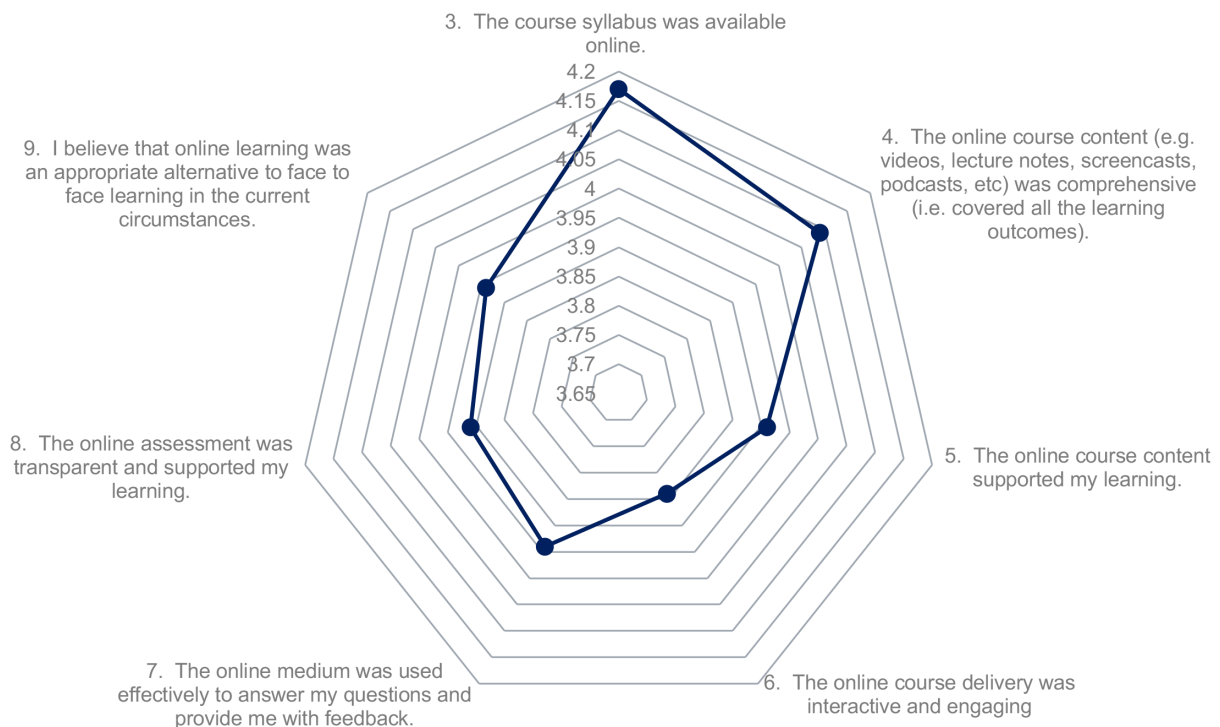


16

Faculty members within the top 100 highest rated faculty members

Good

in most survey questions



COLLEGE OF INFORMATION TECHNOLOGY

| Departments | Faculty Members | Evaluations | Submitted Evaluation | Response Rate | AVG (5) |
|----------------------|-----------------|-------------|----------------------|---------------|---------|
| Computer Engineering | 13 | 835 | 348 | 41.68% | 4.17 |
| Computer Science | 26 | 2,599 | 836 | 32.17% | 3.84 |
| Information Systems | 36 | 3,380 | 1,499 | 44.35% | 4.15 |

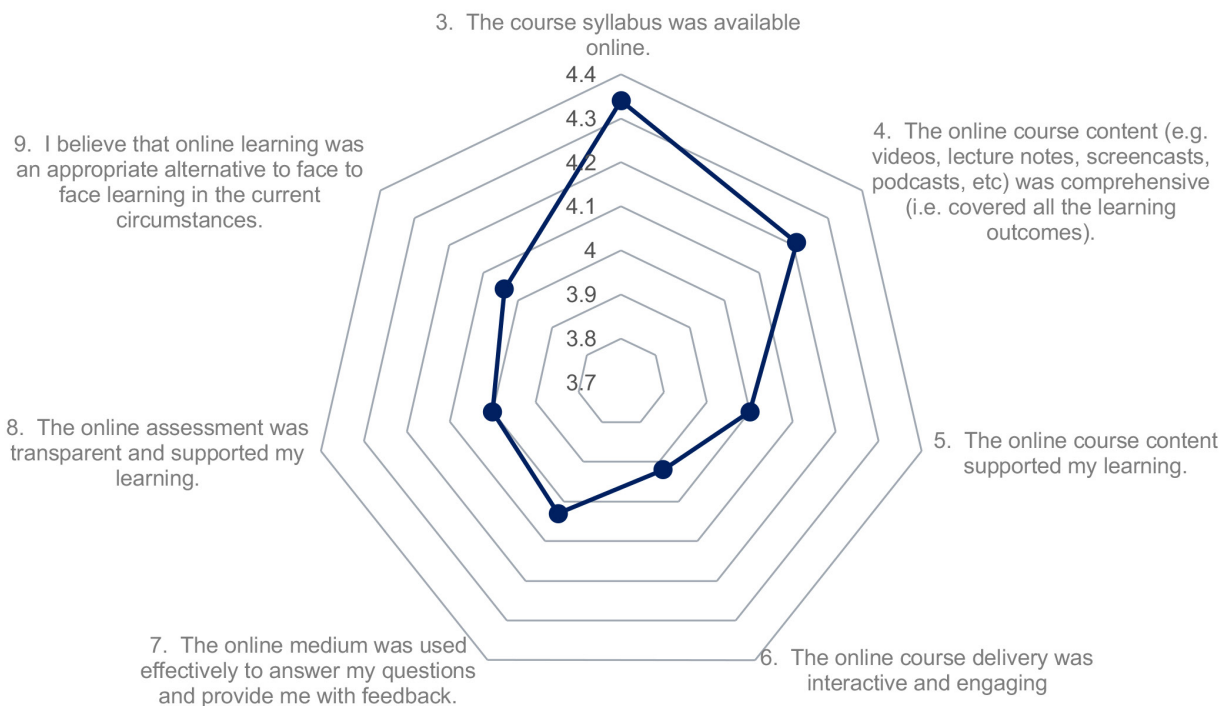


14

Faculty members within the top 100 highest rated faculty members

Excellent

in most survey questions



COLLEGE OF LAW

| Departments | Faculty Members | Evaluations | Submitted Evaluations | Response Rate | AVG (5) |
|--------------|-----------------|-------------|-----------------------|---------------|---------|
| Public Law | 18 | 2,978 | 1,426 | 47.88% | 4.00 |
| Private Law | 29 | 4,211 | 2,006 | 47.64% | 4.10 |
| Legal Clinic | 2 | 1,435 | 624 | 43.48% | 4.06 |



2

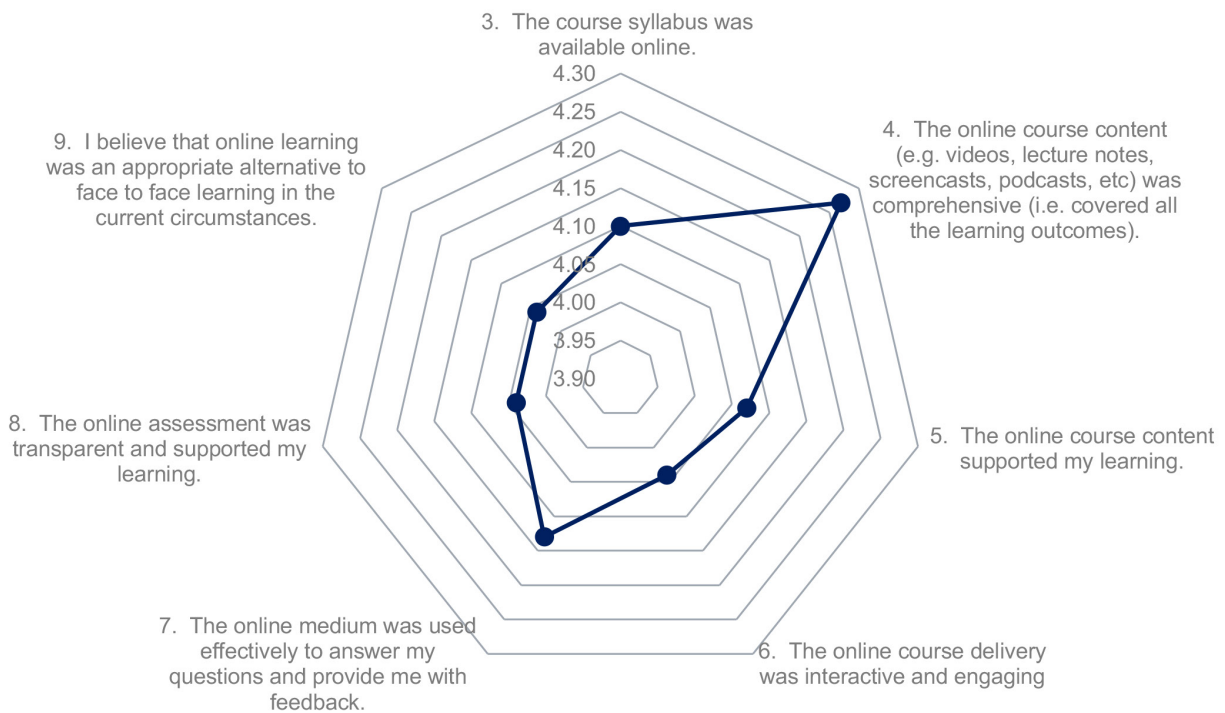
Faculty members within the top 100 highest rated faculty members

Excellent

in all survey questions

3rd

Highest overall satisfaction



COLLEGE OF BUSINESS ADMINISTRATION

| Departments | Faculty Members | Evaluations | Submitted Evaluations | Response rate | AVG (5) |
|--------------------------|-----------------|-------------|-----------------------|---------------|---------|
| Management and Marketing | 27 | 5,054 | 1,902 | 37.63% | 4.21 |
| Economic and Finance | 29 | 5,462 | 2,146 | 39.29% | 4.05 |
| Accounting | 23 | 3,917 | 1,692 | 43.20% | 3.97 |
| Islamic Banking | 3 | 330 | 74 | 22.42% | 3.90 |



5

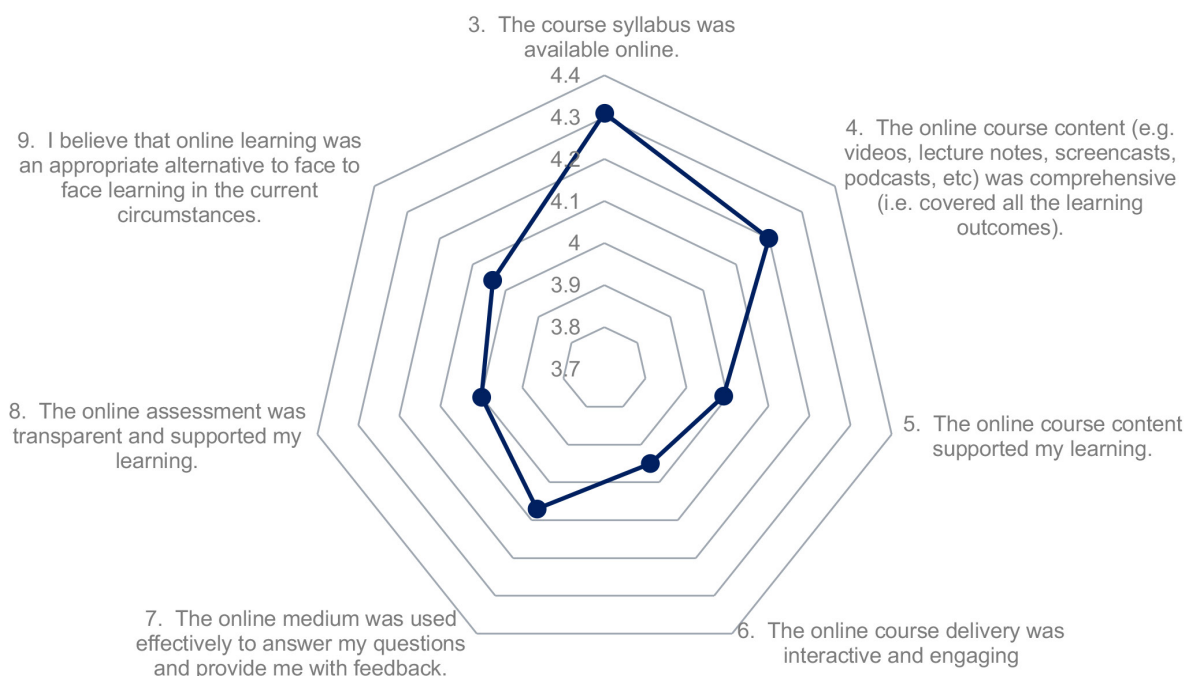
Faculty members within the top 100 highest rated faculty members

Excellent

in most survey questions

2rd

Highest overall satisfaction



COLLEGE OF ENGINEERING

| Departments | Faculty Members | Evaluations | Submitted Evaluations | Response Rate | AVG (5) |
|----------------------------------|-----------------|-------------|-----------------------|---------------|---------|
| Mechanical Engineering | 28 | 2,198 | 815 | 37.08% | 3.91 |
| Electrical Engineering | 19 | 1,645 | 755 | 45.90% | 3.98 |
| Chemical Engineering | 23 | 1,901 | 795 | 41.82% | 3.92 |
| Architecture and Interior Design | 59 | 3,217 | 1,628 | 50.61% | 4.03 |
| Civil Engineering | 22 | 2,088 | 1,163 | 55.70% | 4.11 |

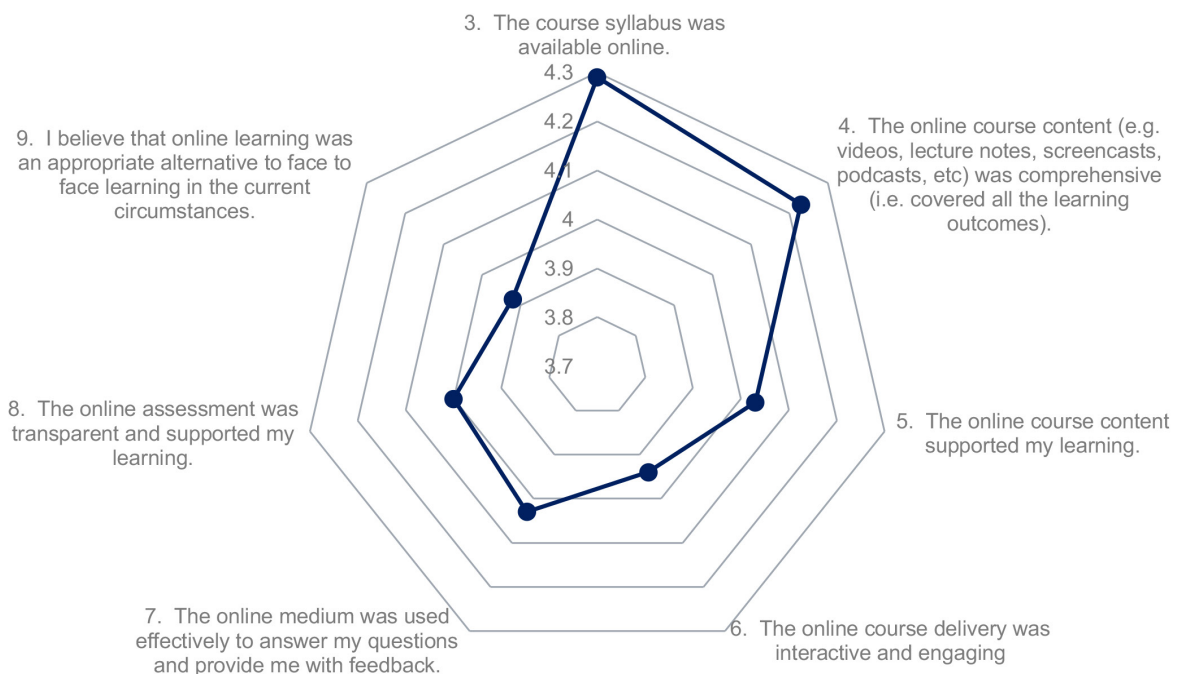


26

Faculty members within the top 100 highest rated faculty members

Good

in most survey questions



COLLEGE OF SCIENCE

| Departments | Faculty Members | Evaluations | Submitted Evaluations | Response Rate | AVG (5) |
|------------------------|-----------------|-------------|-----------------------|---------------|---------|
| Mathematics | 32 | 6,819 | 2,394 | 35.11% | 4.00 |
| Chemistry | 16 | 1,631 | 712 | 43.65% | 3.76 |
| Physics | 18 | 1,518 | 510 | 33.60% | 3.97 |
| Biology | 12 | 950 | 394 | 41.47% | 3.98 |
| Post Graduate Programs | 1 | 6 | 4 | 66.67% | 5.00 |

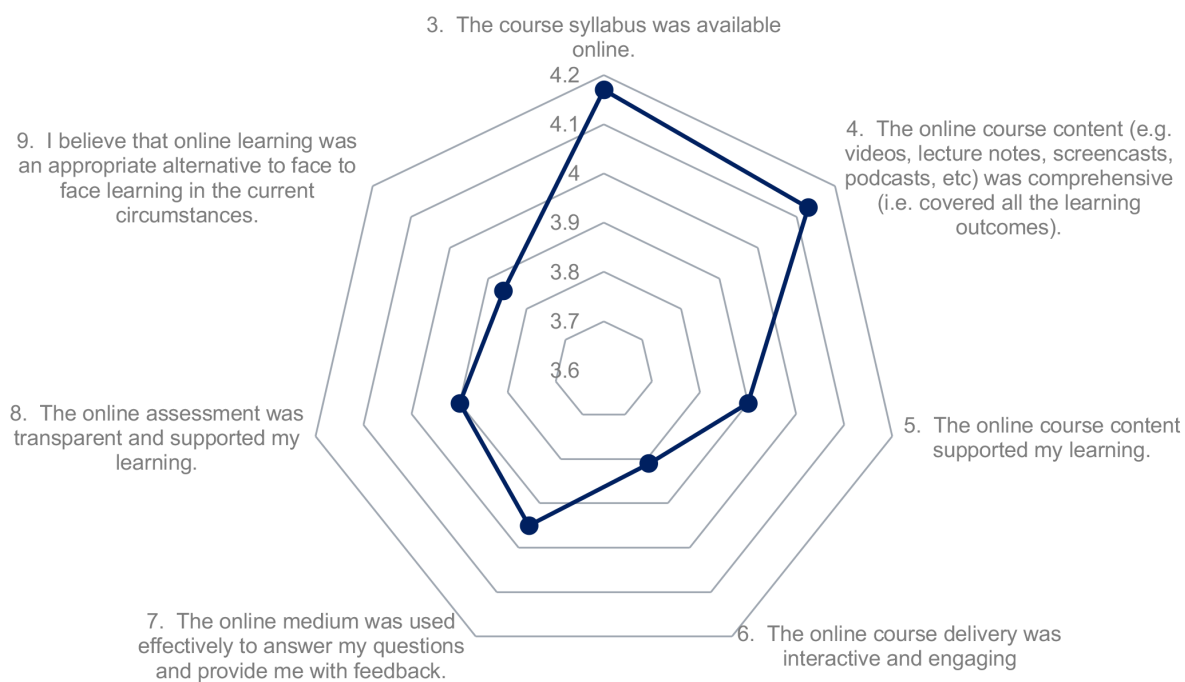


5

Faculty members within the top 100 highest rated faculty members

Good

in most survey questions



COLLEGE OF APPLIED STUDIES

| Departments | Faculty Members | Evaluations | Submitted Evaluation | Response Rate | AVG (5) |
|---------------------------|-----------------|-------------|----------------------|---------------|---------|
| Administration Programs | 13 | 1,281 | 742 | 57.92% | 3.92 |
| Engineering Programs | 4 | 95 | 87 | 91.58% | 4.21 |
| Technical Programs | 10 | 596 | 372 | 62.42% | 3.82 |
| Office Management Program | 3 | 291 | 188 | 64.60% | 4.14 |

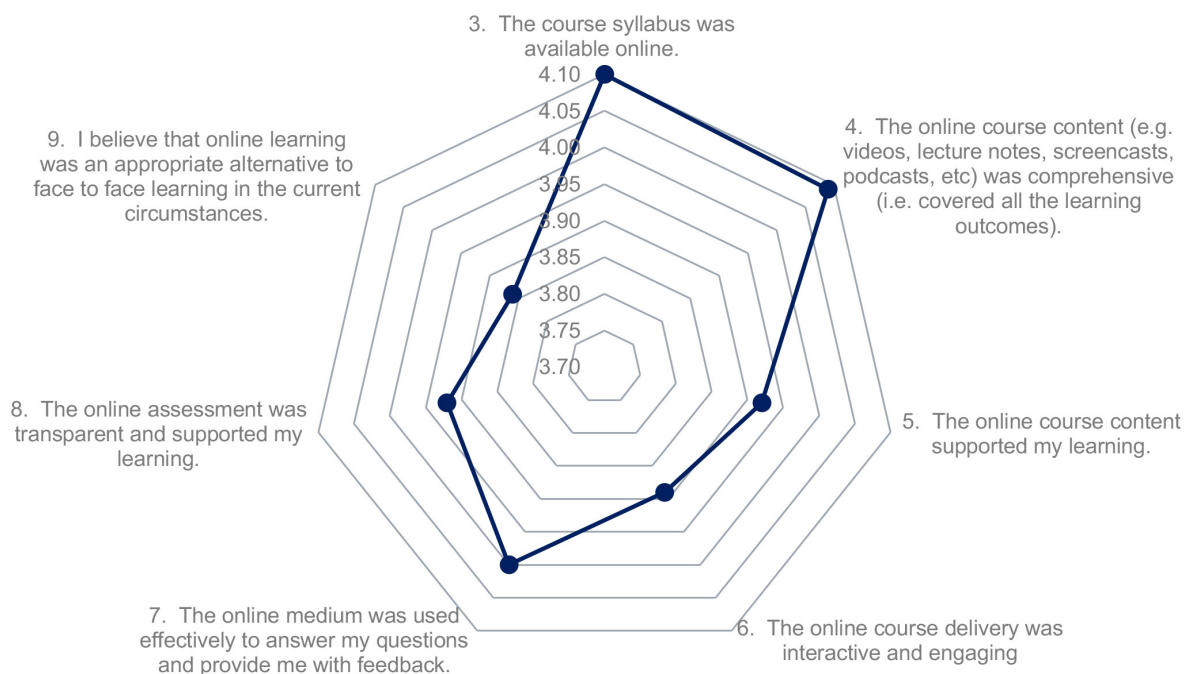


2

Faculty members within the top 100 highest rated faculty members

Good

in most survey questions



BAHRAIN TEACHERS COLLEGE

| Departments | Faculty Members | Evaluations | Submitted Evaluations | Response Rate | AVG (5) |
|-------------------------------------|-----------------|-------------|-----------------------|---------------|---------|
| English Language | 18 | 1,681 | 1,249 | 74.30% | 4.11 |
| Arabic Language and Islamic Studies | 11 | 1,430 | 924 | 64.62% | 4.31 |
| Math and Science | 19 | 1,720 | 1,335 | 77.62% | 4.25 |
| Education Studies | 21 | 2,112 | 1,493 | 70.69% | 4.15 |



23

Faculty members within the top 100 highest rated faculty members

Excellent

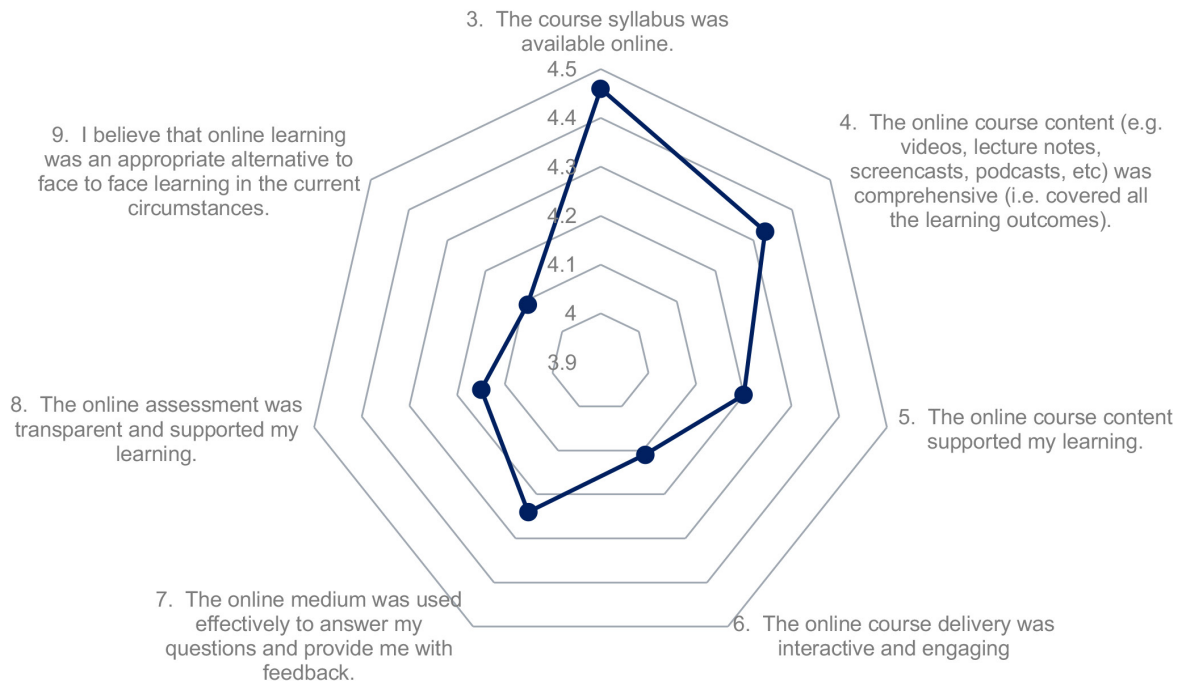
in all survey questions

1st

Highest Student Participation

1st

Highest Overall Satisfaction



COLLEGE OF HEALTH AND SPORT SCIENCES

| Departments | Faculty Members | Evaluations | Submitted Evaluations | Response Rate | AVG (5) |
|-------------------------|-----------------|-------------|-----------------------|---------------|---------|
| Nursing | 21 | 1132 | 871 | 76.94% | 3.87 |
| Allied Health | 23 | 2633 | 1538 | 58.41% | 3.89 |
| Integrated Sciences | 11 | 1841 | 1199 | 65.13% | 3.97 |
| Educational Development | 4 | 513 | 375 | 73.10% | 4.12 |
| Physical Education | 19 | 4242 | 2489 | 58.68% | 4.10 |

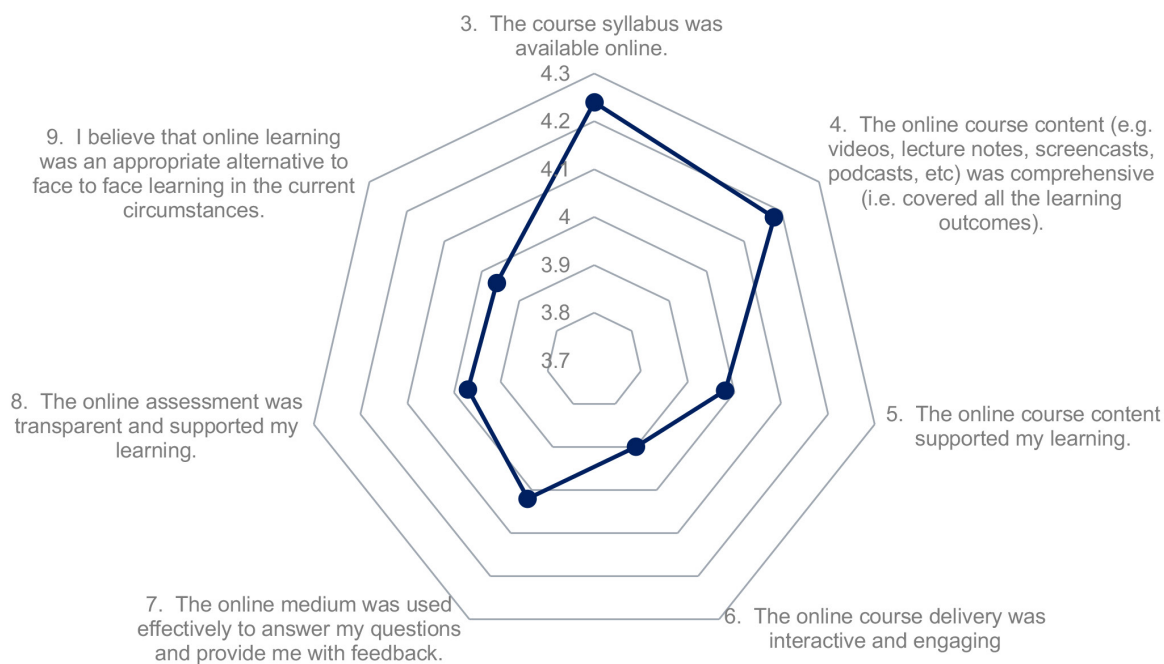


3

Faculty members within the top 100 highest rated faculty members

Good

in most survey questions



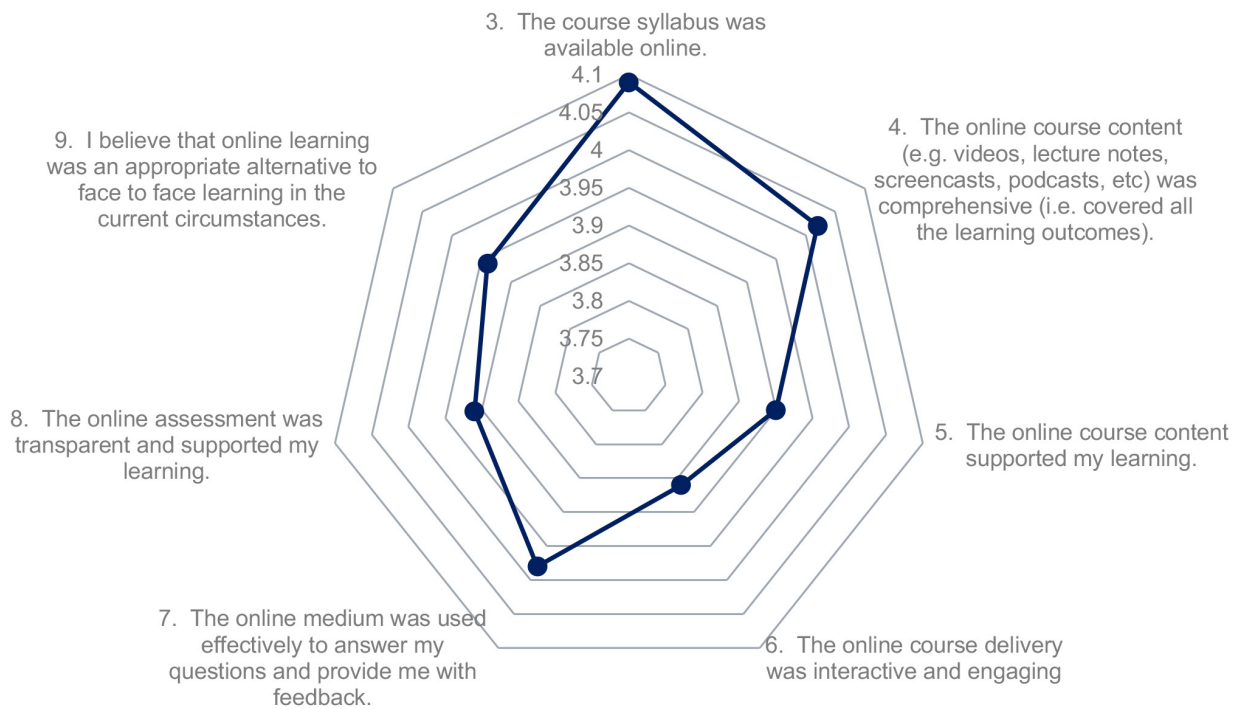
ENGLISH LANGUAGE CENTRE

| Department | Faculty Members | Evaluations | Submitted Evaluation | Response Rate | AVG (5) |
|-------------------------|-----------------|-------------|----------------------|---------------|---------|
| English Language Center | 57 | 6841 | 2064 | 30.17% | 4.00 |



Good

in most survey questions



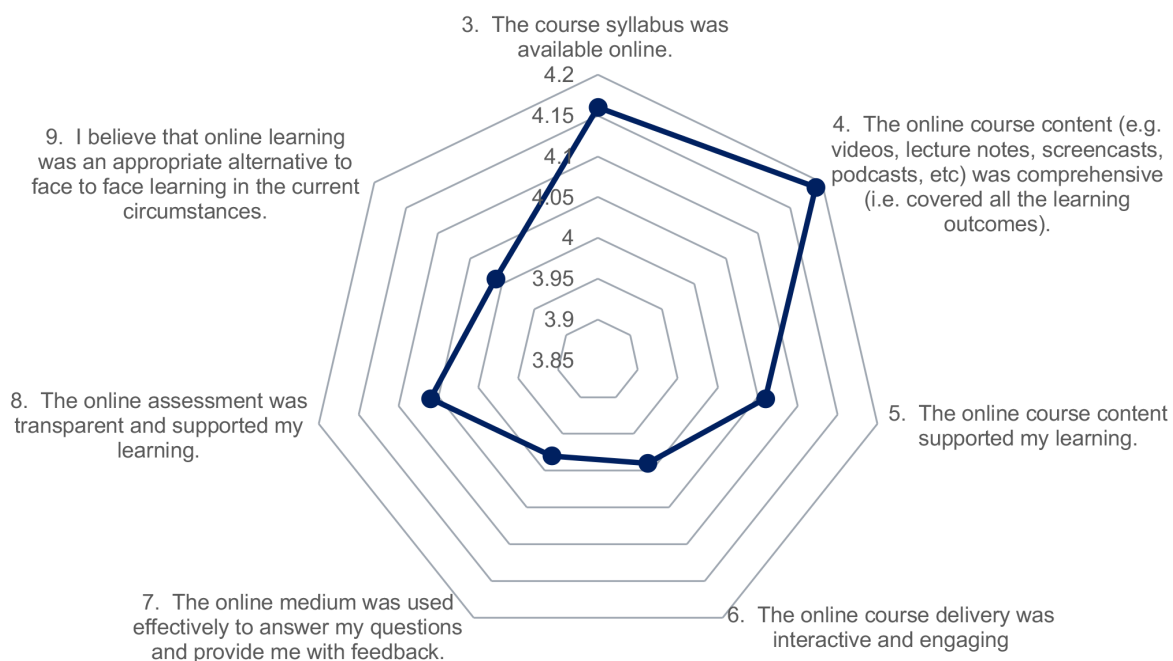
CONFUCIUS INSTITUTE

| Departments | Faculty Members | Evaluations | Submitted Evaluation | Response Rate | AVG (5) |
|---------------------|-----------------|-------------|----------------------|---------------|---------|
| Confucius Institute | 5 | 297 | 106 | 35.69% | 4.04 |



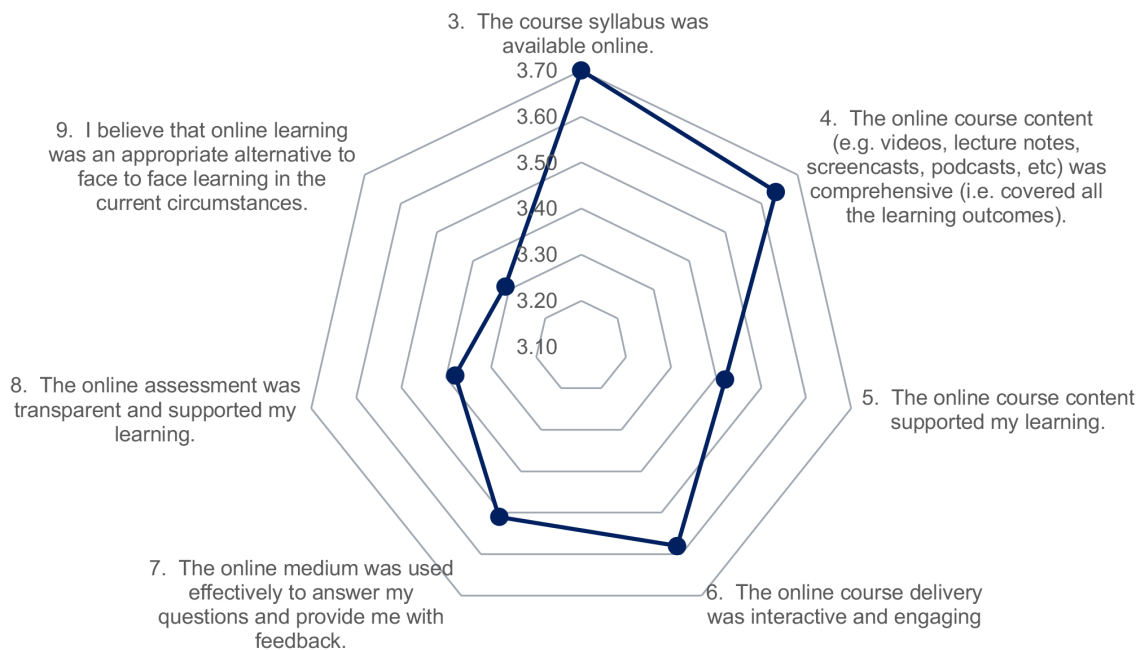
Excellent

in most survey questions



FRENCH STUDIES CENTER

| Departments | Faculty Members | Evaluations | Submitted Evaluation | Response Rate | AVG (5) |
|-----------------------|-----------------|-------------|----------------------|---------------|---------|
| French Studies Center | 4 | 546 | 166 | 30.40% | 3.53 |



KEY FINDINGS

- The University achieved overall a positive satisfaction rate of 80% (4.025.0/).
- Eight out of twelve entities of the University achieved overall satisfaction rates of 80% or above.
- The survey recorded a 43% response rate.
- The majority of faculty members (783) received an overall satisfaction rate of above 70%, which indicate that the students enjoy online teaching and satisfied.
- All of the entities received Excellent or Good in survey questions.

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