

# College of Pharmacy

## Resources Management

### PharmD Program

v 2023



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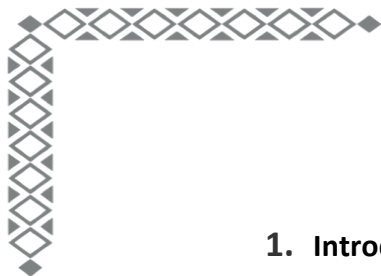


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## 1. Introduction

The quality of College of Pharmacy (COP) facilities, teaching and learning materials, teaching personnel, and the education process will eventually determine the performance of the College and the quality of education. Herein, the pharmacy college provides adequate facilities and equipment for the teaching and learning requirements of the program. The management of facilities and equipment is a shared responsibility between the College and the University administration.

The educational services committee at the College, either at the college level or at the department level, pays more attention to the quality of teaching and learning resources to enhance the level of education and the experience of students and the college staff. In this regard, the college educational committee initiates this manual to ensure that our students, faculty, employee, and technicians (male and female) can benefit from the college and university resources with clear and systematic procedures. In addition, to ensure equal access to those resources for both males and females. Learning resources are offered through different providers, either at the university or college levels. The management of these learning resources is also monitored and evaluated periodically through specific KPIs.

## 2. Learning and Teaching Facilities

### A. At the University-level:

#### I. Library (description, time/operation, list of books, and policies)

The COP at King Khalid University is served by two central libraries; one located on the male campus and another on the female campus. Those libraries are managed by the deanship of libraries. Those central libraries have a variety of learning resources which can be briefly mentioned below table:

Table. 1 KKU libraries

Number of Libraries in all KKU campuses	Resources			Operation time	Availability
	Medical Books/journals etc	Specialized websites	Internet		
27 General 5 Specialized	32785	LexiCopl	Available in several study rooms	Central Lab in Alfaraa/ 7:30AM-8:30PM (Sun to Thur) Branches Libraries/ 7:30AM-2:30PM (Sun to Thur)	Both Male and Female

#### II. Saudi Digital Library (SDL)

KKU maintains an active subscription to Saudi Digital Library and makes it available to students inside and outside colleges using a proxy system. Access to the Digital Saudi Library web databases is available 24/7 to students and faculty members. The Deanship of Library Affairs (DOLA) provides access to the Saudi Digital Library website [ <http://lib.kku.edu.sa/guidance.html> ] through the main KKU library website.

In addition, The E-learning services offered by the Deanship of E-learning to the COP in order to promote effective communication between faculties and students,



including the Blackboard system, TAZAMON, and KKUx. It has been made mandatory in all the courses of the program that the faculties have to upload all their teaching material, tests, assignments, quizzes, and all announcements through the Blackboard system. In addition, the KKUx platform offers several online courses and workshops that target the professional development of faculties and students.

### III. Specialized learning resources for medical sciences

The COP provides specialized professional resources for pharmacy faculties and students, such as Micromedex® and Up-to-Date® (Lexicomp®). These resources are available to students and faculties to be used during lectures, practicals, introductory, and advanced pharmacy practice experiences rotations (Annexure 6.13: Sample of annual request for Micromedex and lexicomp, translated summary).

### IV. Software packages

KKU provides several software packages for students and faculty free of charge. This aims to improve the efficiency and effectiveness of the teaching and learning experience at KKU. The free software packages include Office®, some statistical and antivirus software. In addition, a plagiarism check service e is available through the Blackboard platform- SafeAssign tool.

#### B. At the college level

The COP on both campuses, Alfaraa (male) and Alguraiger(female), has sufficient classrooms, laboratories, conference rooms, faculty and administration rooms, etc., equipped with all the necessary facilities. The following tables; table.2 and table.3 exemplifies the availability of essential learning facilities in the College.

Table. 2: The two campuses facilities ( Alfaraa and Alguraiger)

	Smartborad Classrooms	Teaching Laboratories	Video conferencing rooms	e-Learning	Central Lab	Research Labs	Students restarea	Bookstore
Alfaraa	5	10	2	1	1	4	2	1
Alguraiger	5	11	1	1	1	4	1	1

Table. 3: Example of COP laboratories instruments

#	Instruments name	#	Instruments name
1	Infrared spectrophotometer (FTIR)	11	Elisa reader
2	HPLC	12	UV-Visible Spectrophotometer (Mini Shimadzu)
3	UV-Visible Spectrophotometer	13	UV-Visible Spectrophotometer (UV Jenway)
4	Luminescence Spectrometer	14	PCR BioRad C1000 Thermal Cycler
5	Atomic Absorption	15	Tail flick - Analgesiometer
6	Spectrofluorometer	16	Gel Doc Tm XR+ Image Lab Software – Gel System Documentation
7	Conductivity meter	17	Fluorescence Microscope – Nikon Eclipse 80 i
8	Spectrophotometer UV Vis	18	Elevated plus Maze apparatus (T-maze)
9	GC-MS	19	PCR BioRad C1000 Thermal Cycler
10	MPLC	20	Atomic absorption spectroscopy



**Table. 4: COP Facilities Descriptions**

Facilities	Brief Description
<b>Classrooms</b>	The classrooms on both campuses comprise computers, whiteboards, and podiums, with comfortable chairs and projectors
<b>Lab</b>	The labs within the College are well-organized and well-equipped. In addition, each laboratory is provided with a booklet covering the guidelines for safe laboratory practices.
<b>Research lab</b>	The COP has provided facilities for research to both faculty and students. In addition, the facilities are provided at both male and female campuses. Also, the College has two central research laboratories on both campuses.
<b>E-learning</b>	The College provides computer labs (one in the male campus and two in the female campus) equipped with computers and software open from 8 AM to 3 PM on all working days.
<b>Simulation lab</b>	Simulation Pharmacy Lab resembles instruments and equipment that mimic real pharmacy systems available in hospitals and community pharmacies. The simulation Pharmacy Lab in KKU is an educational tool for Pharm.D students. It is the first of its kind in the kingdom. It has all the necessary facilities to provide a top-class clinical training facility to the students and improve their practical approach toward the patients.
<b>Storage</b>	The College has several storage areas where chemicals, materials, disposals, and other materials are found. Every faculty member has access to see the registered equipment. Also, the College started to use an inventory program to help control the storage contents and organize the ordering system among the faculties.
<b>Faculties offices</b>	The COP provides faculties at both male and female campuses with offices with facilities and equipment to ensure a suitable working environment.

### 3. Learning resources management:

The learning resources management system is an essential component of successful academic learning. A primary objective of the system is to provide a technical basis for assessing, acquiring, adapting, developing, producing, and distributing quality learning and teaching resource materials for students and instructional support materials for teachers.

The University and COP have introduced several mechanisms for acquiring and maintaining all colleges' facilities and equipment via several administrations and units within the University, such as Purchasing Department, Educational Requirements Administration, Main Storage Administration, and Operation and Safety Administration. In addition, the College manages the learning resources within the College for both campuses to ensure the following targets:

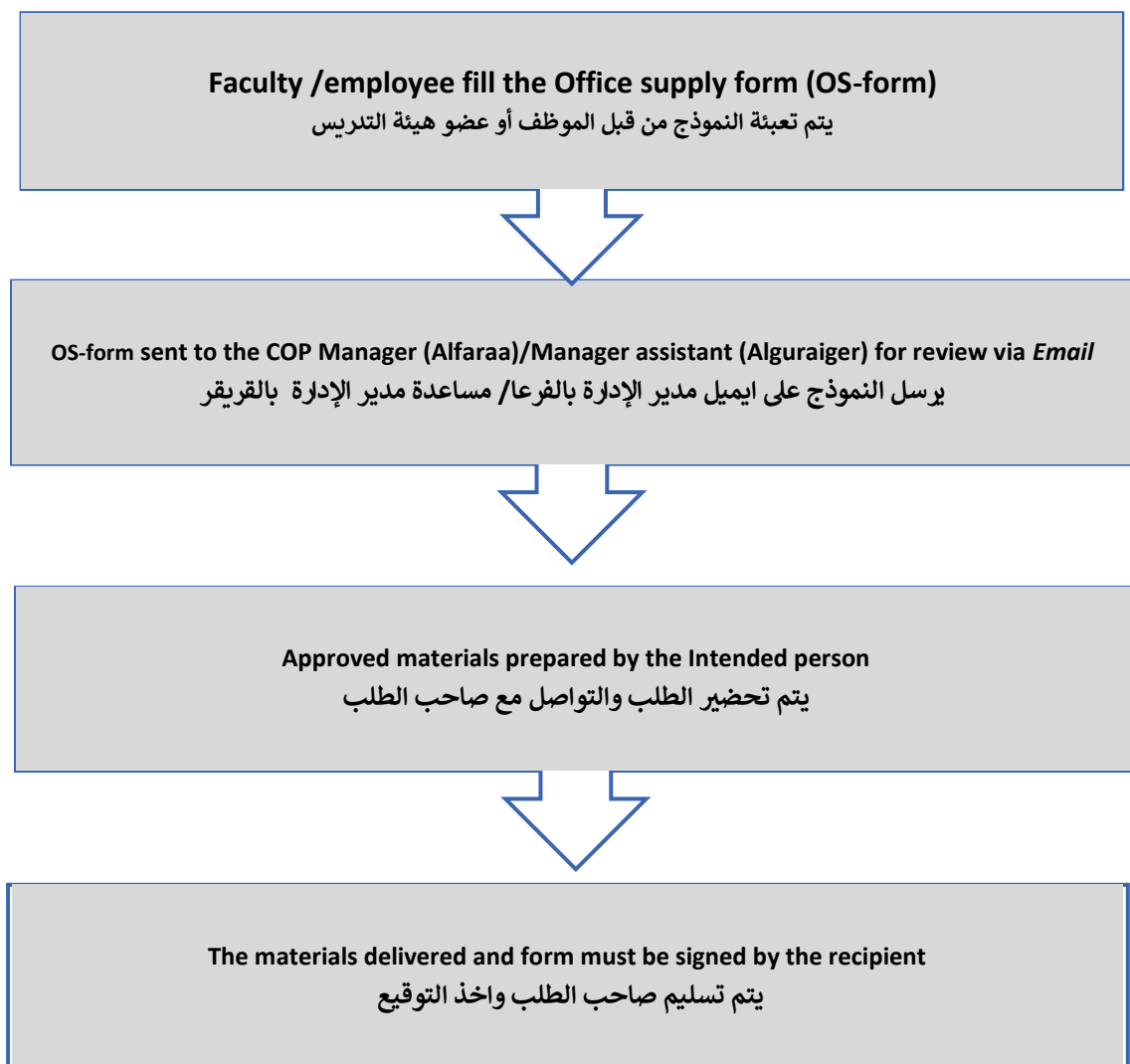
- Equal access for both males and females to College learning resources.
- Facilitating and enhancing the ordering process in the College.
- Close monitoring of the quality and quantity of the appropriate learning resources.

In this regard, several procedures, forms, and guidelines are provided by the college educational committee as follows:

- Process of Ordering Office Supplies.
- Laboratory supply request procedure.
- Teaching and learning material request form.
- Training and Development Request.
- Maintenance and Service Requests
- Annual Purchase Procedure.

### i. Process of Ordering Office Supplies

To provide college staff (Male and Female) excellent service and cost-effectiveness concerning office Supplies, the college educational services committee initiated a procedure (Fig.1) along with a template so that all of our staff can follow and request their needed office supplies. The COP provides faculty at both male and female campuses with offices with facilities and equipment to ensure a suitable working environment. These offices are either shared or individual, depending on the faculty member's availability and position. Each faculty member has a working space that comprises a computer, desk and chair, and a storage cabinet. Other facilities and equipment involve printers, couches, and shelves.



**Fig.1 Office Supply request procedure**  
آلية طلب أغراض مكتبية

## Office Supply Request Form نموذج طلب أغراض مكتبية

### تعليمات Instruction

1	Fill the Office supply form (OS-form) carefully. يتم تعبئة النموذج بدقة.
2	Sent to the COP manager (alfaraa)/manager assistant (Guraiger) to get approval via email. يرسل الطلب لمدير الإدارة بالفرعاء (رجال)/مساعدة مدير الإدارة بالقريرقر (نساء) عبر اليميل
3	Office supply officer prepared the requirements and send it to the recipient. بعد الموافقة يتم تحضير وتسليم المطلوب للمستلم.
4	Form must be signed and documented in the Manager/manager assistant offices files. يحفظ نموذج الطلب لدى مدير الإدارة للتوثيق.

### Section A: General Information معلومات عامة

Name	Phone Number
Email	Department
Office Number	Campus name
Employee ID	Date

Item type: <input type="checkbox"/> Office tools أدوات مكتبية <input type="checkbox"/> Office Furniture تأثيث مكثي <input type="checkbox"/> Office equipment. أجهزة مكتبية <input type="checkbox"/> Others غيرها	
Item (service) name (please see the attached items list) اسم الصنف	Quantity الكمية
I certify that the Information submitted in this form is true and necessary for my office needs. اقر بدقة المعلومات السابقة وانها ضمن احتياجي الفعلي بالمكتب	Date توقيع

### Section B: college manager (Alfaraa)/manager assistant (Alguraiger)

<input type="checkbox"/> Reviewed and Approved with no changes. موافقة بدون أي ملاحظة. <input type="checkbox"/> Need to be revised again by the sender. تحتاج لمراجعة من قبل المرسل. Comments (ملاحظة) .....	
Name	Signature التوقيع

### Section C: Office Supply Officer أمين المستودع

<input type="checkbox"/> All items (services) are prepared and delivered to the sender (request is closed) تم تسليم الطلب كاملا <input type="checkbox"/> Some items (services) are not available and it's listed along with this form. تم تسليم جزء من الطلب ورافق الأصناف الغير متوفرة مع هذا النموذج <input type="checkbox"/> None of the items (services) are delivered. لم يتم توفير الطلب او الخدمة للأسباب المرفقة مع هذا النموذج. Comments: ملاحظة: .....	
Name	Signature التوقيع

### Section D: college manager (Alfaraa)/manager assistant (Alguraiger)

<input type="checkbox"/> Requested closed and form saved in folder number ( ) ..... تم اغلاق الطلب ويحفظ النموذج في الملف رقم ..... <input type="checkbox"/> An action plan needs to be initiated (specify) الطلب يحتاج إجراء عملي كما يلي في الجدول الاسفل <input type="checkbox"/> Sent to ..... يرسل إلى ..... Comments (ملاحظة) .....	
Name	Signature التوقيع
Action plan الاجراء	
Person in charge المسؤول عن المتابعة	
Completion date تاريخ انتهاء الاجراء المتوقع	

### Section E: Action Plan Status (if any)

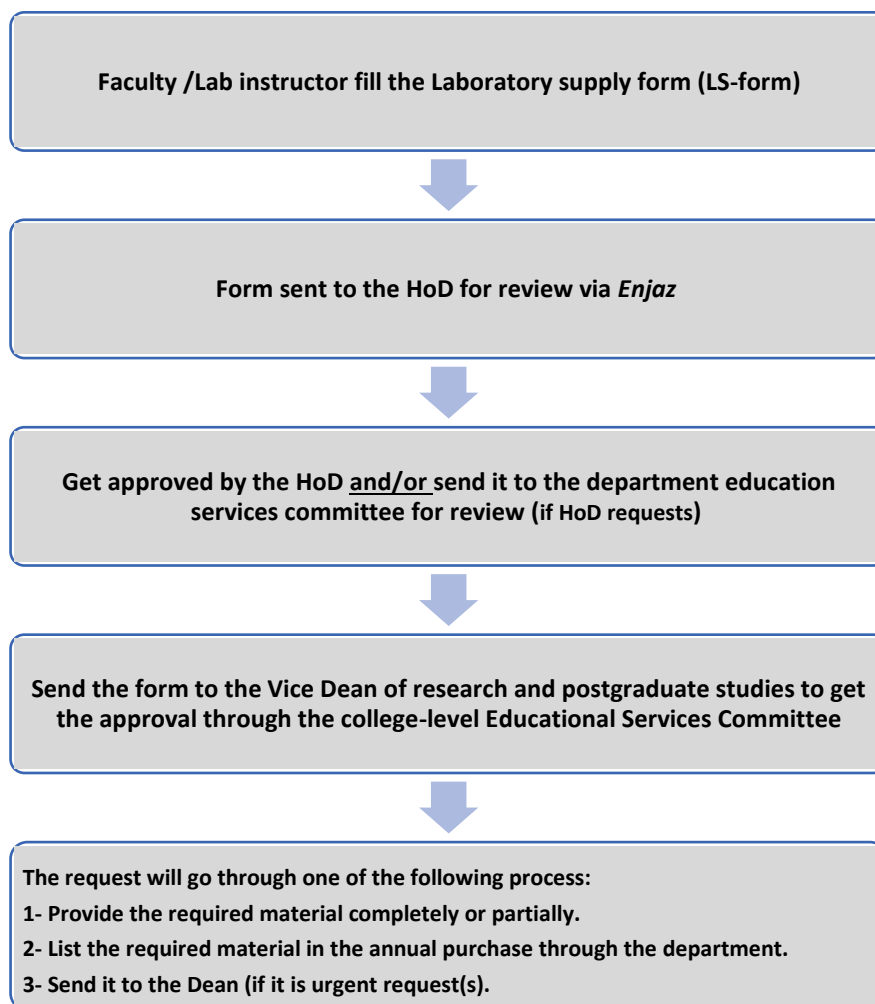
<input type="checkbox"/> The action plan completed (Request is closed and saved on the Drive) تم انهاء الاجراء واقفل الطلب <input type="checkbox"/> Action Plan in progress and expected date to be completed on ...../...../20..... <input type="checkbox"/> Other: .....	
Name اسم المسؤول عن الاجراء	Signature توقيعه

Please allow 48 hours for the request to be filled. We will contact you when your request is fulfilled. يرجى ملاحظة ان توفير الطلب قد يستغرق 48 ساعة لتوفيره.  
 For computer maintenance, and technical issue, please call 8888 or go to the Maintenance Ticketing System portal under your (myKKU) account and follow the instructions.  
 صيانة كمبيوتر /برامج/مشاكل تقنية ، يرجى الاتصال على الرقم8888 أو تقديم بلاغ على ايقونة "بلاغات قبة المعلومات" في حسابك mykku

## ii. Laboratory supply request procedure

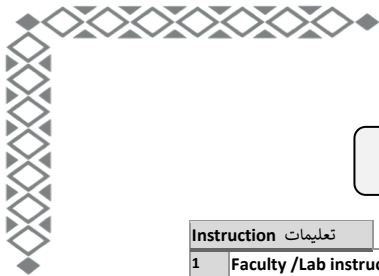
Efficient laboratory management ensures that appropriate commodities of satisfactory quality are reliably available, so technicians/lab instructors of other faculties can perform their laboratory tasks appropriately. In addition, the College has been provided with necessary safety measures, and the instructions are displayed in each corridor. The safety and security department offers security systems and guards to secure the facilities. The College also has emergency plans, safety signs, exit signs, and laboratory safety manuals (Annex. Laboratories safety policy).

The following procedure, along with a template, made for COP faculties to provide lab supplies includes; Chemicals, Glassware, instruments, safety tools, disposals, etc. (Note: to request maintenance, go to **page:15**).



**Fig.2 Laboratory supply request procedure**





## Laboratory supply form (LS-form)

### Instruction تعليمات

- 1 Faculty /Lab instructor fill out the Laboratory supply form and send it to your HoDs through *Enjaz*.
  - 2 Get approved by the HoD and/or send it to the department education services committee for review (if HoD required)
  - 3 Send the form to the Vice Dean of research and postgraduate studies to get the approval through the college Educational Services Committee
  - 4 The request will go through one of the following processes:  
 1- Provide the required material entirely or partially.  
 2- List the necessary material in the annual purchase through the department.  
 3- Send it to the Dean (if it is an urgent request(s)).
- Notice:** For GAS supply, lab instrument maintenance, and lab waste forms: fill out the relevant form listed on the COP website.

Section A: Lab instructor information			
Name		Phone Number	
Email		Department	
Campus name		Date	

Section B: Request (for more than ten items, please use another form)					
Item Type: <input type="checkbox"/> Chemicals <input type="checkbox"/> Glassware <input type="checkbox"/> Instruments <input type="checkbox"/> Safety tools <input type="checkbox"/> disposals <input type="checkbox"/> More than one kind (specify):.....					
Item name (please see the attached items list)	Quantity				
I certify that the Information submitted in this form is accurate and necessary for the department's needs.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 50%;">Date</td><td> </td></tr> <tr><td>Signature</td><td> </td></tr> </table>	Date		Signature	
Date					
Signature					

Section C: Course coordinator	
<input type="checkbox"/> The Items need to be revised by the lab instructor. <input type="checkbox"/> The Items are <i>invalid</i> and not required. <input type="checkbox"/> The items are valid and related to the department benefits ( <b>approved</b> )	
Comments-----	
Name	Signature

Section D: Head of the Department	
<input type="checkbox"/> Reviewed and Approved with no changes (Sent to the VDRPS). <input type="checkbox"/> Need to be revised again by <input type="checkbox"/> Lab instructor <input type="checkbox"/> Course laboratory <input type="checkbox"/> Education service committee <input type="checkbox"/> others.....	
Comments-----	
Name	Signature

Section E: Vice-Dean of Research and Postgraduate Studies.	
<input type="checkbox"/> Reviewed and Approved with no changes and sent it to the stores' officer to prepare the items since it is an urgent request. <input type="checkbox"/> Need to be reviewed by either <input type="checkbox"/> college-level educational services <input type="checkbox"/> Department <input type="checkbox"/> Others.....	
Comments-----	
Name	Signature

Section F: College-level Educational Services committee.	
<input type="checkbox"/> Reviewed and Approved with no changes and sent it to the store's officer to prepare the items. <input type="checkbox"/> Need to be revised again by <input type="checkbox"/> Department <input type="checkbox"/> Others..... <input type="checkbox"/> Some items are unavailable and need to be sent back to the department to add to its annual purchase. <input type="checkbox"/> Send it to the Dean since it is an urgent re	
Comments-----	
Name	Signature

Section G: Stores officer	
<input type="checkbox"/> All items are prepared and picked up by the department ( <b>request is closed</b> ) <input type="checkbox"/> Some items are not available and it's listed along with this form.	
Comments-----	
Name	Signature



### iii. Teaching and learning material request form.

Our faculties and staff are encouraged to recommend materials for the Learning Resources collection. Deans and department chairs should remind faculty in their areas of instruction that the selection of materials for the resource collection is a professional responsibility that should receive their regular attention to maintain a well-balanced, up-to-date collection. Faculty are encouraged to send requests for needed learning resources to the department's educational services committee throughout the year. If the required resources are unavailable within the department, the HoD needs to send them to the college educational services committee for further processes. For example, the College has a practice involving teaching staff to advise on materials required for preparing the respective course. Course coordinators indicate resources needed to support teaching and learning and references/textbooks the students can use in their Course Specifications. At the beginning of every academic year, reading material/books are updated by requests sent by the head of departments to the college educational services committee (if needed).

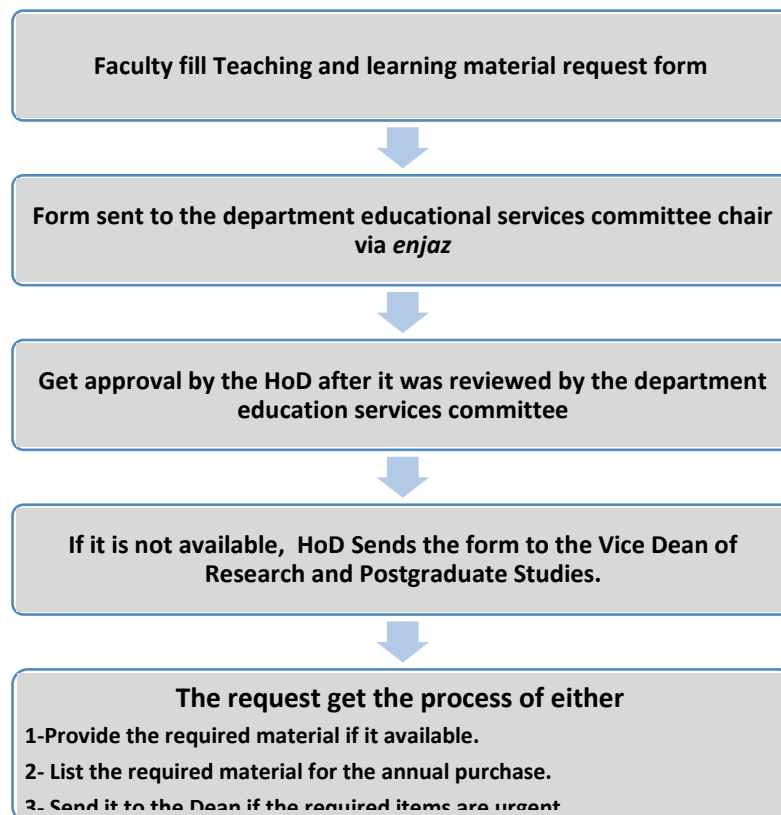


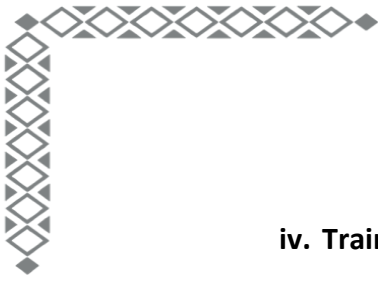
Fig.3 Teaching and learning material request process.



**Teaching and Learning Material Request Form**

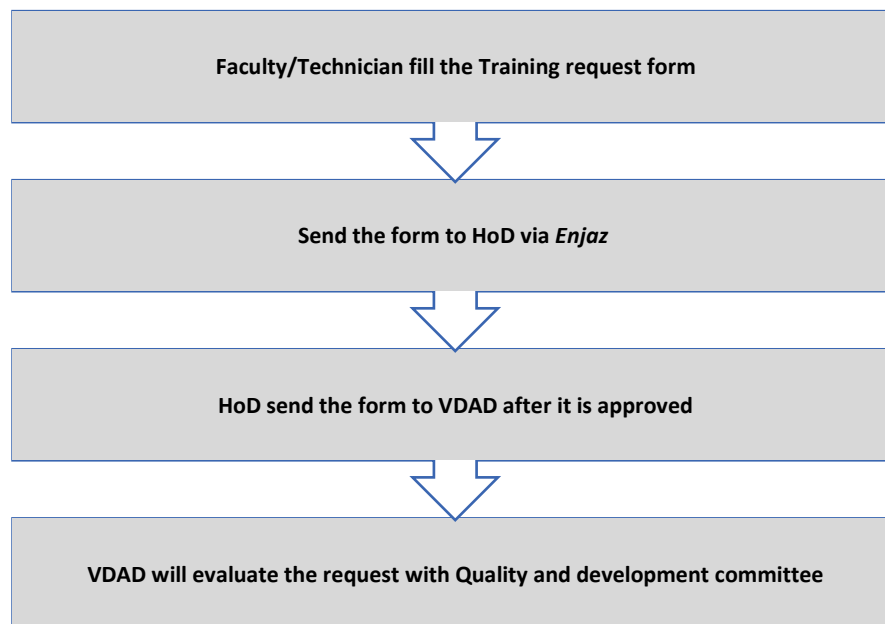
Instruction			
1	Faculty fills out this form and sends it to his/her department educational service chair via enjaz		
2	Send the form to HoD.		
3	If the required material(s) is not available. HoD needs to send the form to the VD-RPS.		
4	The request will be evaluated by the VDRPS and/or College educational services committee.		
<b>Note:</b> For an urgent request, you need to contact your HoD.			
Section A: Lecturer information			
Name		Phone Number	
Email		Department	
Campus	<input type="checkbox"/> Alfaraa <input type="checkbox"/> Alguraiger	Date	
Section B: Request			
Item Type: <input type="checkbox"/> Teaching tools <input type="checkbox"/> Software <input type="checkbox"/> Textbook <input type="checkbox"/> others.....			
Item name	Quantity	Using duration (if needed)	Comments
I certify that the information submitted is true and is for the department's needs.		Date	
		Signature	
Section C: Department Educational Services Committee chair			
<input type="checkbox"/> Reviewed with no changes and sent to HoD. <input type="checkbox"/> Need to be reviewed by the sender. <input type="checkbox"/> others.....			
Name		Signature	
Section D: Head of the Department			
<input type="checkbox"/> Reviewed and Approved with no changes, and the material(s) is provided. (Request closed and form documented). <input type="checkbox"/> Need to be reviewed again by the Department Educational Services Committee. <input type="checkbox"/> Need to be reviewed by the Vice Dean of Research and Postgraduate Studies.			
Name		Signature	
Section E: Vice Dean of Research and Postgraduate Studies VD-RPS			
<input type="checkbox"/> Reviewed and Approved with no changes and sent it to the ES-Room officer to prepare the item(s). (Section F) <input type="checkbox"/> Need to be reviewed by the college-level educational services committee. (Section G) <input type="checkbox"/> other: .....			
Name		Signature	
Section F: Educational Services Room Officer		Section G: College-level Educational Services committee.	
<input type="checkbox"/> All items available and prepared (request completed and form documented in the ES-office files) <input type="checkbox"/> Some items are not available, and it was listed along with this form and sent to the VD-RPS. Comments.....		<input type="checkbox"/> Valid items can be given with no changes and sent to the ES-Room officer (Sec.F) <input type="checkbox"/> Valid items need to be listed in the College's annual purchase. (Sec. H) <input type="checkbox"/> It is urgent item(s) must be raised to high administration. (Sec. H) Comments.....	
Name		Signature	
Name		Signature	
Section H: Vice-Dean of Research and Postgraduate Studies.			
<input type="checkbox"/> The recommendation/action approved (Request is closed and documented) <input type="checkbox"/> An action plan made as follows:.....			
Action plan			
Person in charge			
Completion date			
Deadline Requested End Status			
Name		Signature	

**Fig.4 Teaching and learning material request form**

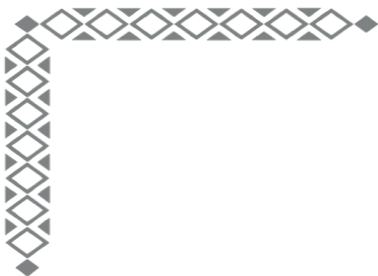


#### iv. Training and Development Request

Students and academic staff are oriented at the start of each academic year on learning resources. The Deanship of E-learning provides several online workshops to train faculties and students to use E-learning resources. In the COP, the Vice Deanship of academic affairs and development arranges workshops and training sessions for new students and faculties to use the KKU E-learning resources such as BlackBoard, Library, Academia, and Saudi Digital Library. In addition, the COP organizes workshops for faculties to train them to use the KKU E-Systems such as *Enjaz*, BlackBoard, Self-services, and Academia. The College also has the initiative to conduct an annual faculty development day where several development sessions and workshops are conducted in several relative aspects. As the College is eager to support its faculties and employees, an interprofessional collaboration plan has been established to promote collaboration between the faculties, employees, and technicians. The College is passionate about improving the quality of cooperation between the college staff and students by providing learning experiences. This emphasizes the core competencies of building strong cooperative and collegiality teams through teamwork, excellent interprofessional communication skills, and capitalizing on professions' unique roles and responsibilities. One survey has been initiated to ask the college staff about their willingness to participate in the provision of any training or supervisory services, whether for employees, students, or faculties. This form will be conducted and evaluated by the relative bodies in the College. On the other hand, any college staff willing to receive training needs to follow the next process.



**Fig.4 Training and Development Request**



**Training and Development Request Form**  
طلب تدريب

<b>Date of Request:</b>	
<b>Requestors Information</b>	
<b>Name:</b>	
<b>Job Title:</b>	
<b>Department/Location:</b>	
<b>Phone:</b>	
<b>Email:</b>	
<b>Description of Request (What are you looking for?)</b>	
..... ..... ..... ..... ..... ..... ..... ..... ..... ..... ..... .....	
<b>The expected Outcome (What are you expected to obtain?)</b>	
..... ..... ..... ..... ..... ..... ..... ..... ..... ..... ..... .....	
<b>Additional Comments</b>	
..... ..... ..... ..... ..... ..... ..... ..... ..... ..... .....	
<ul style="list-style-type: none"><li>• Submit the form to HoD (for faculties)/College manager (for Employee and technicians) via <i>Enjaz</i> .</li><li>• Track your request through <i>Enjaz</i>.</li></ul>	

Note: Training includes: E.Learning (such as BB), Lab Instruments..etc



**Providing Training and Development Event Form**

Section A: Lecturer information (Fill section A only and send it to the corresponding person via Enjaz)			
<b>Date of Request</b>			
<b>Requestors Information</b>			
<b>Name</b>			
<b>Job Title</b>			
<b>Department/Location</b>			
<b>Phone</b>			
<b>Email</b>			
<b>The expected audience</b>	<input type="checkbox"/> Students <input type="checkbox"/> Faculties <input type="checkbox"/> Technicians <input type="checkbox"/> Employees <input type="checkbox"/> Individuals (Who)..... <input type="checkbox"/> Others:..... ..... .....		
<b>Title of the lecture/ workshop /training session etc</b>			
<b>Prefer time to conduct the event</b>			
<b>Expected event duration</b>			
<b>Your resources needs (Technical, facilities etc.)</b>	1-.....		
	2-.....		
	3-.....		
	4-.....		
<b>Additional Comments</b>			
.....			
<b>Name</b>		<b>Signature</b>	

Section B: HoD (if it is for department-level training)			
<input type="checkbox"/> Reviewed and approved, and sent to the VD-ED. <input type="checkbox"/> Need to be reviewed by the VD-ED and his/her relative committees <input type="checkbox"/> Not approved for the reason below: <input type="checkbox"/> Reason .....			
<b>Name</b>		<b>Signature</b>	

Section C: VD-ED (If it is for College-level training)			
<input type="checkbox"/> Reviewed and approved and sent to the relative committee/unit/individual/ sector to arrange the event (sec.D) <input type="checkbox"/> Need to be reviewed by the ..... <input type="checkbox"/> Not approved for the reason below: <input type="checkbox"/> Reason .....			
<b>Name</b>		<b>Signature</b>	

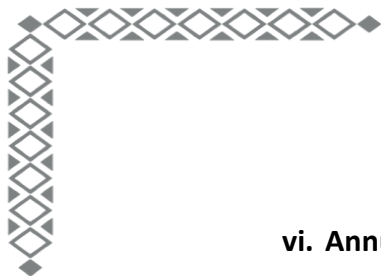
Section D: Event organizer (Committee/unit/sector/.....)			
<input type="checkbox"/> The event was successfully conducted, reported, and documented using the relevant form on <a href="https://pharmacy.kku.edu.sa/sites/pharmacy.kku.edu.sa/files/inline-files/Event_report_editable.pdf">https://pharmacy.kku.edu.sa/sites/pharmacy.kku.edu.sa/files/inline-files/Event_report_editable.pdf</a> <input type="checkbox"/> An action plan needs to be generated. <input type="checkbox"/> The event cannot be conducted for below reason(s) and <b>Request closed:</b> <b>Reason(s)</b> .....			
<b>Action plan</b>			
<b>Person in charge</b>			
<b>Completion date</b>			
<b>Deadline Requested End Status</b>			
<b>Name</b>		<b>Signature</b>	



## v. Maintenance and Service Requests

One of the most important tasks for the educational services committee at the college and department level is to effectively and efficiently provide a way and continues maintenance, operational services, and utility services that support the faculty, staff, and students in pursuit of excellence in their individual and institutional academic education and research, These services are directed toward the pursuit of sustainability in the maintenance and operation of all facilities. The college and department educational services committee, with the help of the college administration, have several responsibilities regarding the educational services and instruments maintenance management include:

<b>Waste Management</b>	The University has signed a contract with a specialized company for biohazards, chemical disposal, and waste products. The disposal of biohazards, chemicals and waste products is available on the KKU COP website <a href="https://pharmacy.kku.edu.sa/en/node/237">https://pharmacy.kku.edu.sa/en/node/237</a>
<b>Safety management</b>	The COP is committed to providing and maintaining healthy and safe working and learning environment for all faculties and students. A new committee has been established named "The occupational safety and health committee" which is assigned by the college board as a standing committee to manage all issues related to safety matters in the College. In addition, several guidelines, procedures, and forms have been initiated to ensure safety in the College on both sides, male and female. Website: <a href="https://pharmacy.kku.edu.sa/en/node/237">https://pharmacy.kku.edu.sa/en/node/237</a>
<b>Lab instrument maintenance management</b>	The College manager has an account to report any issue regarding maintenance needs and problems through the BALAGHI portal. The maintenance department within the University responds to the reporting for maintenance if it is within its capacity. Otherwise, they affiliate with an external contractor to respond to maintenance requests. Regarding maintenance of scientific and research equipment, the form named "Maintenance request 101" on the college website needs to be used after it is approved by the department to the Dean through <i>Enjaz</i> ..
<b>Other services</b>	To request routine maintenance and cleaning services for labs and offices, such as lighting outages, heating/cooling problems, window repairs, plumbing work, cleaning, furniture, pest control, etc., please contact the college manager or the head of the department.



#### vi. Annual Purchase Procedure.

At the beginning of each academic year, Vice Dean for Research and Postgraduate Studies receives the requests from each department and compiles them into a list of chemicals, instruments, and disposables. Then, the college requirements list is generated and evaluated carefully by the college educational services committee and sent to the Vice Rector of Educational and Academic Affairs to take all legal actions in this regard. Teaching staff from both male and female campuses are asked before major equipment purchases to ensure that current and anticipated emerging needs are met according to each department's requirements for teaching and learning, additional equipment, chemicals, and lab requirements. (See the template of the annual purchase at (<https://pharmacy.kku.edu.sa/ar/node/237> )

Each request is made on a particular form of educational tools administration within the University with specifications and identification of quality and quantity. Upon delivery of the requested items to the main university store, the inspection committee makes a technical inspection report. Then, the committee arranges the delivery to the relevant department for confirmation. Finally, all equipment purchases agree to the period of supply and after-sale service through the vendor at a given scheme

#### 4. Evaluation of learning resources

Two Key performance indicators are used to evaluate the satisfaction of both students and faculty; One KPIs for students in the final year and one for faculties and students in general(**Table.3**). Students' evaluation of the learning resources is conducted annually as a part of the Students Experience Survey of final year students (KPI-P-06). The student experience survey contains 3 items related to satisfaction with learning resources. These involve students' satisfaction with the quality and extent of materials available in the library, satisfaction with library staff assistance, and satisfaction with the library opening hours. The satisfaction of faculty and other students with adequacy and diversity of learning resources is measured using the annual KPI survey coded as KPI-P-21. This survey is designed to evaluate beneficaies ;either faculty of students, satisfaction with different aspects of learning resources, facilities, and equipment on 1 to 5 scale, with 1 being very dissatisfied and 5 very satisfied.





**Table.3 KPIs for students and faculty satisfaction with learning and teaching resources**

KPI code	Target	Type	KPI description	Calculation	Measurement cycle	Source of data	Type of KPI report/ data
KPI-P-06	Students	NCAAA	Students evaluation of quality of learning experience in the program	Average of overall rating of final year students for the quality of learning experience in the program on a five point scale in an annual survey	Semester	VD-ED	Survey
KPI-P-21	Faculty & Students	NCAAA	Satisfaction of the Beneficiaries with the Learning Resources And facilities and equipment	The average satisfaction rate of beneficiaries with the adequacy and diversity of learning resources on a five-point scale in an annual survey. In addition, it discusses the beneficiaries' average satisfaction rate with the college facilities and equipment on a five-point scale in the annual survey	Annually	VD-ED	Survey

Important link	
Office Supply Request Form (OS-FORM)	<a href="https://pharmacy.kku.edu.sa/en/node/237">https://pharmacy.kku.edu.sa/en/node/237</a>
Laboratory supply form (LS-FORM)	
Providing Training and Development Event Form	
Teaching and Learning Material Request Form	
Training and Development Request Form	
Instrument Maintenance Request Form #101	
Gas/Liquid Supply Request Form #102	

**The End**