

Quality assurance Handbook

College of business administration, KSU Riyadh, Kingdom of Saudi Arabia

2023-2024

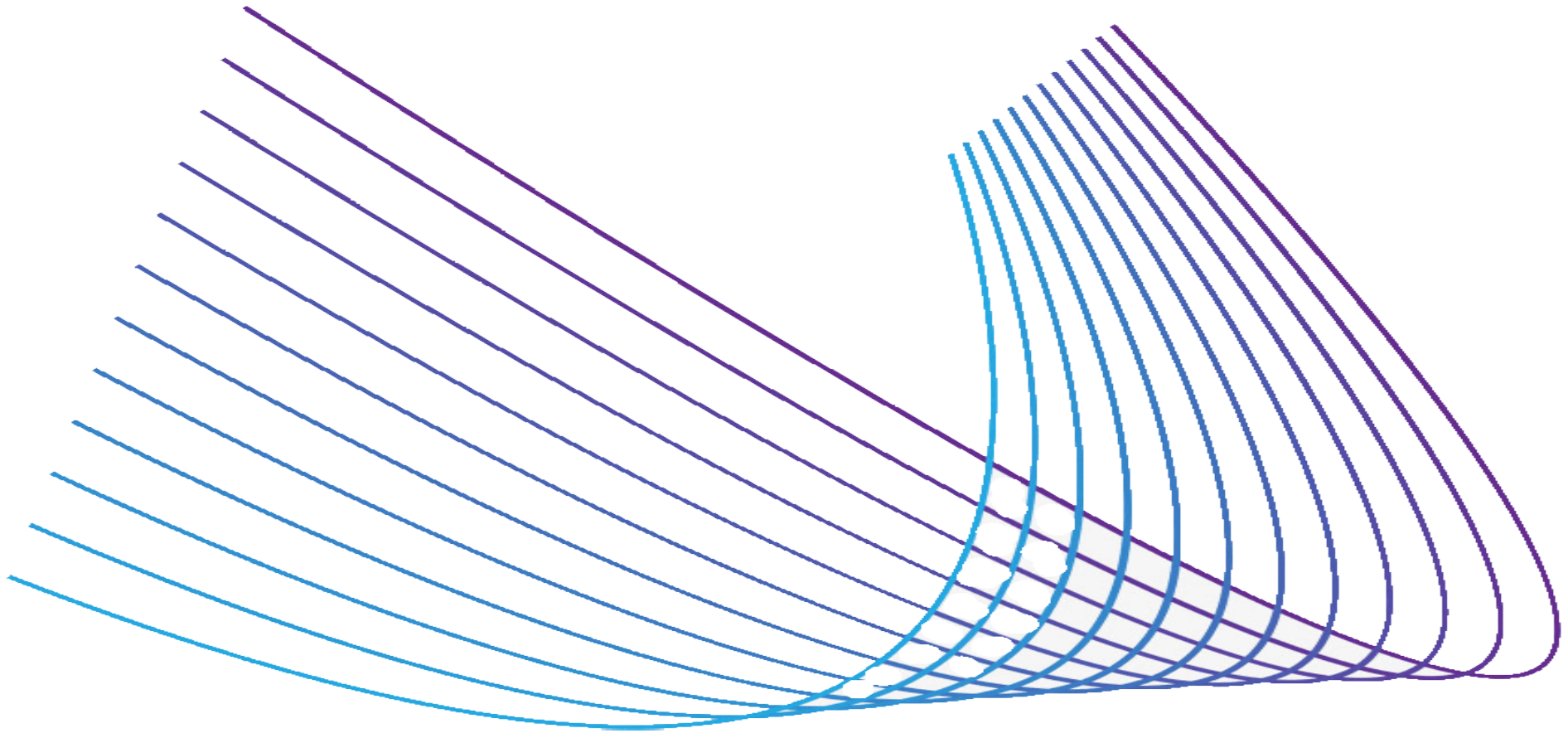


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Background

King Saud University, one of the premier institutions of higher education in the Kingdom of Saudi Arabia, was established in 1957. The university is a public institution that offers a broad range of both undergraduate and postgraduate programs in the fields of humanities, natural and health sciences, and community services. KSU includes 24 colleges and offers more than 450 programs among 66% of which are at the graduate level. There are also 6 central supporting deanships. The university currently has 60,509 students and 7,518 academic staff, who come from 42 different countries.

KSU is ranked among global universities - a genuine indication of its rising international reputation. In 2016, KSU received recognition from notable international academic ranking agencies: 1st place in the Arab world, 36th in Asia, 298th globally according to Webometrics. KSU was also ranked 501-600th globally by Times Higher Education – The World Ranking (2016-2017), and 151-200th in the Shanghai Jiao Tong ranking (2015).

As the implementation of KSA's Strategic Plan 2030 progressed, the Royal Commission for Riyadh City became the supreme governing body of KSU from the beginning of January 2023. The University Rector (equivalent to the President of an American university), is appointed by the King of Saudi Arabia. Within the university, the University Council is the supreme governing body, which is chaired by Royal Commission for Riyadh City. Normally the Vice Rectors are appointed by Royal Commission for Riyadh City.

College of Business Administration CBA's profile is attributed it as one of the pioneer colleges of KSU, being established as the College of Commerce in 1959. It was given its current name in 2006. To be in line with KSU, CBA's drafted its mission as offering quality educational through diverse and distinctive programs to develop professionals and leaders, conducting research through high experienced faculty, and building effective partnerships that create value for stakeholders and society at large". The CBA is imparting knowledge and skills to students that are required and preferred by potential employers and other stakeholders. It offers Bachelor's, Master's, and Doctoral programs to both male and female students who are of top caliber with excellent academic preparations in their school educations. The CBA has nine departments, namely Accounting, Economics, Finance, Health Administration, Management, Management Information Systems, Marketing, Quantitative Analysis, and Public Administration. The CBA offers a total of 15 programs, and all of them are included in the scope of AACSB initial accreditation. Of these, two are at the bachelor level; eleven are at master's level; and two at the doctoral level programs. It has a total of 6,119 students enrolled in bachelor's, master's, and doctoral level courses; and a total of 296 academic staff, of which 216 faculty members are deployed in classrooms excluding demonstrators and researchers; 80 are demonstrators and researchers.

The governance structure of the CBA comprises the Dean, who is the Chief Academic Officer of the College; four Vice Deans, who assist the Dean; and the chairs of individual departments, who manage the academic operations of their departments. The College Council is the major decision-making body, assisted by the department councils of each department in the College. The College Council is composed of the Dean, Vice Deans, chairs of all departments, and three faculty representatives, one of whom is a member of the University Scientific Council. The Dean is appointed by the Royal Commission for Riyadh City upon the recommendation of the Rector of the University. Many operational aspects of CBA are centralized and funded at the university level. The figure below illustrates the organizational structure of the CBA.

CBA VISION, MISSION, CORE VALUES & STRATEGIC GOALS.

VISION

To be a leader in business education and research, at the national and international levels, that contributes to building a knowledge-based economy.

MISSION

Offering quality educational through diverse and distinctive programs to develop professionals and leaders, conducting research through high experienced faculty, and building effective partnerships that create value for stakeholders and society at large.

CORE VALUES

- 1- Excellence
- 2- Accountability
- 3- Team spirit
- 4- Transparency
- 5- Responsiveness

CBA STRATEGIC GOALS AND OBJECTIVES

CBA Strategic Goals	Objectives
<p>1. Education</p> <p>- Deliver an educational environment that ensures quality of business education at the CBA</p>	<p>1. Support academic programs and effective teaching practices that are in line with both national and international academic standards to meet market/stakeholder needs.</p>
	<p>2. Admit highly capable and eligible students into its programs.</p>
	<p>3. Promote excellence through academic and extracurricular activities</p>
	<p>4. Obtain academic accreditations whether national or international for all college programs.</p>
	<p>5. Maintain academic accreditations whether national or international for all college programs.</p>

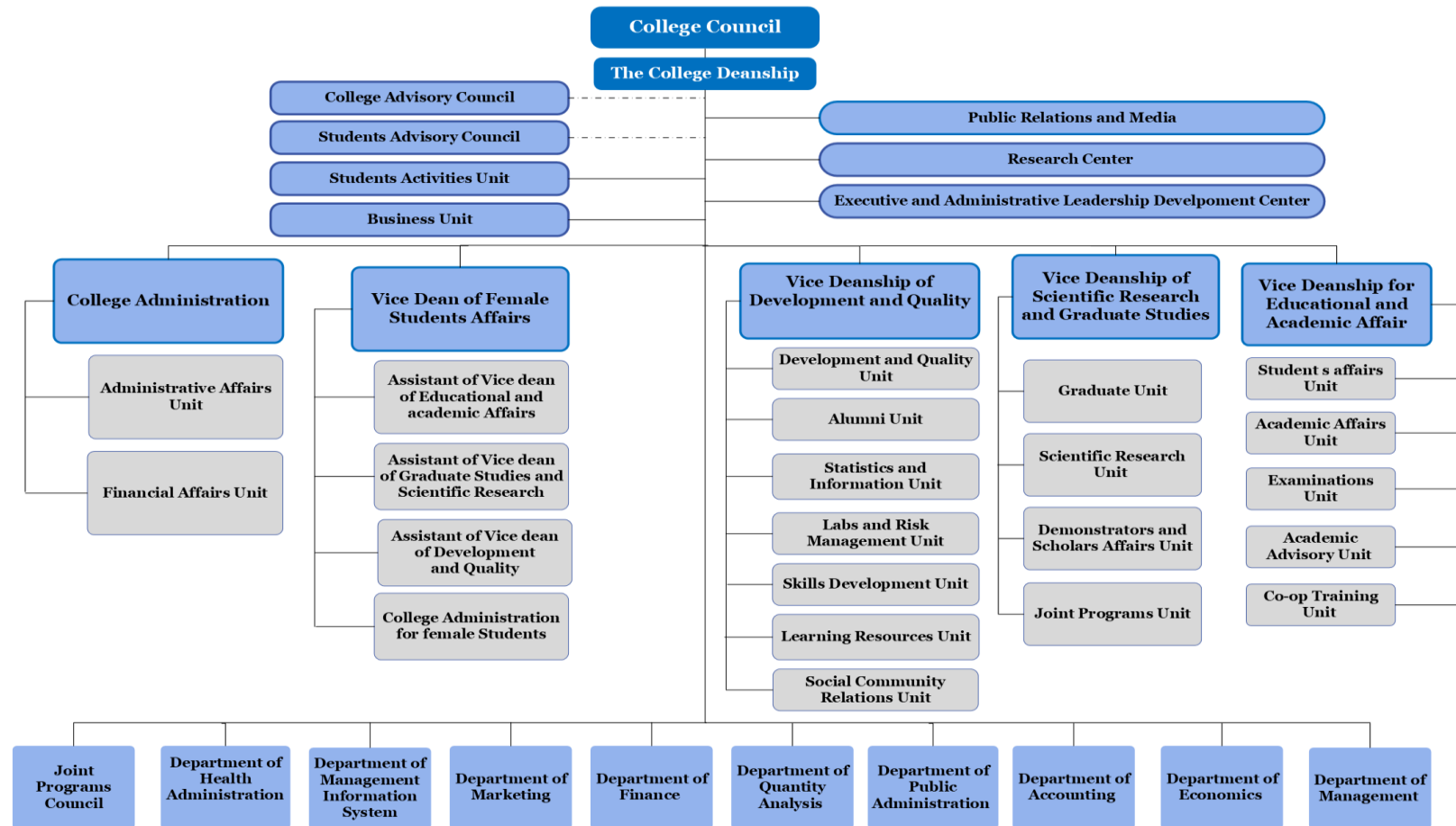
<p>2. Research</p> <p>- Support research studies that engage professional development and scholarly efforts, and that impact the application and dissemination of business knowledge</p>	<p>6. Enhance quality research through building a research culture at the CBA</p>
<p>2. Community Service</p> <p>- Enhance community services to enhance quality of life of society</p>	<p>7. Encourage interdisciplinary research</p>
<p>4. Faculty and Staff</p> <p>- Manage recruiting and retaining high quality faculty and staff to improve the overall performance of the college.</p>	<p>8. Increase publication and citation in ISI and highly ranked journals</p>
<p>2. Community Service</p> <p>- Enhance community services to enhance quality of life of society</p>	<p>9. Encourage participation in different social and volunteer services</p>
<p>4. Faculty and Staff</p> <p>- Manage recruiting and retaining high quality faculty and staff to improve the overall performance of the college.</p>	<p>10. Conduct different community partnerships</p>
<p>4. Faculty and Staff</p> <p>- Manage recruiting and retaining high quality faculty and staff to improve the overall performance of the college.</p>	<p>11. Recruit distinctive, diverse faculty and staff to enhance the work environment</p>
<p>4. Faculty and Staff</p> <p>- Manage recruiting and retaining high quality faculty and staff to improve the overall performance of the college.</p>	<p>12. Promote intellectual and professional development of faculty and staff, and focusing on effective communications, critical thinking, and expanding key business disciplines.</p>

5. Environment - Build attractive environment	13. Achieve efficiency and effectiveness through technology
	14. Review and update internal procedures to comply with local and international guides
6. Investment and Revenue -Maintain income sustainability through different sources	15. Create diversity of revenue sources from college programs and services
	16. Build effective partnerships with various parties to enhance investment diversity

Organizational structure of college of Business Administration

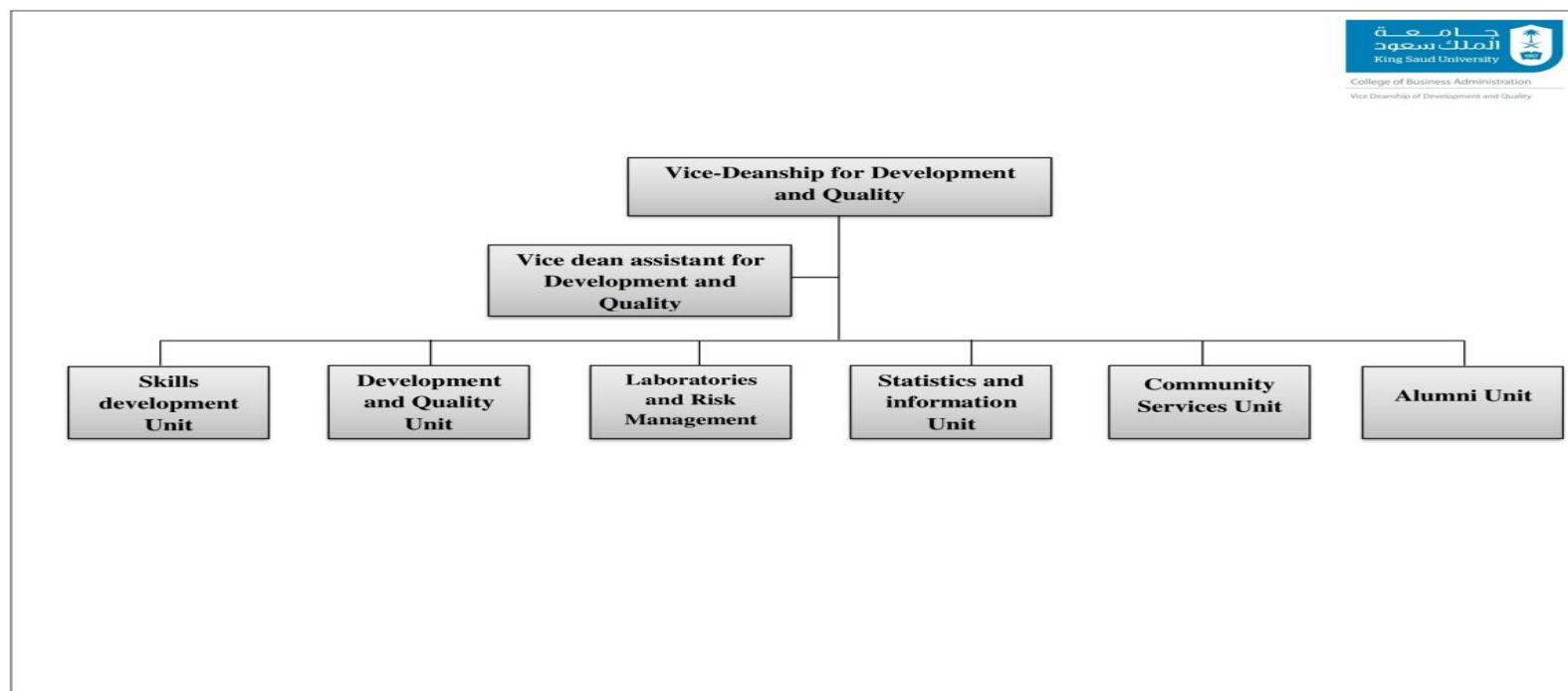


Organizaion Structure CBA
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VICE-DEANSHIP FOR DEVELOPMENT AND QUALITY STRUCTURE

The vice deanship for development and quality provides guidance and support for all departments of the college of business administration through its various units in the following chart:



The vice deanship of development has five units as follows:

- 1- Development and quality unit
- 2- Skills development unit
- 3- Laboratories and risk Management Unit
- 4- Statistics and information Unit
- 5- Alumni unit
- 6- Learning resources unit
- 7- Social community unit

Functions of different VDQ units

Development and quality unit

Unit Description:

The Unit assumes the duty of setting up the accreditation plan needed by the College, following up the implementation of all the plans and supporting all the departments towards accomplishing the accreditation tasks, in addition to inculcating and disseminating the culture of accreditation throughout the college.

The functions of the unit:

- 1 - Building a vision and a mission for the Academic Accreditation Unit
- 2 - Setting up plans, policies and objectives of academic accreditation within the College
- 3 - Providing support for the various departments in order to maintain contact with the local, regional and international accreditation bodies

- 4 - Coordinating with the different departments to set a timetable for the visit of academic accreditation bodies
- 5 - Following-up visits by experts and academic accreditation bodies to the various Departments in the College
- 6 - Offering advice to the departments on issues related to academic accreditation
- 7 - Promoting the spirit of initiative towards obtaining academic and professional accreditation from prestigious international institutions

Skills development unit

Unit description:

It assumes the role of identifying faculty, employees and students training needs. It is also assigned to participate in providing and following up training programs and evaluate their effectiveness in cooperation with Deanship for Skills Development in the university.

The functions of the unit:

- 1- Developing the skills of the employees of the College of Business Administration
- 2- Encouraging the creative work and professional achievement of the faculty members in order to achieve academic and administrative excellence.
- 3- planning future strategies to improve the skills of faculty members in order to achieve excellence and creativity in teaching and learning.
- 4- Developing faculty members skills.

5-Developing the skills of faculty members to design and develop academic courses, and convert them into electronic contents.

6-Training students on self-learning, discovering knowledge, and increasing their scientific and practical achievement.

7-Developing students' social and technical skills.

Laboratories and risk Management Unit

Unit Description:

It is an one of the administrative entities and reported to Deanship of Development and Quality. It assumes the role of providing the labs with their needs in coordination with the academic departments and security and safety equipment. It is also assigned to conduct devices technical inspection and maintenance and check their readiness. It has a responsibility to monitor disposal of labs waste and expired chemicals. In addition, it works on improving the quality of labs' work accordance the international standards.

The functions of the unit:

- 1- Technical support for classrooms and computer labs and providing the necessary programs.
- 2- Organizing events and seminars in the auditorium and meeting rooms of the college.
- 3- Managing the website to facilitates the access to information and communication with the college and to have quick access to college news and announcements.
- 4- Raising the efficiency and productivity of technical services in the college.
- 5- Identifying the expected risks and evaluating them.

Statistics and information Unit

Unit Description:

The importance of the Statistics and Information Unit comes in processing data and information, verifying them and producing them in the form of quantitative, qualitative and statistical reports that helps providing a clear picture of the college, and play a major and effective role in helping decision makers to develop appropriate plans and make decisions that in turn contribute to advancing the progress of the college.

The functions of the unit

- 1- Collecting all information and data of the college, documenting and verifying it, and laying the foundations for storing and retrieving it under one roof, so that the unit becomes the reliable reference for information inside and outside the college.
- 2- Complete statistical reports and provide the authorities inside and outside the college with what they need in accordance with the procedures followed.
- 3- College annual report
- 4- Enabling decision makers to have reliable information and accurate and supportive statistics for their plans and decisions.

Alumni unit

Unit Description:

The unit aims to be an effective link between the college and graduates.

The functions of the unit:

1. Supporting the relationship between the college and its graduates.

2. Establishing a data base for the Alumni.
3. Communicating with alumni through social media and other channels.
4. Cooperating with the Alumni Center to receive job applications and direct companies to them.
5. Providing the opportunity for graduates to communicate with the Alumni Center for job opportunities.
6. Organizing an introductory meeting about the unit to support and expand college's loyalty awareness.
7. Inviting alumni who have held a leadership position to participate as speakers in college's events.

Learning resources unit

Unit Description:

providing distinguished academic and research services and contributing to the upgrading learning outcomes.

The functions of the unit:

- Support the academic program by providing learning resources related to the curriculum
- Develop the learner's skills of research, exploration, thinking and problem solving
- Help the faculty in diversifying teaching methods, exchanging experiences, and cooperating in developing the educational materials.
- Develop students' abilities in obtaining the information from different sources.

Social community unit

Unit Description:

The Unit specializes in working and contributing to raising the level of practicing sport in the community and linking it health in order to be a firm behavior among all the citizens.

The functions of the unit:

1. Community initiatives supporting the goals of the Relationship Office
2. List community service achievements of all college employees
3. Seeking to create partnerships and unions with various community institutions.
Participate in the activation of international days.
5. Report of periodic submission of each semester and achievement report at the end of the academic year
6. Liaise with University Agency Relations Office to plan and implement up to assignments.
7. Develop a community action plan to build a bridges of communication between the university and the community
8. Developing the planned plan and following up on its projects
9. Setting the timeline for implementing the initiatives and following up the tasks with the members

10. Documenting the efforts and contributions of staff members, employees and students in community communication and community service, and documenting the activities and efforts of community service representatives in building bridges of communication between the university and the community

11. Supervising the college's account in the national platform for volunteer work of the Ministry of Human Resources and Social Development.

TASKS OF QUALITY MANAGEMENT COMMITTEES IN DEPARTMENTS

The supreme committee:

1. Determine the vision and mission of the department and the department's various programs in accordance with the vision and mission of the college.
2. Supervising the department's operational plan and ensuring its implementation.
3. Proposing development plans for the department.
4. Activating the role of the advisory council in the department.
5. Identify possible areas of improvement in the department's programs and propose projects necessary to achieve them.
6. Follow up on completing all academic accreditation requirements.
7. Preparing department brochures and guides, as well as department introductory brochures, job opportunities, and study plans.
8. Holding periodic meetings to review reports of the department's quality management and accreditation committees.

Development and Quality Committee:

1. Spreading the culture of quality in the department.
2. Implementing and following up on quality control processes in the department.
3. Preparing a report on the program's consistency with the requirements of the National Qualifications Framework (NQF).
4. Supervising the preparation of course files, so that each file contains:
 - Course description and course report.
 - Sample of exams and Quizzes.
 - Sample of assignments.
 - A sample of students' answer sheets.
 - Course evaluation.
5. Follow up on completing course reports and submitting them to the Development and Quality Vice-deanship.
6. Coordinating team visits from various academic accreditation bodies from outside the university and from the quality committees within the university, who visit the department from time to time.

7. cooperating with the college's Quality Unit in spreading the culture of quality and academic accreditation, as well as organizing and attending events related to quality (lectures, workshops, and quality day).
8. Documenting the efforts and results of academic accreditation procedures in the department and submitting them to the department head.
9. Continuously collecting data and information about academic accreditation requirements and quality activities and implementing them in the department.
10. Preparing periodic reports on the department's performance levels and the level of beneficiary satisfaction in each activity.
11. Holding periodic meetings to discuss how to implement the requirements for accrediting academic programs.
12. Follow-up and coordination with the development and quality Vice Deanship and providing it with periodic reports.
13. Carrying out other tasks assigned by the committee regarding academic accreditation and quality activities and their implementation.

Academic Accreditation Committee

1. Preparing the annual program report, and the learning outcomes report for all department programs.
2. Follow up on completing course descriptions for all department's programs.

3. Coordinating team visits from various academic accreditation bodies from outside the university and from the quality committees within the university, who visit the department from time to time.
4. Preparing self-study reports for the academic programs.
5. Documenting the efforts and results of academic accreditation procedures in the department and submitting them to the department head.
6. Submitting a periodic report of academic accreditation requirements to the College Vice Deanship for Development and Quality.
7. Carrying out other tasks assigned by the committee regarding academic accreditation, quality activities and their application.

The Scientific Committee

1. Setting learning objectives or outcomes for the department's various programs (Bachelor's – Master's – Doctorate), as well as proposing ways or means to achieve these objectives, and various assessment and evaluation methods to measure the outcomes or achievement of these objectives.
2. Preparing the program specification.
3. Preparing and updating of course specifications and approving them.
4. Review and develop curricula for the department's programs and submit them to the department council.
5. Review and implement the improvement plans proposed by faculty members.

6. Supervising the preparation of the learning outcomes report, and considering improvement suggestions, at the courses and curricula level and deciding on them.
7. Developing new programs to suit the requirements of the labor market.
8. Adopting joint programs that are compatible with the requirements of the labor market.
9. providing learning resources to meet all the needs of the department's programs and various program courses.
10. providing the necessary programs and software to meet all the needs of the department's programs and various program courses.
11. Reviewing and renewing the list of scientific journals accepted for publication by the department.
12. Considering requests for course equivalency and making recommendations regarding them.

QUALITY ASSURANCE

Quality Policy

The College of Business Administration at King Saud University takes pride in being one of the leading institutions in the field of business education in the region. It is dedicated to offering top-quality business education within a highly competitive higher education system. This requires a continuous effort to stay ahead of the curve. The college takes pride in its commitment to providing the best business education to its students.

CBA is committed to maintaining continuity in leadership in the region's business education field. To achieve this objective, the college is dedicated to fulfilling the requirements for academic accreditations, whether national or international, for all its programs. Additionally, CBA aims to provide a world-class level of education. To achieve this, it works hard to improve the performance level of its employees and administrative staff, enabling them to maintain readiness for obtaining the Quality Management System (ISO 9001:2000) certificate.

Quality process

The Office of the Vice Dean of Development and Quality (D&Q) is responsible for overseeing all accreditation and quality processes in the College, across both the male and female campuses. The Vice Dean for D&Q is responsible for establishing and maintaining a quality assurance system, as well as delegating the necessary authorities to measure and evaluate the extent to which the mission, goals, and objectives are being achieved. The quality unit operates based on an agreed-upon plan and observe all quality-related

processes at the University level. Each department in the College has a quality representative who is responsible for facilitating quality initiatives and supporting timely data collection, and they report to the head of the Development and Quality Unit.

Each department within the college has its own mission, vision, and strategic goals that are aligned with the overall mission, vision, and strategic goals of the college. The quality management committees within each department are responsible for creating and maintaining a quality assurance system. Additionally, they regularly evaluate the degree to which the department is achieving its mission, goals, and objectives.

The College's commitment to quality is upheld by the highest leadership, including the direct involvement of the Dean and the Vice Dean for Development and Quality. The faculty members are extensively involved in the quality improvement processes, and their participation is mandatory in all related activities. The Deanship of Quality, Deanship of Skills Development, and CBA have provided different quality training programs and workshops to ensure all faculty members are ready to participate in different quality activities.

COLLEGE OF BUSINESS ADMINISTRATION POLICIES AND PROCEDURE

College admission:

Students are accepted into the university based on Admission policies which are set by the Deanship of Admission and Registration. The Deanship of Admission and Registration Affairs is the centralized unit at the University level and serves all the 23 colleges for student admission and registration-related matters.

This section states admission requirements into the programs offered at CBA. CBA admissions policies are clear and consistent with the College's mission. The Admissions process is performed electronically through the Deanship of Admission and Registration website at the university level. Applicants submit their applications electronically. Applicants compete for available seats based on their preferences based on centralized admission criteria, as well as in accordance with the terms and conditions of admission approved by the University Council. The deanship distributes students to different colleges based on their preferences and the number of students to be accepted into each college.

The following are the general admissions requirements for the university for undergraduate studies:

- The applicant must be Saudi nationality, or have a Saudi mother, or the mother of Saudi children.
- The applicant must have a high school diploma or its equivalent from inside or outside the Kingdom of Saudi Arabia. Certificates awarded outside the Kingdom must be certified by the Ministry of Education.
- The applicant must not have been more than five years since he/she obtained high school or its equivalent.

- The applicant must have a valid score in the National Center for Assessment (General Aptitude Test) in accordance with the requirements of the admission standard for the required track.
- The applicant must be medically fit and able to complete the academic program requirements.
- The applicant must not have been expelled from the university for disciplinary or academic reasons.
- The applicant must not be enrolled in another university inside or outside the Kingdom.
- The applicant must not have previously obtained a bachelor's degree.

The student is accepted into the College of Business Administration as follows:

1. When the student determines the track of College of Business Administration in the common first year (the student will be accepted based on College of Business Administration requirements).
2. Completing the requirements for the common first year.

Regulations:

1-Registration

- A student is automatically registered during every academic semester. Each student must confirm his/her registration within the first week of the semester.
- The minimum load is (12) units and the maximum is (20) units.
- The students may enter the Online Academic Portal by using student's username and password to add courses, delete courses, modify the schedule, and confirm registration.
 - If the student encounters any problems concerning his/her registration, he/she must counsel his/her academic advisor or to the Student Affairs office in the college.

2- Attendance Policy

- The student must regularly attend all lectures and practical lectures. The student will not be allowed to continue the course or participate in the final examinations if his/her percentage of attendance is less than (75%) of the lectures and practical lectures allotted for the course.
- Absences are counted from the first day of the semester.
- The student who is deprived of attending the final examination will fail that course.
- The student will receive an academic warning if his/her accumulative average doesn't go beyond (2.00) and he/she will be expelled if he receives three consecutive warnings

3- Study Postponement and Suspension

- The student is allowed to apply for postponement before the end of the first week of the semester, if he /she presents an acceptable excuse to the dean, and the postponement duration must not exceed two consecutive semesters or a maximum of three inconsecutive semesters.
- The students applying for postponement during the academic year are not allowed to postpone two consecutive years or more than a maximum of two inconsecutive years throughout the duration of study, otherwise, the student's file will be cancelled and he will be terminated from the University.
- The postponement is not calculated within duration necessary for fulfilling the requirements of graduation.

4- Transfer Policy

Student can transfer to one of the College of Business Administration programs if he/she meets the following explained conditions:

- Transfer from One University to Another

Upon the recommendations from the student affairs committee followed by an approval of the dean of the particular college that the student is transferring to, the student will be admitted into the University in accordance with the following prerequisites:

- The student should have studied at an accredited college or university.
- The student shall not be admitted into the University if he or she is transferring because of disciplinary and/or academic infractions.
- The student shall meet the transferring conditions specified by the college council.

The number of required units that the transferred student should study at King Saud University should not be less than 60% of the total units required for the bachelor's degree by the University. The college council equates courses that the student has studied outside of the University according to the recommendation of the Deanships' councils. The equivalent courses are registered in the student's academic record, but they are not calculated in his/her cumulative average. If it turns out after the transfer that the student was dismissed for a disciplinary measure or academic infraction, his/her registration is to be cancelled from the date of his transfer to the University. Student transfer may occur in any semester from one university to another, in accordance with the aforementioned procedures; the dates on which he/she may be transferred shall be in accordance with the general conditions of transfer.

-Transfer from One College to Another within the University

Initially, this process occurs with the approval of the deans of the two respective faculties. The student is allowed to transfer in accordance with the conditions determined by the college to which the student wants to transfer. Then, all courses previously studied by the transfer student, along with scores and cumulative averages, are fixed in his/her academic record.

Conditions for transferring from within the university to CBA:

- GPA should not be less than (4.25) from colleges that follow the health or scientific colleges track.
- GPA should not be less than (4.50) from the colleges that follow the path of humanities colleges
- The student must have a high school diploma in the scientific or administrative track
- The student must have studied at least one semester in the college to which he/she is assigned and completed at least 9 hours
- Obtaining a grade of (B) in English language courses.
- There will be a comparison between applicants according to the available seats

- Transfer from One Major to Another within CBA

Upon the approval of the College's dean, the student may be allowed to transfer from one major of study to another in accordance with the conditions set by the college council. This process occurs with the approval of the department head of the two respective majors. All courses previously taken by the student, along with the scores and cumulative and semester averages are all fixed in the student's academic record during his/her university study.

5- Satisfactory Academic Performance and Dismissal of Students:

- At KSU, university wide policy insists that every student admitted into any academic program should maintain a specific level of academic performance as specified by individual programs and colleges. In case of failure to maintain satisfactory academic performance, a student may be dismissed from the university in the following cases:
- If he/she has got three consecutive warnings on most of the low cumulative GPA (2.0 of 5 or 1.0 of 4) and the University Council on the recommendation of the College Council might give a fourth chance to those who can raise the cumulative GPA by studying the available courses.

- If a student did not complete the graduation requirements within a maximum of half of the period prescribed for graduation as well as the duration of the program, and the University Council might give an exceptional opportunity for the student to finish graduation requirements up to a maximum not exceeding twice the original duration specified for graduation.
- The University Council may, in exceptional cases, address the situation of students who meet the provisions of the preceding two paragraphs giving them an exceptional opportunity not exceeding two semesters at the most.

- Grading System

A unified grading system has been followed for assessing the academic performance of the students at King Saud University. The College of Business Administration also follows the University-wide system as given below:

Table 1: Grading System

Points	Grade	Course Grade	Marks
5.00	A+	Excellent Plus	95 - 100
4.75	A	Excellent	90 less than 95
4.50	B+	Very Good Plus	85 less than 90
4.00	B	Very Good	80 less than 85
3.50	C+	Good Plus	75 less than 80
3.00	C	Good	70 less than 75
2.50	D+	Pass Plus	65 less than 70
2.00	D	Pass	60 less than 65
1.00	F	Fail	Less than 60

- Incomplete (IC) grade

The college council may allow any student to study the requirements of any course in the following semester based on a recommendation by the instructor of the course. The student then receives (IC) grade in his academic record, and it is not calculated

in his semester average or in his accumulative average unless he/she fulfills the requirements of that course. If one academic semester passes without changing the (IC) grade in the student's record due to not fulfilling the course, the (IC) grade is replaced by (F) which is calculated in his semester average and in his accumulative average.

If research courses entail more than one semester, the student receives (IP) in his record. By fulfilling the requirements of the course, the student will obtain the grade of that course. However, if the student cannot fulfill the course within the allotted time, the council of the college may approve an (IC) grade in his/her record.

6- Graduation Requirement

The student graduates from any academic program upon successfully completing the graduation requirements stated in the study plan. The Cumulative Grade Point Average (CGPA) should be at least about the acceptable level (2.00 out of 5.00).