



**Title: Evaluation, Development and Approval Procedures**

**Code:** GU-PR49EDA

**Version:** 2.1

**Date of Issue:** 2023

**Effective Date:** November 2023

**Approval Authority:** University Council

**Document Owner:** University President

**Review:** The procedures are subject to periodic reviews as per amendments  
of Quality Assurance and Enhancement Policy

## 1. Purpose

The purpose of this document is to ensure Gulf University's commitment towards implementing Quality Assurance and Enhancement Policy for evaluation, development of structure, effectiveness of committees, academic and admin departments, policies, procedures, existing functions and practices. This document aims to specify the process of approval for the proposed development in academic and administrative operations of the university.

## 2. Scope

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

## 3. Acronyms

|               |   |
|---------------|---|
| <b>C-PRDC</b> | College Program Review & Development Committee      |
| <b>C-QAC</b>  | College Quality Assurance Committee                 |
| <b>GU</b>     | Gulf University                                     |
| <b>IT</b>     | Information Technology                              |
| <b>KPI</b>    | Key Performance Indicator                           |
| <b>QADC</b>   | Quality Assurance and Development Center            |
| <b>TOR</b>    | Terms of Reference                                  |
| <b>U-PDRC</b> | University Policy Development & Review Committee    |
| <b>U-PRDC</b> | University Program Review and Development Committee |
| <b>U-QAC</b>  | University Quality Assurance Committee              |
| <b>IQA</b>    | Internal Quality Assuranace                         |

## 4. Definitions

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

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

## 5. Procedure Details

### A. Evaluation of existing organizational structure, effectiveness of existing policies and procedures, committees and their structure, academic and administrative operations, efficiency and effectiveness of governance arrangements:

1. Evaluation of effectiveness of existing structure, mechanism and processes across the university shall be conducted through four different input to provide directions for development.
2. Quantitative and qualitative feedback shall be collected from academic and administrative staff, head of academic and administrative constituents of the university, chair of university and college level committees about the effectiveness of existing structure, policies, procedures, system and functions by conducting survey and focused group meeting.
3. QADC in collaboration with U-PDRC shall design and conduct online survey to be completed by academic and administrative staff. The questionnaire of the survey shall include open ended and close ended questions to collect feedback on the effectiveness of the existing structure, policies, procedures, mechanism and process of academic and administrative functions across the university as well as to invite ideas and suggestions for development.
4. Institutional Performance Measurement Office shall analyze the results of the survey and send the results to the director of QADC. The results shall be discussed in U-QAC meeting to summarize the major outcome/findings.
5. U-QAC shall conduct focused group meeting with university senior management, college deans, head of academic departments, head of

administrative centers/units/departments and chair of university and college level committees. This shall provide qualitative feedback of the staff and senior management about the effectiveness of the existing structure, system, cross link between the functions of university constituents and identify the areas of development. Chair of U-QAC in collaboration with chair of C-QAC shall summarize the outcome of the focused group meetings.

6. QADC shall review the published reports of external regulatory and professional bodies about GU both at institutional and program level. Areas of strength and weakness as articulated in the report shall provide another source of feedback about the effectiveness of the existing structure, policies, procedures, committees, academic and administrative functions of the university.
7. Head of academic and administrative unit in collaboration with Vice President for academic Affairs and Director of QADC shall conduct benchmarking with local, regional and international best practices in terms of structure, functions and process, related policies and procedures, academic programs etc. The head of respective academic and administrative constituents shall prepare comparative analysis of GU practices and best practices around the world. This exercise shall eventually identify the areas of development.
8. Efficiency and effectiveness of governance arrangements shall be measured internally and externally. QADC shall conduct audit to check the consistency between the actions taken by the committees, councils are consistent with ToRs and the university wide policies and procedures. Focused meeting shall be conducted with the senior management about their role to oversee the consistent implementation of the policies and procedures, following the lines of authority and responsibility, consistency between the actions taken and the authority matrix and initiatives taken to meet the strategic objectives and vision of the university. External auditor shall be invited once in two years to conduct audit for the IQA which is conducting institutional review through the IQA system. External auditor shall conduct interview with the BOT members (not necessarily all) to review the efficiency and professional commitment of BoT. This shall be reflected in the recommendations provided by BoT to university council for major and strategic issues ensuring academic standards, graduate employability, university reputation and quality enhancement.

9. Institutional Performance Measurement Office shall prepare achievements of KPIs, student progression and cohort analysis, analysis of stakeholder feedback survey, analysis of effective utilization of IT resources and shall combine the results of utilization of learning and physical resources. Results of performance measurement indicators at institutional, unit and program level in turn shall evaluate the effectiveness of the existing practices and identify the gap areas in academic and administrative operations across the university. Head of academic and administrative departments shall interpret the results of the KPIs and the stakeholder feedback survey and identify the areas of development.
10. The process of evaluation and summarizing input for continuous enhancements shall take place after every 4 or 5 years.

**B. Development and approval of existing organizational structure, effectiveness of existing policies and procedures, committees and their structure, academic and administrative operations and governance arrangements:**

1. U-QAC shall define the directions of development based on survey and focused group meeting, published reports by external bodies about GU, benchmarking against best practices and reports of performance indicators/. U-QAC shall share the results of evaluation and discussed in focused group to identify the areas of development in existing structure, policies and procedures and its effective implementation, structure and responsibilities of committees, overall mechanism of academic and administrative matters. University senior management shall provide insight into the impact of existing structure, policies and procedures and cross relation between procedures, structure, committees, university constituents including academic and administrative functions.
2. U-QAC shall finalize the directions of development once the ideas for development are deliberated in brainstorming sessions. Once finalized, U-QAC shall communicate the identified areas of development in terms of organizational structure, policies and procedures, regular practices of academic and administrative matters at institutional, unit and program level.
3. U-PDRC shall prepare the required enhancements in structure, policies and procedures, forms, regulations, ToR, Scope of Work. U-PDRC shall send the

newly developed or revised policies, procedures, ToRs, Scope of Work to University Council for approval.

4. New policies, ToRs, Scope of Work shall be presented to BoT for approval and shall be implemented accordingly.
5. Academic and administrative staff shall be communicated with the development through email and shall be uploaded in SharePoint by the concerned head of academic and administrative center/unit/department.
6. Evaluation and development cycle shall follow a period of 4 to 5 years. However, in between this time period if any recommendation is received by external bodies, the matters shall be discussed in U-QAC to define the areas of development. Minor changes in program level shall be discussed in Department Council, C-PRDC and approved by College Council. College Council shall disseminate the approved revisions to U-PRDC before implementation.

## 6. Responsibilities

**Academic and Administrative staff are responsible for:**

- following this document appropriately.

**HODs and Managers are responsible for:**

- following this document appropriately.

**Deans are responsible for:**

- following this document appropriately.

**Academic and Administrative Departments are responsible for:**

- appropriate implementation of this document.

**C-QAC and U-QAC are responsible for:**

- appropriate implementation of this document.

**C-PRDC is responsible for:**

- appropriate implementation of this document.

**QADC is responsible for:**

- appropriate implementation of this document.

**Chief Operations Officer is responsible for:**

- appropriate implementation of this document.

**Vice President for Academic Affairs is responsible for:**

- appropriate implementation of this document.

**President is responsible for:**

- appropriate implementation of this document.

## 7. Related Policies

- All academic and administrative policies of GU

## 8. Related Procedures

- All academic and administrative procedures of GU

## 9. Related References and Standards

|            |  |
|------------|--|
| <b>BQA</b> | National Qualifications Framework Handbook     |
| <b>BQA</b> | Programs-within-College Reviews Handbook       |
| <b>HEC</b> | Institutional Accreditation Standards Handbook |