| Policy subject: Graduation and Retention Policy | Policy number: **4**/P.D/2024 | Date of last revision: 2024/11/15 |
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| Implementing body: Academic Affairs Department | Implementing start date: 2024/11/20 | Policy reference: Planning and Development Department |

## Overview

The Graduation and Retention Policy at Palestine Ahliya University ensures students complete their programs on time. It focuses on improving retention, supporting academic success, and providing the resources needed for students to achieve their goals and transition into careers or further studies.

## Objectives

- **Improve Retention**: Enhance student retention through academic, social, and financial support.
- **Ensure Graduation**: Assist students in graduating on time with academic guidance and resources.
- **Provide Support**: Offer advising, tutoring, and mentoring to at-risk students.
- **Encourage Engagement**: Foster a connected, supportive campus environment.
- **Overcome Barriers**: Address academic, financial, and personal challenges.

## Scope

The policy applies to all undergraduate and graduate students, including full-time, part-time, domestic, and international students in all academic programs at the university. It covers aspects from academic advising to tracking progress and ensuring resources are available for timely graduation.

## Statements

1. The Deanship of Admission and Registration is responsible for providing lists of graduation candidates.
2. Faculties approve graduates to the Council of Deans.
3. Graduation begins after GPA calculations.
4. Graduation is processed at the end of each semester.
5. Graduation certificates include Arabic and English versions, transcripts, and announcements.

## Procedures

1. **Graduation of Diploma and Bachelor's Degree Students**:
   - **Stage One: Data and Processing Stage**
     The Deanship notifies faculties to compile lists of eligible students. Faculties verify data, register students, and advisors prepare the final list. The department chair verifies data, sends it to the dean, and the faculty council approves the

candidates. The Academic Affairs Office verifies discrepancies and finalizes the report for the Council of Deans.

- o **Stage Two: Graduation Approval Session**
  The university president calls a session of the Council of Deans to approve graduation based on the Deanship's report.
- o **Stage Three: Printing Graduation Certificates and Transcripts**
  The Deanship prints certificates in Arabic and English, verifies them, and forwards them for signing. They are then distributed to students after clearance procedures.

**Graduation Announcements**:

- o The Deanship prints announcements and sends them for verification before the university president signs them for final approval.

**Replacement Graduation Certificates**:

- o Students can request additional certificates through the Deanship, which processes and delivers them after approval.

2. **Graduation of Master's Degree Students**:
   - o The Graduate Studies Faculty submits necessary documents to the Academic Affairs Office, which then forwards them to the university president. The graduation files are reviewed by the Council of Deans for approval.

▪ **Key Performance Indicators (KPIs):**

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| 1. | Graduation Rate for Low-Income Students |
| 2. | Number of Students Benefiting from Academic Mentorship Programs |
| 3. | Number of Students Benefiting from Psychological and Social Support |