



Title: Institutional Performance Measurement Policy

Code: GU-PL45IPM

Version: 2.1

Date of Issue: 2023

Effective Date: July 2023

Approval Authority: Board of Trustees

Document Owner: Director of Quality Assurance and Development Center

Review: The policy is subject to a periodic review every 4 years or in a shorter cycle as per amendments of regulations and policies



1. Purpose

The purpose of this policy is to ensure Gulf University commitment towards quality culture and continuous improvement. The policy entails the Quality Assurance Development Framework of the University and underpins the governance and management of academic and administrative Departments and Units.

2. Scope

This policy applies to:

- all Colleges, Departments, Centers, Units, Offices (both Academic and Administrative), Councils, Committees and their functions at Gulf University.
- all academic and administrative staff and students at Gulf University.

3. Acronyms

BQA	Education and Training Quality Authority
HEC	Higher Education Council
HOD	Head of Department
NQF	National Qualifications Framework
PMO	Performance Measurement Officer
SIS	Student Information System

4. Definitions

Strategic Plan: The Strategic Plan provides the structure and framework to implement the initiatives of the organization at functional level and its impact on performance parameters. It is an inclusive process and embraced an internal and external environment scan, identifying goals and objectives, deriving initiatives, achieving milestones, as well as stakeholder participation in accordance with financial resources.

Key Performance Indicator: A Key Performance Indicator (KPI) is a measurable value/parameter that demonstrates how effectively an organization is able to achieve its strategic objectives.

Performance Measurement Officer: Performance Measurement Officer is responsible for integrating data compiled from internal source/system in order to ensure evidence based/informed decision making.

Student: A student is any individual who has completed the formal procedures necessary to register on a program offered by Gulf University.

University Constituents: University Constituents are Colleges, Departments, Centers, Units, Offices (both academic and administrative), Councils and Committees at Gulf University.

5. Policy Statement

Gulf University is committed to enhance institutional effectiveness by transforming institutional and other data into valid, reliable and useable information. The University ensures measuring the performance, progress, and efforts towards achieving institutional KPIs as per the strategic plan, of the various academic and administrative activities of Colleges, Departments, Units, Offices, and Centers in quantitative and qualitative terms to facilitate evidence based decision making. Institutional Performance Measurement Office is primarily responsible to develop and implement appropriate and effective tracking mechanisms in order to measure the performance of the academic and administrative constituents of the University, and the institution as a whole takes into consideration collect feedback from internal and external stakeholders. This in turn ensures the achievement of University vision and be competitive in higher education landscape.

6. Policy Details

- 6.1 Gulf University ensures institutional effectiveness by measuring performance of all Academic and Administrative Colleges, Departments, Centers, Units, Councils and Committees across the University.
- 6.2 Gulf University is committed to identify key performance parameters in each of the University Constituents, and Institutional Performance Measurement Office is primarily responsible to define what to measure, how to measure, measurement cycle and to whom to report.
- 6.3 The University ensures the performance measurement of University Constituents in terms of targets and reports by using Learning Management System/SIS or any other specific tool or software application.
- 6.4 The University focuses on identifying various tracking tools to be applied and to generate reports on utilization of University resources (physical and learning).
- 6.5 Gulf University is committed to measure students success indicators in terms of retention, progression, achievement, graduation, and employability.

6.6 Gulf University ensures that data collected are reported and proper action and decisions are taken and support evidence-based decision making.

7. Responsibilities

Academic and Administrative staff are responsible for:

- implementing this document appropriately.

Heads of Academic Departments are responsible for:

- ensuring that all faculty members are fully informed of this document.
- ensuring appropriate implementation of this document.

Directors, Heads, and Managers of Centers, Units, and Departments are responsible for:

- ensuring that all administrative staff members are fully informed of this document.
- ensuring appropriate implementation of this document.

Deans are responsible for:

- ensuring that all faculty members follow this document.
- ensuring appropriate implementation of this document.

The Vice President for Academic Affairs is responsible for:

- ensuring appropriate implementation of this document.

University Policy Development and Review Committee is responsible for:

- systematic review of the effectiveness of this document.

8. Related Policies

- All GU Policies

9. Related Procedures

- All GU Procedures

10. Related References and Standards

BQA	National Qualifications Framework Handbook
BQA	Programs-within-College Reviews Handbook
HEC	Institutional Accreditation Handbook