جامعــة العيـن
AL AIN UNIVERSITY

"Good Practice" Title: Exit Exam (Achievement Exam)

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I. **Introduction & Purpose**

Al Ain University's "Exit Exam" relates directly to the CAA standard (Stipulation 2.2 Continuous Quality Enhancement as well as to the standard (Stipulation 3.13 Program Effectiveness). The purpose of the "Exit Exam" is to provide the institution with detailed up-to-date feedback on the students' performance in program learning outcomes which helps develop the programs and courses.

Al Ain University's "Exit Exam" aims to measure the students' attainment of the program learning outcomes (PLOs) and their performance in the individual courses/domains relevant to their specializations. This is highly important in higher education as it serves as a reference point for program enhancement.

II. **Significance of the Good Practice in the QA System**

Al Ain University implemented the "Exit Exam" in 2011 to assess the effectiveness of the PLOs upon the students' graduation. The exam is designed based on the PLOs and the specialization's domain/ subjects, and with reference to local and international test banks. It is administered twice a year at the end of the Fall & Spring semesters for the students expected to graduate in the respective semester. Every semester, a new exam is created, and new questions are added to expand the question bank for future exams. Currently, Al Ain University conducts online exams for all programs, both undergraduate and graduate. The results of the "Exit Exam" are provided by the IT center, and then are thoroughly examined by the Deans' Council, Colleges' Councils, and Departments/Programs' Councils to identify the exact PLOs and domains where students excel the areas that need improvements.

- **Assessment Tool**

Al Ain University uses different direct and indirect assessment tools to measure the achievement of PLOs, and the "Exit Exam" is one of the indirect assessment tools. The results of the "Exit Exam" are analyzed in combination with the results derived from other tools, rather than in isolation. The intervention process is designed and implemented after completing the entire assessment cycle.

However, based on the "Exit Exam" results, some specific actions are taken toward continuous improvement.

- **Incentives for Students**

The students taking the "Exit Exam" are aware of its importance and take it seriously. This is the result of Al Ain University's efforts to encourage the students to sit for the exam. The "Exit Exam" allows expected graduates to evaluate their current standing and recognize how this test will enable them to review major courses and be prepared for job interviews. To encourage students to take the "Exit Exam", Al Ain University communicates with the students expected to graduate (via formal announcements, emails, social media, and campus-wide verbal communication). Moreover, Al Ain University employs different ways of incentive schemes to ensure the participation of all expected graduates in the Exit Exam, here are some examples.

- ✓ The "Exit Exam" serves as a formative/mock assessment/exam for pharmacy students preparing for the Department of Health (DOH) registration exam which is a Professional Exam required to practice the pharmacy profession in UAE. The "Exit Exam" helps and guides Pharmacy students to prepare for, sit for and pass the DOH registration exam. Around 90% of the expected graduates pass the DOH exam.

- ✓ In certain colleges, Al Ain University linked the "Exit Exam" with the grades of the Internship course. As a result, a weightage of 20% is given for the "Exit Exam" results in the Internship course (upon the approval in the Dean's Council).

Overall, using the above means, during the last 5 years, Al Ain University has an accurate record that more than 90% of the expected graduates did attend the Exit Exam.

- **Exit Exam Design (Matrix)**

The "Exit Exam" mapping matrix is designed to allow examining and analyzing the students' skills which they acquired during their period of study. The matrix includes the PLOs in classification with each

course of the program. A (Sample Matrix) for the program (Bachelor of Business Administration in Management Information Systems) is designed and used as follows:

- ✓ **Horizontal Analysis:**

The "Exit Exam" results are evaluated in a horizontal array as per the matrix (Sample Matrix) to assess the students' knowledge of their program by each PLO in conjunction with all major courses in the program. Through this approach, Al Ain University can effectively manage and identify the strengths and areas of improvement related to each specific PLO of every course in the programs.

- ✓ **Vertical Analysis:**

The "Exit Exam" results are evaluated in a vertical array as per the matrix (Sample Matrix) to assess the students' knowledge of their program by each course in conjunction with all the PLOs of the program. Thus, Al Ain University can effectively manage and identify the strengths and areas of improvement of every major course in the program in conjunction with all the PLOs of the program.

- ✓ **Comparison of the results (including the previous records)**

Al Ain University utilizes the "Exit Exam" results in a constructive manner as the institution believes in continuous improvement. The previous "Exit Exam" results are compared with the current results. This practice enables Al Ain University to track the progress and direction towards any sustainable advancement, and therefore facilitates immediate actions when necessary.

- ✓ **Problems / Solutions / Final Recommendations / Follow-up**

The "Exit Exam" results are discussed by the Deans' Council, Colleges' Councils, and Departments/Programs' Councils, to analyze the exam results and derive valuable insights to improve the quality of the academic programs and make informed decisions for the subsequent academic year.

III. **Demonstration of Improvements**

A sample of recommendations from a college is summarized as follows:

- Enhancing the students' analytical skills by stressing the formative assessment methods that support the instructor in supervising & guiding the students, and in gathering data & information.

- Exposing the students to more strategic management analytical tools.

- Emphasizing case studies.

- Offering remedial classes in English writing.

- Providing students with practical activities to gain various experiences, especially considering that most of them are non-working students.

IV. Conclusion

The "Exit Exam" (Achievement Exam) plays a vital role in improving the quality and effectiveness of academic programs. These benefits can potentially improve the quality of programs in institutions across the UAE. Moreover, this cooperation between academic institutions enhances an environment of continuous improvement of the quality of higher education by comparing results and working jointly toward that goal.

College of Business- BBA Program (Management Information Systems)
"Exit Exam" Matrix (Spring 2022)

#	Program Learning Outcomes (PLOs)	Course Name							Total Question
		MIS	IPL	DBM	BSA	WE	PM	BDC	
1	Demonstrate basic knowledge of the principles, concepts, and skills in the "Management Information Systems".	4	1	2	2	1	2	1	13
2	Apply quantitative, analytical and information technology skills to solve practical business problems.	4	1	2	2	1	2	1	13
3	Demonstrate critical thinking skills to identify and evaluate practical approaches and strategies to solving problems in local and global business environment.	4	1	2	2	1	2	1	13
4	Evaluate and implement research tools and strategies to analyze business problems and opportunities.	4	1	2	2	1	2	1	13
5	Demonstrate autonomy and responsibility in self-directed work and personal development.	3	1	2	2	1	2	1	12
6	Collaborate effectively and professionally in diverse teams as both members and leaders to reflect on personal and professional practice and development.	3	1	2	2	1	2	1	12
7	Communicate effectively in a business context, orally and in writing, in a clear, concise, coherent, and professional manner using appropriate presentation technology.	3	1	2	2	1	2	1	12
8	Consistently act in a professional, respectful, honest, fair, and reasonable manner and to apply ethical principles and logical reasoning to make and justify business decisions.	3	1	2	2	1	2	1	12
	Total Questions	28	8	16	16	8	16	8	100

Course Name		
Principles of MIS (**MIS**)	Business System Analysis and Applications (**BSA**)	Business Data Communications (**BDC**)
Introduction to Programming Languages (**IPL**)	Web Engineering (**WE**)	
Database Management Principles and Applications (**DBM**)	Project Management (**PM**)	