

ANNUAL TRUST AND INTEGRITY REPORT

AY 2024-25

Reporting period	AY 2024-2025
Approval date	17 th November 2025
Prepared by	Head, Quality Assurance Office
Reviewed by	Senior Leadership Team (SLT)
Next report	November 2026

1. Introduction

This report covers institutional trust, ethics and integrity activities during the academic year 2024-25. It brings together high-level information from grievance and disciplinary processes, academic appeals, internal audits, non-conformity reporting, risk management, conflict-of-interest declarations, procurement controls, and staff and student feedback channels.

The report does not disclose names, personal identifiers, detailed allegations, minutes or individual disciplinary outcomes. This report provides the annual public account of institutional trust, ethics and integrity matters reviewed through MEC's governance mechanisms and overseen by the Senior Leadership Team.

2. Trust and integrity at MEC

MEC follows an integrated approach to trust, ethics and integrity. The SLT provides central oversight, supported by specialist committees, policies, grievance and disciplinary procedures, audit mechanisms, and stakeholder-feedback channels.

The principal mechanisms include:

- Staff and student grievance procedures.
- Staff and student disciplinary procedures.
- Student grade appeals through DARC and IARC.
- Conflict-of-interest declarations and confidentiality controls.
- Ethical and transparent procurement requirements.
- Internal audits and institutional non-conformity reporting.
- Staff and student surveys, meetings and suggestion channels.
- Public channels for complaints, concerns, feedback and suggestions.

3. Academic year at a glance

The table below provides a concise overview of activities and outcomes during the academic year in comparison with the previous academic year.

Area	Annual total (AY 2023-24)	Annual total (AY 2024-25)
Staff grievances reviewed	1	2
Student non-academic grievances reviewed	1	0
Grade appeals (academic grievances) reviewed	101	103
Staff disciplinary matters reviewed	1	1
Student disciplinary matters reviewed	2	8
Public complaints and concerns received	0	0
Internal audits completed	23 departments, offices and centres	23 departments, offices and centre
Non-conformities reported	34 NCs and major NCs (QMS) 2 NCs (HSMS)	IA - 45 NCs and major NCs (QMS) 5 NCs (HSMS)
Conflict-of-interest declarations received	2 (1 HR and 1 procurement)	2 (HR)
Plagiarism Cases	39	18
Academic cheating cases including collusion, ghost-writing, malpractice etc.	56	41

4. Feedback, complaints and suggestions received

MEC continued to gather staff feedback through the Staff Satisfaction Survey, General Staff Meetings and suggestion boxes. Feedback from students was gathered through the New Student Survey, Student Satisfaction Survey and the Module Evaluation Survey. The Dean also met with different categories of students twice during the year (once every semester) to understand their academic and wider institutional experience and gather feedback on these matters.

Staff and students were able to submit feedback, suggestions and concerns through suggestion boxes placed across the campus and through the College's published contact channels. Matters requiring action were referred to the relevant departments for review, response and follow-up. Progress was monitored through the appropriate institutional mechanism. Actions requiring board approval were presented to the College Board. Actions requiring budgetary considerations were directed to be added in departmental planning action items for the upcoming year.

Feedback from students was on enhancing orientation sessions, module registration support, and IT service support. Feedback from staff was related to work timings, work-life balance, promotions and recognition.

5. Key themes and observations

5.1 Nature of matters raised

During the reporting period, the most frequently raised matters related to documents pending update in alignment with changes to the Strategic Plan, records management, benchmarking, routine academic appeals, and student disciplinary issues related to student conduct concerns involving interactions with staff. The academic integrity violation (AIV) cases have decreased from previous years. Other themes emerging from risk management of high and medium risks are related to technical issues with the LMS during time-constrained assessments, not achieving the objectives of signed MoUs, delays in faculty recruitment and delays in review and approval of new and revised academic programmes.

5.2 Resolution and follow-up

Student and staff grievance and disciplinary matters were resolved through the relevant committees as per the committees' ToRs. The AIV cases have been decreasing over the years. The reduction coincided with continued awareness of the Academic Integrity Policy, related guidance and the ethical use of generative AI tools.

The departments closed the audit findings as per the timelines in the audit report, and the effectiveness of the corrective actions will be evaluated in the next internal audit. Action plans based on feedback on modules, services, first impression of new students and support provided to Alumni are implemented by respective departments for further enhancements.

Matters requiring further review were referred to the SLT and College Board. Corrective actions are monitored by the QAO and by respective SLT members.

5.3 Recurring themes

The annual review identified recurring themes relating to updating documents, IT support issues, staff recruitment and work-timings. These observations informed the improvement actions summarised later in this report.

6. Improvements introduced during the year

The College reviews issues, feedback and internal audit findings to identify opportunities for institutional improvement.

Area identified	Improvement introduced
Public access to feedback channels	The MEC Contact Us page was updated to clearly announce that feedback, suggestions, complaints and concerns may be submitted through info@mec.edu.om This is in addition to the existing suggestion boxes
Non-conformity reporting and follow-up	1. Re-audits were conducted for certain departments having high number of NCs and those whose operations had majorly changed due to strategic plan changes.
Staff and student engagement	Staff and students were able to provide inputs by being members of various decision-making bodies and through formal sessions with the Dean and other SLT members.
Enhanced LMS	MECFuture an AI-powered platform functions as the LMS and also caters to the employability needs of students and alumni.

7. Priorities for the coming year

- Strengthen awareness of grievance, disciplinary and appeal processes.
- Improve the monitoring and timely closure of corrective actions.
- Analyse recurring themes across complaints, audits, non-conformities and feedback.
- Align IMS to ISO 21001:2025