



COMMUNITY SERVICE MANUAL

FOREWORD

The purpose of this manual is to provide MACHS personnel with a single source of information regarding the Community Service including policy, procedures, guidelines and direction to be followed in the conceptualization, implementation, monitoring and review of Community Service.



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College Background



Mohammed Al-Mana College for Medical Sciences (MACHS) is located in the Eastern Province, one of the higher education institutes that is specialized in health higher education and applied vocational training in the KSA. MACHS seeks to promote the educational process for various health disciplines by following-up with the most developed and updated programs to establish a distinctive quality standard for health education and its outcomes. Academic collaboration and partnership with both the American University of Beirut, Lebanon and the University of Oregon, United States of America is considered to be the most important characteristic of the level of performance, quality of outputs, and educational and academic programs of the College. The College was established in 1424 AH; and the first accredited program is Bachelor of Pharmacy program, under the approval of the Ministry of Education in 12/07/1429. Then Bachelor of Nursing and Medical Laboratories Technology programs were approved in 17/06/1430 AH. Mohammed Al-Mana College for Medical Sciences has expanded in a relatively short span of time to include 6 departments offering diverse academic programs (majors) at the bachelor level. There are currently about 1,300 students enrolled at the College with academic instructions delivered by more than 85 faculty members having diverse international experience and renowned stature. The College offers Bachelor programs for Pharmacy, Nursing, Clinical Laboratory Science, Respiratory Care, Physical Therapy, and Health Coding Management and also offers Bridging for the licensed Diploma students in Pharmacy and Nursing programs.

1.1 Mohammed Al-Mana College for Medical Sciences (MACHS)

MACHS Vision

To be a leading institution recognized for excellence in health-care, community services and research.

MACHS Mission

To provide high-quality education to graduate professional health-care providers primed to community needs and research.

MACHS Values

- Excellence.
- Leadership.
- Justice.
- Integrity.
- Loyalty.

MACHS Goals

- Provide high-quality education.
- Develop future expansion.
- Maintain qualified and satisfied personnel.
- Maintain financial stability.
- Promote research.
- Strengthen national and international partnership.
- Promote community responsibility.



1.2 Community Service Committee

Vision

To achieve excellence in meeting the community needs of clients in diverse health care settings at Eastern province region.

Mission

To promote social responsibility, loyalty, and leadership skills among all MACHS students and staff by organizing community services that meet the community needs.

Values

1. self-development
2. Achievement
3. Creativity and innovation.
4. Team spirit
5. Commitment

Strategic Plan

Community Service Strategic plan for 5 years was approved with MACHS organizational management in MACHS Strategic Operational Plan. It is used to set priorities, focus energy and resources, strengthen operations, ensure that faculty members, students and other stakeholders are working toward common goals, establish agreement around intended outcomes/results, assess and adjust the organization's direction in response to a better community environment. (See [MACHS Operational Strategic Plan 2018-2023 –Focus Area 7 Community](#))

Overview

In accomplishing the vision and mission of the college, Community Service, which is part of various programs to all segments of the society. MACHS highly believes in providing quality education to its students equal to other reputable universities in the world.

Definitions

Community Service is defined broadly as initiatives and processes through which the expertise of the higher education institution in the area of teaching and learning are applied to address issues relevant to its communities.

Community: The “community” in Community Service is not defined by sector, such as private or public, for-profit or nonprofit; rather, community is broadly defined to include individuals, groups, and organizations external to campus that use collaborative processes for the purpose of contributing to the public.

The following features apply to enhance the definition and community service experiences at MACHS i.e. the intent, focus and context in which the service happens and the mutual benefit. Does it add value; does it improve the quality of life and does it enhance the Scholarship of Service?

1. Community Services Activities:

1. The activities or services designed or planned by any department of MACHS should be linked or related to the in the departmental or college strategic plan or action plan in achieving their vision and mission.
2. MACHS will be of service to the community by:
 - 2.1. Promoting educational, academic and cultural values in the general community and fostering awareness of the college as an academic, educational and general resource.
 - 2.2. Providing a rich cultural environment for staff and students, which is consciously spread into the local communities around the campuses.
 - 2.3. Accepting the role as an intellectual leader within a national international context and stimulating and contributing to debate on cultural, economic, environmental, scientific and social issues.
 - 2.4. Responding to reasonable community needs and expectations consistent with MACHS's goals and objectives.
 - 2.5. Establishing and supporting avenues for community service by staff and students of MACHS.
 - 2.6. Providing opportunities and procedures for input from businesses, industries, professional groups and the community generally into the ongoing development of the teaching, research and other aspects of the MACHS's mission.
 - 2.7. Seeking cooperative and joint endeavors with hospitals, schools and other providers of education and training, business and industry, arts, sporting and cultural organizations and other suitable organizations in the broader community.
- 2.3. .The Community service activities should constitutes of one of the four areas of activity in which academic staff are expected to participate. These areas fall under relevant structures and management arrangements of the MACHS:
 - 2.3.1. Engaged Teaching and Learning;
 - 2.3.2. Engaged Reaserch.
 - 2.3.3. Extra-curricular, volunteer work
 - 2.3.4. Community Partnerships
 - 2.3.5. Consaltancy Services.

2. Community Services Categories:

2.1. Engaged Teaching and learning

This category includes all forms of Community Service that are integrated into academic programs of students. This would include curricular forms of service such as (community) service learning; community-based practical components of degree programs required by legislation; fieldwork and community-based research in the curriculum; as well as clinical practice, professional training, and work-integrated learning that take place in community settings. The types of activities can be divided into:

- Community program provides by MACHS to the community continuously or in regular base like Health Awareness / Education, Social Awareness or Cultural Awareness
- Community initiative: It can be either MACHS alone or MACHS with partner organizations dedicated to improving the health and welfare of a community. It seeks to deal with and reduce the effect of social problems, in order to improve peoples' quality of life

2.2. Engaged Research

This category refers to appropriate, responsive research that is undertaken in partnership with communities for application purposes, including the following:

- 3.2.1 Research by staff members aimed at scholarly achievements, contributions and outputs (i.e. conference papers, academic publications, and academic qualifications).
- 3.2.2 Commissioned research and other community-based research projects.
- 3.2.3 Community-based research undertaken by students in partnership with community members.
- 3.2.4 Community-based approach to research may result in knowledge transfer and exchange in several forms that are important to academic as well as economic and social improvement including the commercialization of intellectual property, the establishment or improvement of businesses or non-governmental organisations, the design of new and effective interventions or public policies, or other joint venture activity between universities and community partners.
- 3.2.5 Engaged research promises significant social, cultural, and environmental benefits, many of which are economically quantifiable. Through engaged research activity universities can contribute to improvements in community conditions, educational attainment, health and well-being, social inclusion and social capital, cultural understanding, cultural expression, and economic growth

2.3. Community Partnerships

This is any form of partnership between the College and specific communities. This partnership can be either formal or informal and may be in relation to Work Integrated Learning, service learning, engaged research and volunteerism or outreach. The MACHS's service with its communities will be embedded in democratic principles of participation, inclusiveness, mutual respect and the reciprocal exchange of knowledge, skills and constructive dispositions. Partnership development will therefore have the genuine interest of communities at heart, which endorse a spirit of doing things 'with' communities and not 'to' or 'for' them. The aim is to establish inclusive partnership formations with local communities and their representative organizations, as well as with private and public sector stakeholders, in order to make a demonstrable and sustainable difference in both MACHS and the community in terms of knowledge, values, and socio-economic well-being. MACHS also provides the opportunity to the partners to participate actively in the planning and development of institutional and program performance and to support their activities through inviting them to add their input in community service need assessment survey which will be sending regularly at the beginning of each year.

2.4. Consultancy Services

Covers the provision of professional services such as knowledge, skills, expertise, experience or advice, provided by an academic or member(s) staff of MACHS to a client or an external party, for a fee, voluntarily or in any other consideration at all. MACHS recognizes that consultancy is one of the modes through which university can play an important role in the dissemination of knowledge and expertise. The consulting

services by faculty members will enhance the image of the Institute and strengthen the teaching and the research capabilities. MACHS encourages faculty members to participate in consulting activities appropriate to their academic areas or professional competence.

3.4.1. Consultancy Framework

- 2.4.1.1. The consultancy guidelines framework acknowledges that staff may undertake the consultancy work within the framework of these guidelines;
- 2.4.1.2. Encourage academic, technical and administration staff participation in consultancies that bring opportunities and benefits to MACHS, the client and the community in general.
- 2.4.1.3. Wishes to provide a flexible and clear management framework in which consultancy can be carried out within the rules and regulations at MACHS
- 2.4.1.4. Provide guidance to faculty members or staff about the range of consultancy work that can be undertaken using the College's name, services and resources, either directly or by implication.
- 2.4.1.5. Ensure that the undertaking of consultancy work does not interfere with the other functions of the faculty or administrative unit of the college to which the staff member belongs.
- 2.4.1.6. Identify the obligations and approval procedures to all the staff members and the College regarding consulting work
- 2.4.1.7. Provide proper protection to MACHS and the Members of the Staff in consultancy undertakings
- 2.4.1.8. All the consultancy agreements that engage academic and or administrative staff from multiple faculties must be approved priorly by all of the appropriate Heads of Department or Vice Dean or the Dean.

2.4.2. Type of Consultancy Services

For purpose of definition, there shall be two categories of consultancies viz. Advisory & General consultancy.

- 2.4.2.1. **Advisory consultancy** It shall comprise scientific, technical, or other professional advice, provided to a client purely on the basis of available - expert knowledge and experience of individual(s) and not envisaging use of any facilities of the Institute.
- 2.4.2.2. **General consultancy-** It shall comprise scientific, technical, engineering or other professional advice / assistance based on the available knowledge base/ expertise of the Institute, and envisaging only minimum use of the Institute facilities for essential work, computation and other facilities needed to meet the objectives of the consultancy assignment.

3. ROLES AND RESPONSIBILITIES

4.1. Community Service Management Structure:

- 4.1.1 MACHS structure overseeing Community Service is chaired by the Dean, and Vice-Dean the Committee comprises representation from all MACHS Department will be coopted, as required
- 4.1.2 The categories of responsibility are:
 - 4.1.2.1 Planning and Implementation
 - 4.1.2.2 Monitoring
 - 4.1.2.3 Evaluation
 - 4.1.2.4 Improvement & follow up
- 4.1.3 Each Faculty member has its own departmental Committee on Community Service, consist of all faculties (the composition of which is at the discretion of the individual Faculty, and whose role is to promote, support and document community service activities within that Faculty).
- 4.1.4 There is a Centralized Community Service Committee for the management of Community Service.
- 4.1.5 Notwithstanding the stipulation that this policy applies to all community service activities undertaken by staff and students of the MACHS, the Center of Community Service Committee will be directly responsible for the following activities:
 - 4.1.5.1 Maintain Community-MACHS Partnerships
 - 4.1.5.2 Establish and document a reporting system
 - 4.1.5.3 Develop tools and guidelines for Community Service activities
 - 4.1.5.4 Train and support staff and students on Community Service-related Matters
- 4.1.6 Ensure the safety measures (e.g. fair infection control) and equitable distribution of resources geared towards Community Service activities across Faculties
- 4.1.7 Ensure Student Community Based Research is guided by both Faculties and the Center.

4.2. The Roles and responsibilities of students in Community Service:

Community service that is undertaken on a volunteer basis by Faculty member's students is also supported as a means to demonstrate a sense of social responsibility among the student population

The MACHS will actively engage its student population in the advancement of Community Service as an integral component of its core business and of their development as responsible citizens. Through Centre for Community Service Committee, Faculties Student and, Representative Council and other student organizations will be afforded opportunities to inform Community Service,

- 4.2.1. It is the responsibility of each student to take ownership of their learning during their service with the communities.
- 4.2.2. Students should ensure that they understand what is expected from them before they go to communities.
- 4.2.3. Students should make sure that they know who to contact in the case of emergency or when a need arises.

4.2.4. Students should observe culture and practices, policies of where they are doing their voluntary work which should be reports approved by supervising practitioners /faculty members mentors or supervisors. They should compile a portfolio of evidence to reflect their experience.

4.3. The role of the faculty and staff in community service activity:

MACHS Administration and Professional Development and Continuous Educational unit are providing and promote the Faculty and staff in participation of Educational activities conducted at MACHS or outside the Institution to enhance their learning skills, so that Faculty and staff can use the Learnt skills in providing better services to the community (see MACHS Policy of Professional & Development). The faculty members are competent and can create educational program that contribute to meeting the community needs.

Below the main roles of Faculty/ lectures in preparing and implementing community service activity:

- 4.3.1. The faculty should prepare students properly before they undertake practical work by making sure that students understand the learning outcomes of the module.
- 4.3.2. A faculty should discuss how students will be trained and evaluated.
- 4.3.3. He or she should liaise with supervisors or mentors where students are attached to discuss issues of progress.
- 4.3.4. The faculty should be available and be on a standby in case students need his or her assistance.

4.4. The role of Community Service in public relations and marketing:

Community Service provides the MACHS with unique opportunities to build a positive image by positioning itself as a leading comprehensive institution. It will therefore align its public relations and other marketing ventures with its community service initiatives and MACHS communication and marketing strategies.

4.5. Certificate of appreciation for Community Service

- 4.5.1. Objective: To encourage the participation of faculty, students and employees in participation of community service activity
- 4.5.2. A certificate of Hours achieved in community service is issued to all faculty and student who have participated in a Community Service Event.
- 4.5.3. A certificate of appreciation also can be given to the community service committee member gathers the names of the participating faculty and students to issue the certificate of participation.
- 4.5.4. The certificate will include the name of the activity, date and venue of the activity with participating faculty name.
- 4.5.5. If the person involved in organizing the activity is not a direct employee of MACHS, a special certificate of Participation as an organizer/ participant shall be awarded to the person from the Dean's office.
- 4.5.6. Outstanding Certificates of Community Service will be issued to Faculty with special criteria.

5. TERMS OF REFERENCE: COMMUNITY SERVICE COMMITTEE

5.1. Purpose:

Community Service committee of the MACHS provides a strategic oversight; direction and leadership on Community Service-related matters.

5.2. Delegated Authority

Board of trustees and College Council institutional audit give full authority to Community service Committee oversee all activities within the MACHS.

Formulation of the Committee is a decision undertaken by the colleague councils

5.3. Membership

- The Dean
- Vice Dean Academic Affairs (AA)
- Community Service Committee (CSC) Chair
- The Secretary
- Representative: From all MACHS Departments.
 - Foundation Year (FYD)
 - Clinical Laboratory Sciences (CLS)
 - Nursing
 - Pharmacy
 - Physical Therapy
 - Health Coding
 - Respiratory Care Therapy
 - Student Affairs
 - Student
 - Public health specialist (recommended)

5.4. Functions of MACHS Community Service Committee (CSC):

- 5.4.1. The committee monitors and reviews Community Service policy implementation in line with MACHS Research Strategic plan and other related MACHS policies.
- 5.4.2. The committee advises on implementation of CS priorities and or niche areas.
- 5.4.3. It facilitates linkages between MACHS CS office and the sixth Faculties, MACHS statutory bodies, communities and other MACHS partners.
- 5.4.4. The committee develops and supports promotion of CS activities within and outside the MACHS for the benefit of MACHS, the community and its other partners.
- 5.4.5. The committee reviews and adopts CS report from MACHS staff members, CSC and subsequently reports to Senate.
- 5.4.6. The committee discusses CS matters and makes recommendations to upper MACHS statutory bodies on all CS matters requiring institutional approval.
- 5.4.7. It advises on the resourcing of CS activities.
- 5.4.8. It advises and monitors the incorporation of CS into curriculum, Teaching and Learning and Research.
- 5.4.9. It approves funding application guidelines for community based projects, research and Work Integrated Learning (WIL).
- 5.4.10. It approves procedures for the allocation of and reporting on financial resources.
- 5.4.11. It approves guidelines for partnership development and agreements.
- 5.4.12. It reviews quality CE indicators for monitoring and evaluation of CS activities.
- 5.4.13. It approves and adopts performance indicators to track MACHS CS performance.

5.5. Recording of Minutes

- 5.5.1. Minutes of the CS committee meetings will be recorded by the Secretariat and perusal and corrections.
- 5.5.2. The minutes shall be tabled at the next committee meeting.
- 5.5.3. The committee will meet once a month or where necessary, a special meeting shall be scheduled.
- 5.5.4. If any member has conflict of interest, the conflict of interest should appear in the minutes and he should sign.

5.6. Public Participation:

- 5.6.1. A community representative member who serves in this committee shall be enough to represent the community (ies) in question.
- 5.6.2. In the case where there is a need for wider public participation, the chairperson may invite such members to participate, or take part in the proceedings of the meeting only on the matters related to their interest.

5.7. Communication

These terms of reference will be available on the portal and MACHS website.

6. RISK MANAGEMENT AND ETHICAL ISSUES PERTAINING TO COMMUNITY SERVICE

- 6.1. Community Service in the form of development projects, curriculum-based initiatives which will be subject to approval by relevant bodies, committees and/or structures.
- 6.2. MACHS will ensure that off-campus service activities by staff and students are covered adequately and appropriately by its insurance Risk management policy of MACHS, and that staff and students are informed of the relevant stipulations. Hence, the Community Service Project leader who leads the project should:
 - 6.2.1. Ensure safety of students and community members and partners who take part or maybe affected by the project.
 - 6.2.2. Identify possible risks and take reasonable steps to avoid them.
 - 6.2.3. Orient students on issues of risk, safety and ethical considerations and home entry procedure before the project commences.
 - 6.2.4. Familiarize students and partners with relevant policies on emergency procedures and provide all relevant contact numbers in the case of an emergency.
 - 6.2.5. Orient students on how to handle an emergency and how they should respond or make calls in the situation.
 - 6.2.6. Use MACHS safety Committee members where projects are undertaken for their response in case of threatening situations.
 - 6.2.7. Investigate and assess all areas of placement before students are sent to do any work.
 - 6.2.8. Staff members will be protected by the MACHS policies; however, staff members should only act within the scope of their employment.

6.2.9. Incidences should be reported as soon as possible to the relevant structures within the MACHS and Safety committee where necessary.

6.2.10. Whoever transports students should be in possession of a valid public driver's license.

7. QUALITY MANAGEMENT OF COMMUNITY SERVICE

The quality-related arrangement for Community Service at MACHS will be aligned with the quality criteria for institutional audits. This Manual stipulates the following:

- There will be mechanisms for evaluation and monitoring of Community Service activities.
- Quality mechanisms and procedures will be developed for quality management of Community Service, in collaboration with the Quality Assurance Department.
- There will be regular review of the effectiveness and impact of Community Service activities.

7.1. Manual Review

CSC shall review this Manual on a 2 year cycle or on recommendation of the appropriate MACHS Council, may review and amend any annexure of a policy at any time.

7.2. Implementation and oversight responsibilities in respect of this policy

Community Committee shall ensure that the policy and manual provisions are implemented and that it is presented for revision and review at the appropriate time.

7.3. Allocation of adequate resources for community service

MACHS will allocate adequate resources to facilitate quality delivery of Community Service as outlined in policy and manual including financial, human, and infrastructural resources. Such resources will be allocated within the limits of affordability and according to institutional procedures and reporting mechanisms that will ensure transparency and accountability.

8. HUMAN RESOURCE MANAGEMENT ASPECTS OF COMMUNITY SERVICE

It is imperative to include Community Service in the entire human resource management system of MACHS. This will include guidelines for incentives, performance appraisal criteria, key performance areas and promotion criteria. It should be noted that Community Service should specifically feature prominently in the key performance areas of academic staff and members of senior management.

9. PROCEDURES AND GUIDELINES:

APPENDICES: Procedures and Guidelines

This section contains information on the processes for planning, implementation, monitoring, review and communication of the Community Service policy.

All procedures required for the effective implementation of the above strategies will be developed in close collaboration with relevant faculty members, departments, units and will be communicated to all concerned. This will be the responsibility of the MACHS for Community Service and the dedicated Center for Community Service. It is acknowledged that the various categories of Community Service that are described above require different procedures. The procedures will involve different stakeholders, including

external participants, and will require different structures and infrastructural support. These procedures will eventually be attached as individual annexure to this manual.

9.1. Appendix 1: COMMUNITY PARTNERSHIPS

9.1.1. Partnership may be the one that relates to Engaged teaching, learning and training. These are formal and informal partnerships formed by MACHS staff and external stakeholders. These partnerships may have formal agreements. Other partnerships are secured through mutual agreements.

9.1.2. MACHS also provides the opportunity to the partners to participate actively in the planning and development of institutional and program performance and to support their activities through inviting them to add their input in community service need assessment survey which will be sending regularly at the beginning of each academic year.

9.1.3. Procedures: Monitoring, Evaluation, and Reporting System for the community services committee

The planning cycle for the community services in MACHS includes 5 major components covers the planning and implementation, and the Monitoring, Evaluation, and Reporting System:

9.1.3.1 Planning:

9.1.3.1.1. The Community Services Committee (CSC) develops an annual plan which includes all the activities and strategies that the CSC will conduct this year in order to achieve the community strategic plan and its goals. To align the plan with the community needs and with MACHS mission and strategic goals, the CSC conducts a Community Service Needs Assessment Study to collect the input and provide the opportunity to the public, professional bodies, faculty, and students to participate actively in development of the plan.

9.1.3.1.2. The plan is prepared as a result of compiling the inputs of the academic departments, evaluation results and recommendations from the last year the community plan, and through the needs assessment study. The plan should be approved from the CSC and Academic Affairs.

9.1.3.2 Implementation. Implementing the activities and strategies approved in the community annual plan.

9.1.3.3 Monitoring: in order to monitor the achievement of the community plan, the CSC will do the following:

9.1.3.3.1 Develop individual reports after conducting the activities listed in the annual plan (If applicable). Each individual report should include the major components of an activity report such as purpose, venue, date and time, participants from each department, materials, evaluation of the activity, and recommendations for improvements, etc. This report will serve as a monitoring tool for implementation and for improvements as it evaluates the effectiveness of the activity.

9.1.3.3.2 Quarterly/ semester monitoring report: This report measures the accomplishment status for the activities and the plan accomplishment

rate. All activates which are not accomplished or partially accomplished will be transferred to the next quarter.

9.1.3.4 Evaluation: in order to evaluate the achievement of the annual plan, the CSC will do the following:

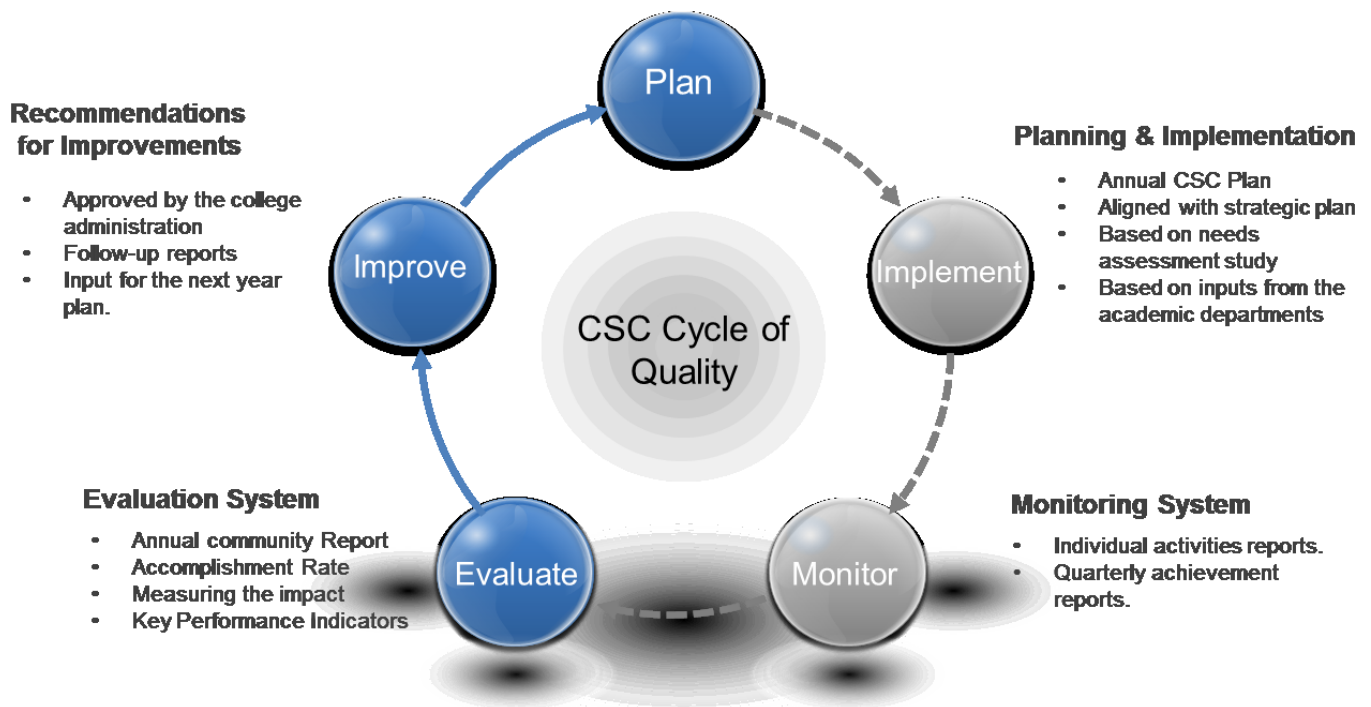
9.1.3.4.1 Develop annual community report includes the results of the KPIs related to community, statistics, and Achievement status of the annual plan, achievement rate, and recommendations for improvement.

9.1.3.4.2 The report should include measurement of the impact and the effectiveness of the community service program.

9.1.3.4.3 The final report and the recommendations have to be reviewed and approved by the higher authority in the college (Academic Affairs, Deanship and / or College Council).

9.1.3.5 Improvements: All approved recommendations has to be part of the next year community plan. A follow up report should be presented later to the college administration to show the implementation status of the approved recommendations.

Monitoring, Evaluation, and Reporting System Community Services Committee (CSC)



9.2. Appendix 2: ESTABLISHMENT OF COMMUNITY COMMITTEE

9.2.1. To provide an oversight on Community Service activities, members shall be established. It shall be formed by the college council.

9.2.2. The individual shall serve a maximum of two years.

9.3. Appendix 3. PROCEDURES OF CARRYING OUT CONSULTING ACTIVITIES

9.3.1. MACHS provides the opportunity to the consultants' institution to participate actively in the planning and development of institutional and program performance and to support their activities through inviting them to add their input in community service need assessment survey which will be sending regularly at the beginning of each year.

9.3.2. In the future plan:

9.3.3. Academic staff members are permitted to work on any form of consultancy in their area of expertise, as long as they are satisfactorily carrying out their normal allocated workload.

9.3.4. Permission for and definition of normal workload is the responsibility of the Dean or the Head of the Department.

9.3.5. The staff involvement for each consultancy project shall be approved by the Community Services Department Head.

9.3.6. While assigning the consultancy job to a staff member, cognizance shall be taken of his/her workload, qualifications and experience vis-à-vis the specific requirements of the consultancy job.

9.3.7. The Institute should, on the whole ensure a fair distribution of consultancy/work among the eligible staff at all levels and see that it is not confined to specific individuals /groups /levels of staff.

9.3.8. Individual staff may refuse to undertake a particular consultancy if it conflicts with a moral or ethical belief. Once undertaken the consultancy, the staff is bound to complete his/her assignment as per the terms and conditions of the consultancy work.

9.3.9. APPROVAL OF CONSULTING ACTIVITIES

Regardless of form or kind, all consultancy agreements need to be referred to the Community Services, Department Head- Central, through their respective Heads of Department and finally through the dean of Colleges for final scrutiny and approval.

The application form for approval must include the following;

- i. **Address:** MACHS address will be used in all agreements.
- ii. **Work Nature:** The nature of work to be taken should be defined precisely and clearly as possible. Necessary care should be taken to avoid overlapping of consultant duties within the agreement and the individual's University activities.
- iii. **Deliverables:** Time table and production of deliverables such as reports should clearly be set out. Time
- iv. **Commitment:** The agreement should state the time period (i.e., number of man Days per year) which the consultant has to spend, while keeping within

the University's regulation on the maximum number of man days per year that can be devoted to consultancy

9.3.10. Quality measurement in Consultancy:

9.3.10.1. All consultants must be briefed on quality and other issues such as deliverables prior to the assignment. All consultancy reports must be submitted to the Central Head of Community services, with the approval of respective dean or Head of Departments to ensure the quality of content and presentation.

9.3.10.2. For Quality Control Purposes, A copy of the project report for all consultancy jobs undertaken shall be retained for record purposes, with the Director of the Institute, except those which are purely advisory in nature and where no project report is required to be submitted to the client. In such cases, a brief note on the consultancy rendered should be submitted to the Director of Institute for records.

9.4. Appendix 4: INDICATORS TO CONSIDER FOR THE ASSESSMENT AND MONITORING:

9.4.1. Objective of the project and Learning outcome

9.4.2. Significance / importance of the project (from need assessment report)

KPIs measures:

9.4.2.1. **KPI-M-06:** Numbers of services and facilities given by MACHS to community. Average of services and facilities given to community by MACHS.

9.4.2.2. **KPI-M-07:** Ratio number of Active students Percentage of the students participated in community at least in one activity per semester.

9.4.2.3. **KPI-M-08:** Adequacy/ sufficiency: Ratio number of Active employees. Percentage of the Faculties participated in community at least in one activity per semester (Percentage of faculty and students participated)

9.4.2.4. **KPI-I-22:** Results of satisfaction survey:

9.4.2.4.1. Impact (Pre and post knowledge per activity)

9.4.2.4.2. Satisfaction of beneficiaries with the community services. Average of beneficiaries' satisfaction rate with the community services provided by the institution on a five-point scale in an annual survey

9.4.2.5. **KPI-I-23:** Rate of community programs and initiatives Average community programs and initiatives provided by each academic program during the year (total number of community programs and initiatives provided to total number of academic programs.

9.5. Appendix 5: PROCEDURE OF ISSUING COMMUNITY SERVICE HOURS

MACHS students and employees with a valid MACHS id are eligible to participate and accumulate volunteering hours.

9.5.1. Accumulating MACHS-CS Hours

Volunteers are awarded MACHS-CS hours (CSH) as compensation to services provided. Every hour of service is equivalent to one CSH. Participation of each volunteer during the academic year is recorded and a Certificate of Contribution is issued based on the number of accumulated hours and the type of events volunteered for.

The Certification of Contribution is categorized into Bronze, Silver and Gold awards. Minimum CSH required for each category for faculty, students and staff are:

	Faculty	Staff	Student
Bronze	5-14	5-14	10-24
Silver	15-29	15-29	25-44
Gold	30+	30+	45+

Diligent contributors that go the extra mile are eligible for additional CSH. Contribution during off working hours, organizing and leading events and other impromptu situations are considered and recognized by awarding extra hours.

Description	Eligible Additional CSH
Service provided after working hours on weekdays	2
Services provided on weekends	4
Services provided on holidays	5
Leading/organizing an event	4
Other	As applicable

Participation at certain type of events or collaborations that do not fall under the CSU domain are dealt with on a case by case basis.

10. MANUAL DISSEMINATION

This Manual shall be disseminated to all work units and committees through the official email. The same Manual shall also be published in the Quality Manual for reference.

11. MANUAL REVIEW

This Manual should be reviewed and updated in the following cases:

1. Problems in applying the procedures.
2. The Manual could not handle arising problems.
3. 2 years passed without revision of the Manual.

Recommendations should be forwarded to the College Council through the Manual Owner.

