DOES YOUR UNIVERSITY AS A BODY HAVE WRITTEN POLICIES AND PROCEDURES TO IDENTIFY LOCAL STAKEHOLDERS EXTERNAL TO THE UNIVERSITY AND ENGAGE WITH THEM?

UNIVERSITY :
Al-Mustaqbal University College

COUNTRY :
Iraq

WEB ADDRESS :
https://uomus.edu.iq/en/

SDG 16.2.3 :
Identify and engage with local stakeholders

FIGURE 1.1: MUC STAKEHOLDERS. THERE ARE BOTH INTERNAL AND EXTERNAL

FIGURE 1.2: STAKEHOLDERS MAPPING OF MUC

Yes, Al-Mustaqbal University College has written policies and procedures to identify local and external stakeholders to engage with them, also this Policy is reviewed every three (3) years or earlier as the need arises to efficiently enhance the delivery of outcomes.

Stakeholders' engagement involves giving them the opportunity to share concerns, knowledge and to develop mutually acceptable outcomes. The College is committed to developing effective working relationships with all stakeholders by making every reasonable effort to work together to resolve issues that occur while carrying out the College's mandate including but not limited to improving service delivery.
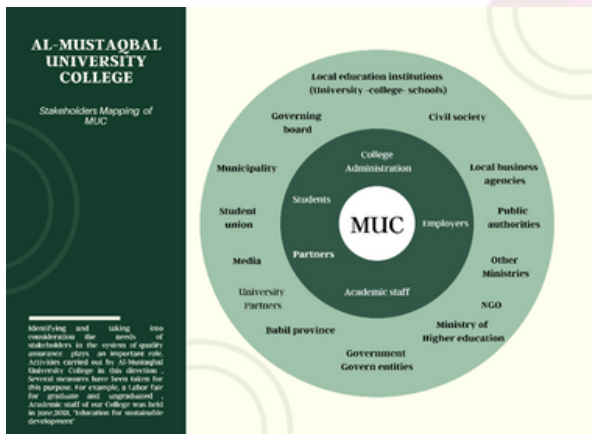
Al-Mustaqbal University College is committed to being transparent and honest with stakeholders by providing accurate and timely information taking into consideration the stakeholders views and concerns.

Our College shall do so by evaluating the effectiveness of its stakeholder's engagement activities and working to continually improve engagement performance as this will support and improve initiatives of various parties who interact with the College in one way or another.

The effective management of stakeholder interests creates goodwill, promotes a positive image of the College and enhances the achievement of the corporate goals.

To that end, the (MUC) Stakeholders engagement Policy" has been developed, to give a strategic approach toward involving and engaging stakeholders. This Policy is also intended to enhance stakeholder engagement, management to ensure that the corporate image of the College is maintained at all times, and service delivery remains at its peak.
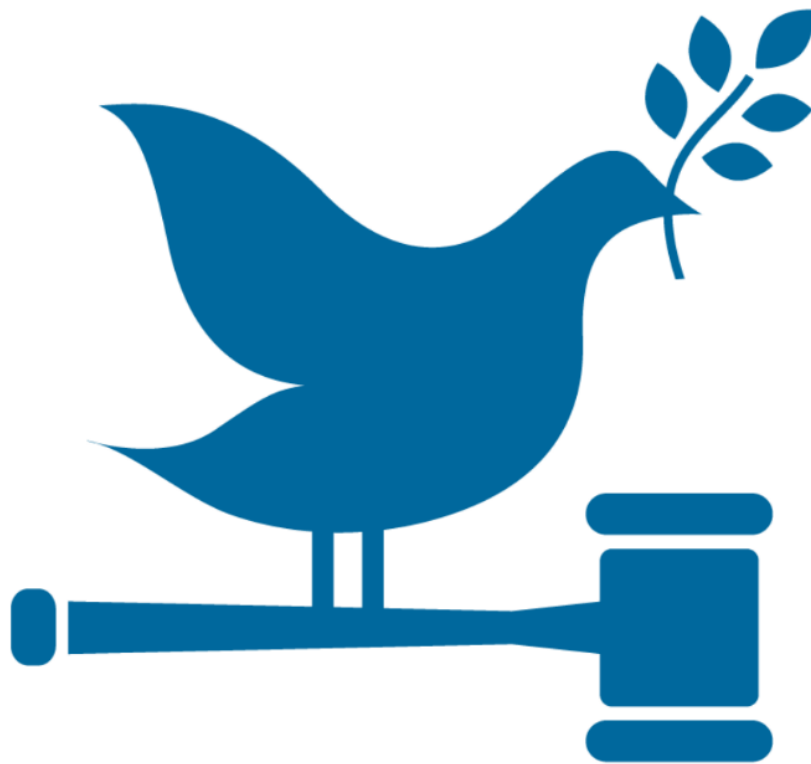
Al-Mustaqbal University College Stakeholders Engagement Policy
Approved by the MUC Council, January 2021.
Reviewed: June 2022

THE IMPACT RANKINGS

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6/6/2022

STAKEHOLDERS ENGAGEMENT POLICY

AL-MUSTAQBAL UNIVERSITY COLLEGE

PREPARED BY

LL.M. AL-KHAFAJI FORQAN

Stakeholders Engagement Policy

First Amendment 6/6/2022

FIRST. PREFACE

On behalf of the Al-Mustaqbal University College (MUC) Council, We are delighted to approve this Policy for use by Management. The MUC Council is determined to improve access to, quality Education and stakeholders' Engagement and to ensure that the College plays its role in the realization of Sustainable Development Goals (SDGs), Vision 2030, and Education sector policies. Our Council continues to realize the set milestones, which contribute to improving the quality of education.

Towards this end, the MUC Council of Trustees under my leadership is determined to critically address the following:

a) Improved policy and college governance for enhancing accountability and decision making.
b) Enhanced access, quality, relevance, and equity in education.
c) Prudent resource utilization and good infrastructural management.
d) Increased visibility of the Al-Mustaqbal University College nationally and internationally as a premier institution focusing on education, research, and consultancy.
e) Improved resource base, partnership, and linkages.

1. Our Vision:

Al-Mustaqbal University College aspires to become the leader in teaching and learning locally and nationally in the Medical, Engineering, Legal and Administrative disciplines. In addition, it is looking forward to achieving excellence in providing academic programs in accordance with the international standards of quality, and opening to the community. Additionally, it focuses on promoting scientific research and adopting innovative ideas which contribute to the development of infrastructure and improve academic and functionality performance.

2. **Core Values:**
a) Justice and Equality.
b) Transparency and integrity.
c) Adhering to Islamic ethics.
d) Humanity in dealing with society.
e) Work as one team.
f) Solidarity.
g) Innovation and Creativity.

3. **Definitions:**
a) 1. MUC: Al Mustaqbal University College.
b) Stakeholder: Any individual, group, or organization who has a vested interest in the outcome of a certain College's effort.
c) Effort: projects or activities are undertaken by College staff.
d) Engagement activities: activities that the College undertakes to involve stakeholders in the College's effort.

4. **Dean Statement:**

Stakeholder engagement involves giving stakeholders an opportunity to share concerns, and knowledge and to develop mutually acceptable outcomes. The College is committed to developing effective working relationships with all stakeholders by making every reasonable effort to work together to resolve issues that occur while carrying out the College's mandate including but not limited to improving service delivery. The College is committed to being open and honest with stakeholders by providing accurate and timely information taking into consideration stakeholders' views and concerns.

The College shall do so by evaluating the effectiveness of its stakeholder engagement activities and working to continually improve engagement performance. This shall support and improve initiatives of various parties who in one way or another interact with the College.

The effective management of stakeholder interests creates goodwill, promotes a positive image of the College, and enhances the achievement of the

corporate goals. The College systematically seeks to address stakeholder perspectives, build trust, develop partnerships and make use of stakeholders.

For this reason, the "MUC Stakeholder engagement Policy" has been developed, to give a strategic approach toward involving and engaging stakeholders. This Policy is also intended to enhance stakeholder engagement, and management to ensure that the corporate image of the College is maintained at all times, and service delivery remains at its peak.

5. Note:

This plan outlines the strategy for the College to engage with the key internal and external partners and communities that we serve. The plan aims to improve the revenue from, the recruitment to, and the reputation of, our research and teaching and learning activities. The plan is linked to the overarching goals of the Strategic Plan 2021–2022.

SECOND. POLICY STATEMENT

Al-Mustaqbal University College has adopted an application-oriented education model within the framework of the mission of "providing added value by transforming knowledge into the product", and is a College that offers its students the opportunity to be in business life and gain real experience.

Moving international standards and relevant legal legislation conditions to its center in all activities, our College regularly monitors the satisfaction and complaints of our students, employees, and all stakeholders from various sources. It evaluates all complaints objectively without any discrimination between our students, employees, and stakeholders. It returns to all complainants and produces solutions in a reasonable time.

Al-Mustaqbal University College attaches importance to the contribution of all stakeholders, especially students, academic members, and the business community, to College and tries to improve it with this approach.

1. Principles:

a) **Openness:** We perceive the College as a learning community and we wish to make the boundaries of this community permeable, particularly where circumstances, structures, and social relationships may otherwise present barriers.

b) **Mutuality:** We recognize that we have much to learn from the society to which we belong as well as a lot to contribute. We see engagement as a two-way process rather than something which the College 'delivers' to society.

c) **Humility**: We recognize that the College has no monopoly on knowledge and that we must look to 'experts by experience to shape our own understanding.

d) **Accountability:** there must be clearly communicated and transparent processes by which individuals and communities can question our processes and practices.

e) **Integrity:** our engagement is to be credible and has the impact we need to display consistency between what we say and what we do.

f) **Inclusivity:** To provide experience and opportunities to engage with all of society, irrespective of background. We need to focus on "hard to reach groups".

2. Strategic Objective :

a) Strategic Objective 1: To develop the public understanding of Al-Mustaqbal University College as a world class we:

    I.   Encourage, facilitate activities staff participation in relevant agenda, and contribute intellectual leadership.

    II.   Encourage staff to engage actively in relevant professional networks.

    III.   Attract talent into higher education through engagement with schools, colleges, local authorities, youth partnerships, and community groups.

    IV.   Promote greater internal understanding of the research, teaching, and values of the institution.

b) Strategic Objective 2:

  i.   Our College is an anchor institution in the City and region and, as such, has responsibilities to the wider community.
 ii.   Provide active leadership on the critical issues affecting the growth of the City and the wider region by engaging in strategic forums that bring together a range of public, private, community, and voluntary sector groups.

c) Strategic Objective 3 :

   i.   Preparing and qualifying graduated students who have the competence and ability to compete with their peers in the labor market.
  ii.   Increasing capacity by studying renewable needs in scientific, technical, and humanitarian disciplines to meet the labor market and development requirements.
 iii.   Attracting the scientific competencies of university professors, especially retirees.
 iv.   Invest in human capital through training and development programs.
  v.   Improve the educational capacity of teaching staff, especially newly recruited.
 vi.   Completion of infrastructure requirements to improve professional and academic performance.
vii.   Develop and update an integrated database and information system.
viii.   Constructing academic programs that support creativity and innovation and conform to quality standards.
 ix.   Raise the efficiency of the university administrative system through the adoption of information technology and communication (ICT) in various fields of work.
  x.   Contribute to providing excellent services in the fields of research, consulting, and training for community service and development.
 xi.   Exchange of expertise with educational institutions and cooperation with prestigious universities inside and outside Iraq.
xii.   Activating and strengthening the role of guidance and, educational and psychological direction among our students.
xiii.   Closing communication and interaction with community institutions.

3. Social/Cultural:

a) Support and celebrate cultural diversity through our engagement activities.
b) Deliver and support a vibrant and responsive program of cultural events in the City and region.
c) Work with communities and minority groups to ensure accessibility to College activities and resources.

Our College implements its engagement principles through a five-step engagement process:

I. Identification of Stakeholders:

Al-Mustaqbal University College enduring commitment to public contribution has seen its engagement with society evolve over the generations.

Categories that our stakeholders fall into are:

a) Students, Prospective Students.
b) Academic and Administrative Staff.
c) Government and Private Agencies.
d) General Public, Local Community.
e) Press and Media.
f) Banks and contributors.

Since 2010, the College has held engagement as central to its values and purpose, ensuring that its ethos as a public spirited institution finds expression through all of its endeavors. In recent years, the College has renewed its focus on the role and potential of engagement.

The College sets its course for addressing the challenges and opportunities of engagement and bringing about a sustained outward shift to its institutional perspective. This will demand change to the College's established ways of working while retaining the values and practices that make the College's contribution uniquely valuable.

II.   Stakeholders Mapping :

The College of MUC has shaped its priorities, conduct its work and evaluate its success through the lens of engagement.
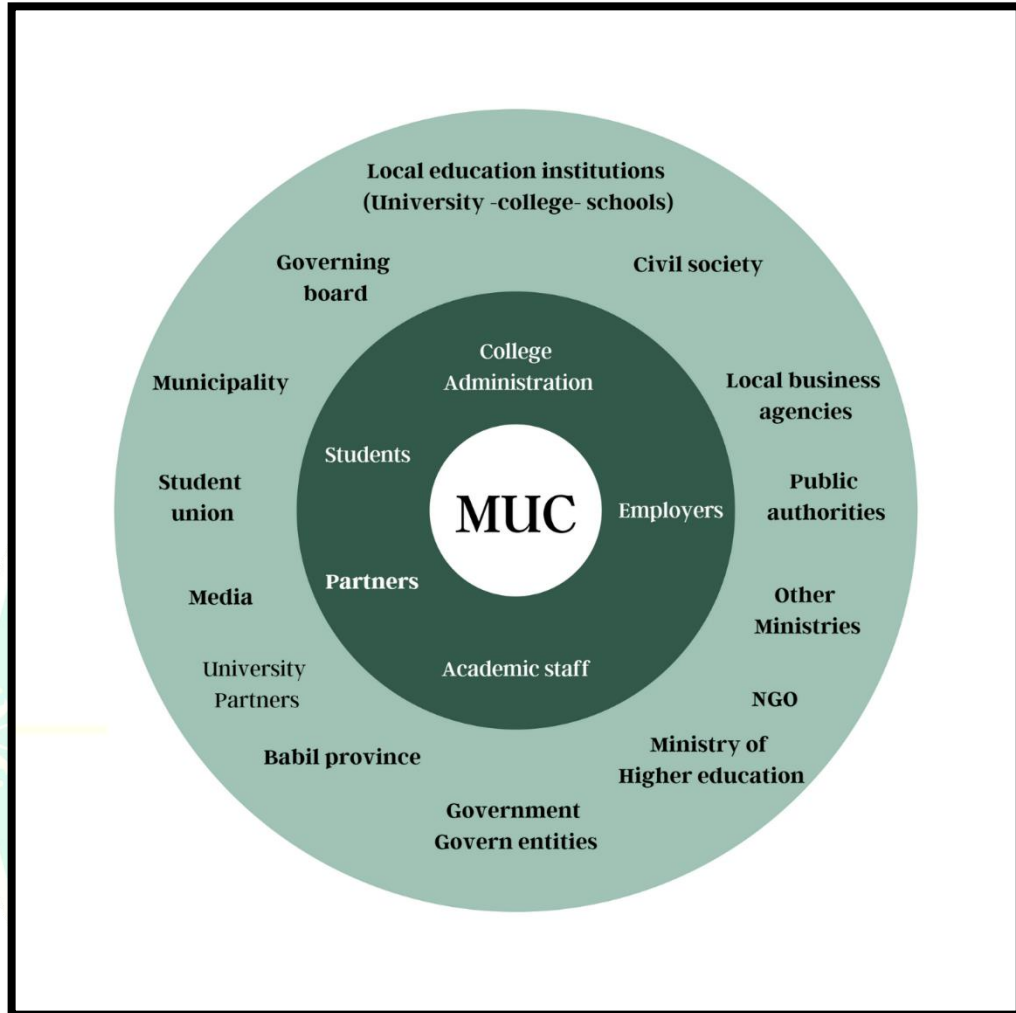
{Internal & External Stakeholders Mapping}

III.   Communication Planning:

Our vision will only be achieved by recognizing engagement as an institutional ethos, shared throughout the College.

Community and set communication plans that ensure reach all our stakeholders in Al-Mustaqbal University College and operating plans will guide implementation across the institution, outlining accountabilities and coordinating roles within our operating structures and the annual report will

chart our progress and capture the conversation about engagement at the College of Al-Mustaqbal.

We Communicate With Our Stakeholders by the following:

a) Our Official website: Through our official website, Our college works on publishing all its plans and decisions periodically, In addition to its activities and the opinion survey forms directed to students and local residents to express their opinions, suggestions, and complaints, and we are working constantly on developing this site.

b) Press releases, and, to a lesser extent, news (Mustaqbal newspaper): Our Newspaper was founded in 2015 and for 5 years our mission has been to cover Al-Mustaqbal university college Activates and that including the Students and the Staff, and to training our students of media department for careers in news media.

Our newsroom is Staff-run, which means our staff makes the decisions about what they cover and how they cover it and Our Students are involved in every aspect of Our Newspaper.

Each issue of our newspaper is distributed free of charge to the local citizens of AL- Hillah (Babylon). In addition to that, it is sent to the Ministry of Higher Education and Scientific Research and the local directorates (such as the Governorate office, hospitals, universities, and other government departments).

c) Social media (Facebook, Instagram, Telegram, YouTube): Through our pages on the most popular social media apps in Iraq - Babylon (Facebook - Instagram - Telegram), we publish the activities of our students and the teaching staff. in addition to publishing opinion survey forms, these pages also keep us in touch with stakeholders and constantly informed of their opinions on our activities and decisions.

d) Online surveys.

e) Online guidance, training

f) Materials and FAQ documents.

g) National forums.

h) Webinars or in-person presentations to local education agencies, professional associations, unions, and more

i) Online videos or e-newsletters.

j) focus groups
k) Public meetings, hearings
l) Advisory boards, committees
m) Consensus workshops
n) Events
o) Development and signing of Memoranda of Understanding.
p) Staff attendance and presentations at conferences and forums for different stakeholder groups

IV.   Engagement Activities:

Our Staff is involved in stakeholders' engagement and determines the appropriate engagement activities required by the effort. The level of engagement is defined by the objective, outcomes, timeframes, resources, and levels of concern or interest in the effort.

We collaborate with many stakeholders both in the college and externally, to ensure we provide the best experience for our students and the wider community.

We believe that the Fundamental to the success of the Engagement Strategy is the need to develop and nurture an institutional culture in which engagement is seen and embraced by all as an essential and embedded element of our activities.

Both individual and institutional successes should be acknowledged and celebrated, and a sense of institutional pride and mutual support championed amongst our staff and students.

a) Students Engagement:

Our students contribute to benefit from the College's engagement activities. For the wider public, they are the most visible face of 'the College and it is important that we work to build positive links between students and their local communities. Al-Mustaqbal University College Students' Union is critical to student engagement and through its societies and clubs, it is Student Community Action Network and its support for enterprise contribute extensively to the engagement agenda. The College works closely with our Students' Union.

We give weight to meeting the social and technological requirements of our present and future by trying to identify and make visible all the problems or difficulties of our students through our curriculum and activities. We pay attention to applicable and strategic research that aims to contribute to the development of knowledge and support to education and social progress.

Student Satisfaction Survey, which can be used to specify demands regarding academic staff and courses by students and consists of various questions measuring the satisfaction level of the university's services, is made every year in our college.

- Priorities:

1. Embed employability through enhanced and extended partnerships for work integrated learning, mentoring, and the building of innovation and entrepreneurship skills.
2. Continue to focus on the engagement of our students as the Main part of College.
3. Invite student participation in College governance committees.
4. Promote active service learning by completing volunteering activities.

In the next five years, the College will build upon these established models to achieve its ambition to lead the nation in the employment outcomes of undergraduate students.

To achieve this, we will expand work integrated learning experiences for students through internships, applied research projects, and career placements. We will also invest in developing a new curriculum, teaching capabilities, and delivery methods to ensure that the MUC experience is recognized as providing superior graduate preparation. Engagement also holds great potential for enriching the learning experience of our students. The expansion of object based learning, leveraging the College's unique cultural collections, demonstrates the learning opportunities created by innovative curriculum and pedagogy. Recognizing the value of cross-cultural engagement to the student experience.

We work closely together with our Students' Union to offer fantastic opportunities for students to get active as part of Residence Life events Outdoor Parties and sports activities.

Our Students have elected representatives in the Highest Governing body of our College to represent them in the college council and listen to their opinions related to the Resolutions of the college and its forward goals and plans; we make sure to engage them in all Our Resolutions.

- Sport And art:

The MUC LOCAL Championship tournament celebrates to promote youth football and Chess Championship through uniting the students from across our departments and across different LOCAL Universities in a true, one of- a-kind LOCAL tournament in Hillah city. The Championship crowns a LOCAL team as champion from Universities.

One of the Goals is to accommodate the interests and talents of Al-Mustqabal University College students and other local universities and schools in the field of modern and contemporary art. Al-Mustaqbal University Student Activity Unit and Our Student union organize and perform modern & contemporary artistic activities within and outside of campus as a form of appreciation for arts and to engage with our students the and local community.

Our commitments to engagement will be enabled by investing in our people, aligning our internal environment with our ambition, facilitating rich exchanges beyond the academy, and engaging our community of alumni and supporters.

b) Academic And Administrative Staff Engagement:

We strongly believe that our people and department members are at the heart of everything we do. We employ over 900 employees across the department with hundreds of extra casual staff across the year adding value to the services we provide. Our employees have elected representatives in the college council to listen to their opinions related to the Resolutions of Our college and its Forward goals and Plans, We make sure to engage them in all Our Resolutions.

- Priorities:
1. The development of managers, supervisors, and academic leaders.
2. Recognize the remarkable achievements and contributions of our staff and celebrate our culture.

3. Continued enhancement of professional learning programs to support the emergence of digital campus, change, and growth.
4. More opportunities for staff to provide feedback, and engage with and learn from College leaders.

Much of our focus must be on developing the capabilities of our people to support our ambition. In the same way that the University supports and develops academics' research and teaching practice.

We will introduce comprehensive professional development across the domains of engagement, including for our professional staff. Much of this work will be led through the Academic Careers and Capacity Program, ensuring that changes respect our institutional context and the full breadth of expectations of our academic staff.

c) Local Community:

The local residents of Babylon, Hillah and the city center are an important factor in the community in each of our College locations. We make sure to share with The local community all our future plans and we work through Hosting these events to involve them in making many Resolutions, We also host many events, such as a Ramadan feast, and other events to ensure that people living nearby Our always feels welcome and part of the College.

Acting with a sense of social responsibility in all activities is a part of Al-Mustaqbal University College's basic values and principles, and one of the fundamental and indispensable elements of its management approach. We pay attention to be a pioneer in activities aimed at protecting democracy, human rights, and the environment.

Believing that corporate social responsibility principles are among the irreplaceable elements of sustainable development, Al- Mustaqbal University College accepts that providing value to the society we live in is one of the main areas of responsibility and it carries out social responsibility and sponsorship activities in many areas from education to sports, to the environment, to art.

d) The Government (Local &National):

We provide full access to the government on both levels domestic and national, and that Includes (Data Base – Structure – Classes- Financial Date- Human-Resources).

We ensure that we send monthly reports to the Ministry of higher education and Research to engage them in all our Resolutions, Forward plans, our Achievements.

e) Press And Media:

We are in direct contact with Press and Media regarding our Activities and areas in which we can offer special expertise, many of our activities were covered by local and national media channels Our College Host on 3 May of every year (World Press Freedom) event, to Keep all Local-National Media close to us.

We take advantage of such events every year to engage the Media in all Our Resolutions and Forward Plans.

Third. Sustainability Commitment

Since its inception, Al-Mustaqbal University College has led the way and had an ongoing commitment to the environment and sustainability.

We recognize the critical role that universities have in achieving the United Nations 17 Sustainable Development Goals, adopted in September 2015.

Our teaching, research, and engagement programs link with the Sustainable Development Goals to equip the next generation of leaders, innovators, and decision makers with the knowledge and skills to tackle global challenges.

Our website articulates how Al-Mustaqbal University College's teaching, research, and engagement is contributing to each of the 17 Sustainable Development Goals.

Fourth. Stakeholder Engagement Management

The college council Secretary shall manage the Stakeholder Engagement Policy.

Functions of the college council Secretary:

1. To clearly define the process of identification of stakeholders.
2. Guide regular, focused, and effective communication with key stakeholders.
3. Mechanisms for stakeholders to raise complaints or grievances with the College.
4. Develop Stakeholder Register to record relevant stakeholder information including contact details.
5. Respond to stakeholder questions and inquiries in a timely manner.
6. Develop an understanding of stakeholders and their concerns through stakeholder analysis.

Fifth. Review

The Policy will be reviewed after every three (3) years or earlier as the need arises with an aim to enhance the efficient delivery of effective outcomes.

APPROVAL

Type of document: Policy

Title: Stakeholders Engagement Policy

Approval Authority: President of Mus Council

Commencement Date: July 2022

Signature: _____

Date: _____

Approved By:

Prof. Dr. Hassan Shaker Majdi

President of Al-Mustaqbal University College Council