



Planning and Follow-up System

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Introduction

In the light of the strategic objectives of the Vice-Rectorship of Development and Quality, aiming to support the academic and administrative units in designing, preparing and updating their strategic plans, ensuring their adequacy with NU strategic plan and the Ministry of Education's plan "Afaq", as well as supporting these units to obtain distinguished academic accreditations, the importance and critical role of Planning and Follow-up Unit, Deanship of Development and Quality in providing technical support to the various colleges and supportive deanships to promote their performance and to help them establish and meet quality systems, meet the requirements of national and international accreditations and conduct follow-up and evaluation processes. Accordingly, a system shall be developed to manage

the planning, technical support and evaluation provided to colleges and supportive deanships under the umbrella of the University's mission and strategic objectives. The planning and follow-up system comprises three key components, namely planning, technical support and follow-up and assessment.

Objectives of Planning and Follow-Up Unit

- Supporting the academic and administrative units in making and implementing the strategic and action plans.
- Contributing to the management of academic and strategic risks at the University.
- Promoting the skills of the faculty and the administrative body to planning, thinking and strategic administration.
- Supporting the General Secretariat for Strategic Plan Follow-up in implementing its tasks.
- Fostering communication among the Deanship of Development and Quality, development and quality units at colleges, supportive deanships and the administrative units.

Components of the Planning and Follow-Up System

The planning and follow-up system comprises three key stages, including twelve main components, as follows:

Inputs (plans and supportive documents)	Processes (implementing the processes of technical support and follow-up)	Outputs (Assessment and evaluation of planning and follow-up plan)
<ul style="list-style-type: none"> •1. The annual plan of Planning and Follow-up Unit and the reports related to implementation activities. •2. NU strategic plan and developmental projects •3. The strategic plan of the Vice-Rectorship of Development and Quality •4. The approved formation of technical support team at colleges, supportive deanships and administrative units •5. The approved mechanism of technical support and follow-up visits 	<ul style="list-style-type: none"> •1. Paying technical support visits to make the strategic plan and how to implement them. •2. Conducting the processes of follow-up and assessment electronically and in field •3. Providing periodic feedback to the units on their performance and implementation of quality plans 	<ul style="list-style-type: none"> •1. Report on evaluating KPIs of the unit and providing it to Measurement Performance Unit according to the approved template. •2. The annual report of achieving the annual plan of planning and Follow-up Unit according to the approved template. •3. The annual report on the achievements of the University's strategic plan of quality

Procedures for the Planning and Follow-Up System

I.The procedures of the Deanship of Development and Quality

1. Making the annual plan of Planning and Follow-Up Unit based on the strategic plan of the Vice-Rectorship and the University
2. Approving the annual plan of Planning and Follow-Up Unit by the Dean for Development and Quality
3. Making the annual plan of quality at colleges “at the level of programs- development and quality units- deanship of colleges” and approving it by the Dean for Development and Quality
4. Designing/developing all the templates related to planning, technical support, follow-up and assessment

5. Sending the annual plan of quality at colleges to the deans of colleges- heads of development and quality units to insert what is related to each college/program of the improvement and development activities of the colleges and programs in their plans
6. Making technical support team at colleges and supportive deanships and defining its tasks in the light of the annual plan of Planning and Follow-up Plan
7. Making the action plan of the projects of NU strategic plan in collaboration with the consultants of Vice-Rectorship of Development and Quality in coordination with the General Secretariat for Strategic Plan Follow-up
8. Providing technical support to the supportive deanships and administrative/academic units on the projects of the strategic plan in coordination with the General Secretariat for Strategic Plan Follow-up
9. Setting the schedule of technical support visits to colleges and supportive deanships according to the overall assessment and nature of colleges and supportive deanships and defining the protocol of technical support visits
 10. Uploading the quality plan of colleges to the website of the requirements of quality and academic accreditation of the Vice-Rectorship of Development and Quality.
 11. Reviewing the documents uploaded by colleges and programs to the website of the requirements of quality and academic accreditation and providing feedback to colleges and programs
 12. Paying periodic technical support visits to colleges and supportive deanships and completing the relevant reports and tasks
 13. Reviewing the reports of technical support visits, approving them by the Dean for Development and Quality and sending them to colleges and supportive deanships including recommendations and suggestions for improvement to the concerned colleges, supportive deanships and units
 14. Supporting the colleges, supportive deanships and administrative units in making and updating their strategic and annual plans in case of applying according to the system.
 15. Periodic meetings with technical support officials in both student sections to coordinate the planning, technical support and follow-up processes in coordination with the Vice-Deanships in both sections.
 16. Defining the training courses in the field of planning and total quality according to the needs of the strategic plan of the quality and the university, as well as contributing to training the academic and administrative cadres according to the unit's strategic plan
 17. Supporting the website of the unit on the website of the Vice-Rectorship of Development and Quality with documents, events, reports and templates
 18. Paying field visits to colleges in order to examine the documents and to assess the achievement of the annual plan of quality
 19. Making the annual report on evaluating the KPIs of Planning and Follow-Up Unit, submitting it to Unit of Performance Measurement and displaying it to the deanship council to be discussed and to make the improvement measures required to promote the performance of the unit
 20. Making the annual report on the risks to implement and follow- up NU strategic plan and achieving its objectives in collaboration with the General Secretariat for Strategic Plan Follow-up
 21. Making the annual report on achieving the annual plan of Planning and Follow-up Unit and displaying it the deanship council to be discussed and to make the improvement measures in the next annual plan of the unit
 22. Making and discussing the annual report of achieving NU strategic plan of quality to make the improvement measures in order to promote performance at the level of programs/ colleges/ deanships/ the whole university

II.Procedures of development and quality units at colleges and supportive deanships:

1. Making the annual plan of development and quality units according to the approved annual plan of quality at colleges
2. Approving the annual plan of development and quality units at colleges
3. Equipping the headquarter of Development and Quality Unit with the logistic facilities required for technical support visits
4. Preparing the files and documents of academic accreditation for each program and making them easily accessed on visits
5. Coordinating and organizing the meetings between the employees of the college/deanship and technical support official
6. Contributing to defining the training requirements/ needs in the field of quality to the employees of the college/ deanship and providing the technical support official with them.
7. Submitting the periodic and annual reports on the achievements of development and quality units to Planning and Follow-up Unit using the templates approved by the Deanship of Development and Quality

Mechanics of the Planning and Follow-Up System

No.	Task	Description	Person in charge	Tool	Timeline
The procedures of the Deanship of Development and Quality					
1	Making/ approving the annual plan of Planning and Follow-up Unit	Making the annual plan of Planning and Follow-up Unit according to the strategic plan of the University and the Vice-Rectorship of Development and Quality and what was evaluated of improvement priorities in the former plan	Head of Planning and Follow-Up Unit	-----	Week one of the academic year
2		Submitting the draft of the annual plan of Planning and Follow-up Unit to the deanship council	Head of Planning and Follow-Up Unit	-----	
3		Approving the annual plan of Planning and Follow-up Unit	Dean for Development and Quality	-----	
4	Implementing the activities of the approved annual plan of Planning and Follow-up Unit	Making the annual plan of quality at colleges according to the annual plan of the University and the Vice-Rectorship and approving it by the Dean for Development and Quality	Head of Planning and Follow-Up Unit	Template (1): The unified template of the annual plan of quality at the colleges	Week two of the academic year

No.	Task	Description	Person in charge	Tool	Timeline
5		Uploading the quality plan of colleges to the website of the requirements of quality and academic accreditation of Vice-Rectorship of Development and Quality.	Head of Planning and Follow-Up Unit	-----	
6		<p>1-Constituting technical support teams and distributing them to colleges and supportive deanships</p> <p>2-Defining the tasks/responsibilities of technical support according to the annual plan of quality</p> <p>3-Setting the schedule of technical support visits according to the overall assessment and academic nature of colleges and supportive deanships and defining the protocol of technical support visits</p> <p>4-Designing/ developing all the templates of technical support according to the requirements of the annual plan of quality at colleges and supportive deanships</p> <p>5-Submitting the formation of technical support team and the schedule of follow-up and technical support visits to be approved by the Dean for Development and Quality</p>	Head of Planning and Follow-Up Unit	-----	
7		<p>1-Defining the training courses in the field of planning and total quality according to the needs of the strategic plan of quality and university</p> <p>2-Submitting the training needs of Skills Development Unit to be listed on its annual plan</p>		-----	
8		<p>1-Approving the formation of technical support teams and visits schedule</p> <p>2-Circulation of the approved annual plan of quality and its templates in order to insert what is related to each college of improvement and development activities of the college and its programs within the annual plan of its Development and Quality Units</p> <p>3-Circulation of the formation of technical support teams, visits schedule, visit protocol and the templates related to technical support to all colleges</p>	Dean for Development and Quality	-----	

No.	Task	Description	Person in charge	Tool	Timeline
9		Holding periodic meetings with technical support officials to discuss the works of technical support, contents of the periodic reports of colleges on the achievements of the plan, good practices, obstacles and improvement suggestions, as follows: - Preliminary/ preliminary meeting - Quarterly meetings - Final meeting	Head of Planning and Follow-Up Unit	-----	Periodically according to the approved timeline in the unit
10		Paying technical support visits and working on achieving their basic objectives, namely implementing and following up the annual plan of quality at the college/deanship, as well as the requirements of quality of the college/deanship reported prior to the visit	Technical support officials in collaboration with Development and quality units' supervisors	Regulations of follow-up and technical support visit	Periodically according to the schedule of technical support visits of each college/ deanship
11		Providing technical support and training to the team works of academic and administrative units in designing and making the strategic plan according to the template and giving the action plan to them	Technical Support Officials	Template (2): Template of the strategic plan of colleges and deanships	According to the approved timeline of the unit
12		Sending the strategic plans to be evaluated by internal and external experts	Head of Planning and Follow-Up Unit	Template (3): Template of the strategic plan evaluation	According to the approved timeline of the unit
13		Following up the modification and editing of the strategic plans according to the evaluation reports	Technical Support Officials	-----	According to the approved timeline of the unit
14		Providing technical support on NU strategic plan's projects to the supportive deanships, administrative units and colleges	Technical Support Officials	According to the regulations of follow-up and technical support visits	Periodically according to the schedule of technical support visits of each college/ deanship
15		Submitting the reports of follow-up and technical support to colleges and supportive deanships "bimonthly reports" including the notes of recommendations and improvement suggestions to the head of Planning and Follow-up Unit	Technical Support Officials	Template (4): Template of a visit report to college	Bimonthly
16		Ratifying and approving the reports of technical support periodic visits by the Dean for Development and Quality to be submitted to colleges/ deanships in order to benefit from the notes of recommendations and improvement suggestions	Head of Planning and Follow-Up Unit/ Dean for Development and Quality		

No.	Task	Description	Person in charge	Tool	Timeline
17		Reviewing the outputs of quality plan uploaded by the academic programs, development and quality units and deanship of colleges to the website of development and academic accreditation and writing review reports to be submitted to the head of Planning and Follow-up Unit	Technical Support Officials	Template (5): Template of the monthly report of reviewing e-documents	Monthly
18		Ratifying the reports reviewing the outputs of academic programs, development and quality units and deanship of colleges uploaded to the website of development and academic accreditation and providing feedback to colleges	Head of Planning and Follow-Up Unit/ Dean for Development and Quality		
19		1- Receiving and reviewing semester and annual reports submitted by colleges on the progress of achieving the annual plans of quality and making sure of the report contents, the availability of all supporting documents and extracting the good practices and improvement suggestions 2- Submitting the review report to the head of Planning and Follow-up Unit to be approved by the Dean for Development and Quality and providing feedback to colleges on the achievement level	Technical Support Officials	Template (6): Template of the semester/annual evaluation of the quality plans of colleges and programs	Semester/ annual
20		1- Paying the annual field visit to academic programs and development and quality units at colleges to assess performance according to the quality plan of the academic programs and development and quality units, making sure of the documents and the accuracy of the documentation process 2- Making a report on the results of the field visit and submitting it to the head of Planning and Follow-up Unit	Technical Support Officials	Template (7): Template of the annual field evaluation visit report	Annual
21		Reviewing the reports on field assessment visits, approving them by the Dean for Development and Quality and sending them to colleges and academic programs	Head of Planning and Follow-Up Unit/ Dean for Development and Quality		

No.	Task	Description	Person in charge	Tool	Timeline
22	Implementing the annual plan of Planning and Follow-Up Unit	1-Making a semester/ annual report on the total number of follow-up and technical support visits paid to colleges and deanships and the most significant practices in providing technical support and follow-up, obstacles of the implementation of technical support and follow-up and improvement suggestions of technical support provided to colleges and deanships 2-Submitting the report to the head of Planning and Follow-up Unit for discussion, taking corrective measures and defining the priorities of improving the processes of technical support and follow-up	Technical Support Officials	Template (8): Template of the semester/annual report to evaluate the technical support provided to colleges/deanships	Semester/ annual
23		Making the annual report on risks to implement and follow-up NU strategic plan and achieving its objectives in collaboration with the General Secretariat for Strategic Plan Follow-up	Planning and Follow-up Unit/ General Secretariat for Strategic Plan Follow-up	-----	Annual
24		Making an annual report on the achievements of NU strategic plan of quality including the achievement of the approved annual plan to support quality, the general level of achievement at the level of the university and each college, the most significant strengths in achievement and improvement for suggestions in the next plan, as well as illustrating the percentage of achieving the objectives of the strategic plan of quality	Head of Planning and Follow-Up Unit	-----	Annual “by the end of the academic year”
25		Making the annual report on evaluating the KPIs of Planning and Follow-Up Unit, submitting it to Measurement Performance Unit and displaying it to the deanship council to be discussed and to make the improvement measures required to promote the performance of the unit		Template (9): Template of the annual report of the evaluation of KPIs of Planning and Follow-up Unit	
26		Making the annual report on achieving the annual plan of Planning and Follow-up Unit and displaying it the deanship council to be discussed and to make the improvement measures in the next annual plan of the unit		Template (10): Template of the annual report of achieving the annual plan of Planning and Follow-up Unit	
27		Submitting the annual reports on the achievement of the annual plan and KPIs evaluation to the deanship council		-----	

No.	Task	Description	Person in charge	Tool	Timeline
28		1-Approving the annual reports on the achievement and evaluating the performance of Planning and Follow-up Unit 2-Submitting a copy of the approved annual report on the evaluation of Planning and Follow-up Unit KPIs to the Unit of Performance Measurement of the Vice-Rector for Development and Quality	Dean for Development and Quality	-----	
Tasks of the development and quality units and academic programs					
1	Risk analysis at the institutional and program level	1-Listing and analyzing the risks to the academic programs to be submitted to the Standing Committee of Crises and Risks	Heads of departments/ male/female coordinators of the programs	Template (11): Template for listing and analyzing the academic risks	Annual
		2-The annual report on academic risk confrontation	Heads of departments/ male/female coordinators of the programs	Template (12): Report on risk confrontation	Annual
2	Making/ approving the annual plan of Development and Quality Unit	3-Making the annual plan of Development and Quality Unit according to the approved plan of quality and including the activities that achieve the objectives of the unit as mentioned in the executive regulation of Development and Quality Units 4-Submitting and discussing the annual plan of Development and Quality Unit with the unit council 5-Approving the plan by the Council of Development and Quality Unit after submission and discussion	Supervisors of development and quality units/ councils of development and quality units at colleges and supportive deanships	-----	Week three of the academic year
3	Defining technical support requirements of the college/ deanship	Technical support requirements are defined in the light of ongoing activities according to the timeline of the approved plan after discussion with the executive teams of the program, including the training needs of quality to the employees of college/ deanship.	Supervisors of development and quality units	Template (13): Template of technical support visit agenda	The template is sent to the technical support officials assigned with follow-up three days at least before the time of technical support. In case that it is not received by the college's Development and Quality Unit, an agenda is set by the technical support officials.

No.	Task	Description	Person in charge	Tool	Timeline
4	Equipping the headquarter of Development and Quality Unit for technical support visit	1-Equipping the headquarter of Development and Quality Unit with the logistic equipment required for the periodic technical support visit and the annual assessment field visit 2-Preparing the files and documents of academic accreditation for each program in the headquarter of Development and Quality Unit on visits 3- Coordinating and organizing the meetings between the employees of the college/deanship and technical support official or field assessment visit team	Supervisors of development and quality units	Checklist Schedule (The tools are prepared by each college according to its equipment and vision.)	Before the technical support visit/ field assessment
5	Listing the performance indicator data	Listing the data of KPIs by the programs to ensure quality assurance of the University programs	Heads of departments	Template (14): Template for listing the programs KPIs data	Annual
	Making the semester and annual report to follow up implementing quality support plan at colleges	1-Making the semester/ annual report of evaluating the progress in achieving the approved quality plan, including a discussion of the good practices, obstacles and suggestions for improvement 2-Displaying the report by technical support officials assigned by follow up to be reviewed before submission to the head of Planning and Follow-up Unit	Supervisors of Development and Quality Units/ Head of Planning and Follow-Up Unit	Template (6): Template of the semester/annual evaluation of the quality plans of colleges and programs	Semester/ annual

Technical Support Team: Formation and Responsibilities

The nominations and distributions of technical support officials to colleges/supportive deanships in the light of their specializations and experience by the head of Planning and Follow-Up Unit. The proposal is discussed and approved by the Dean for Development and Quality. The formation and distribution of technical support officials are approved by a decision made annually by the Dean for Development and Quality. Their terms of reference are as follows:

1. Following-up the implementation of NU strategic plan and quality plan in the academic and administrative units and providing technical support to the teams of implementing the developmental projects relevant to the strategic plan of the college and university
2. Providing technical support to development and quality units, academic programs, supportive deanships and administrative units to meet the requirements of institutional and program academic accreditation.
3. Contributing to developing the team works of the academic and administrative units by holding courses and workshops, guidance and training in coordination with Deanship of Development and Quality
4. Contributing to assessment visits to the academic and administrative units according to assessment and follow-up requirements in the Deanship of Development and Quality

5. Holding periodic meetings of technical support with quality teams at colleges and supportive deanships to discuss the obstacles and to make suggestions to fulfill the institutional and program accreditation requirements
6. Preparing cadres from the faculty and the administrative body at colleges and supportive deanships that can apply quality systems to inputs, processes and outputs through training and circulating the good practices
7. Ratifying the semester reports on the achievements of the activities listed in the annual action plan of Development and Quality Units according to the template approved by the Deanship of Development and Quality before submission to the head of Planning and Follow-Up Unit
8. Submitting the reports to Development and Quality Units according to the approved template in the units (ISO templates)

The communication mechanism between technical support officials

Communication between male and female officials of technical support is conducted according to the following levels:

- **At the level of Deanship of Development and Quality:** The head of Planning and Follow-Up Unit holds periodic meetings (preparatory, quarterly and final) with the male and female officials of technical support throughout the academic year to unify the mechanics, attitudes and tools to ensure achieving the integration and progress of performance
- **At the level of college/ deanship:** Technical support male/female officials at the college are responsible for communication and coordination regarding following-up the college's performance in the male and female sections before paying the visits to ensure unifying work mechanisms, attitudes and tools. Shared reports shall be submitted illustrating performance in both sections.

Important regulations of technical support and follow-up visits at colleges and supportive deanships	
1.	The times of technical support visits approved by the Dean for Development and Quality are static and cannot be modified because technical support and follow-up officials are related to other tasks in the colleges/deanships.
2.	In case the technical support and follow-up officials could not attend on time according to the approved schedule of visits, the Deanship shall notify the concerned college/ deanship two days at least before the visit.
3.	If the college/ deanship desires to apologize for a technical support and follow-up visit, the college/ deanship shall send a letter to the Dean for Development and Quality two days at least before the visit.
4.	If the officials of the concerned body did not exist or technical support and follow-up officials could not pay the visit for more than (30 minutes) from the time of the visit, the visit is canceled and the head of Planning and Follow-Up Unit is notified to take action.
5.	The concerned body prepares for technical support visit, provides all the required files and documents and invites the necessary attendees according to the approved template of the agenda of technical support visits filled by the supervisor of Development and Quality Unit that was submitted to the technical support official three days at least before the visit.
6.	The Deanship of Development and Quality provides feedback on the visit to the dean of college/ deanship in the visit report after being approved by the Dean for Development and Quality.
7.	The supervisor of Development and Quality Unit or his deputy shall exist during the visit in coordination with the college administration. If this item was not abided by, the visit is canceled and the head of Planning and Follow-Up Unit is notified to take action

KPIs of Planning and Follow-Up Unit

Objectives	Relative weight	Approved KPIs	Type of the KPI	Targeted value
Supporting the academic and administrative units in making and implementing the strategic and action plans	30% (Distributed equally by the indicators that	Percentage of the reports on reviewing the strategic and action plans of NU units	Productive	Number of review reports in the academic year/ number of plans submitted by the units=

Objectives	Relative weight	Approved KPIs	Type of the KPI	Targeted value
	each KPI receives 9%			1:1
		Number of feedback reports on implementing the annual plans of the units	Productive	Number of the annual feedback reports/ number of units= 1:4
		Percentage of paying technical support visits out of the total number of the planned visits according to the approved decision	Productive	Number of technical support visits paid in the year/ total number of the planned visits × 100 (not less than 75%)
		Percentage of the beneficiaries' satisfaction with follow-up and technical support processes offered by technical support officials	Performance quality	Not less than 80%
Contributing to the management of academic and strategic risks at the University.	15% Distributed equally	A report on the risks to NU strategic plan	Productive	A report annually
		Percentage of the reports on expecting and analyzing the academic programs Not less than 90%	Productive	Number of the reports received by the unit from the program/ total number of programs × 100 (not less than 90%)
		Percentage of success in risk confrontation is not less than 80%.	Effectiveness	Number of expected risks/ number of the addressed risks × 100 (not less than 80%)
Promoting the skills of the faculty and the administrative body to planning, thinking and strategic administration.	15% Distributed equally	Percentage of training the academic and academic cadres in the field of strategic planning and continuing improvement	Productive	Number of the male and female administrators who received the training/ total number of administrative cadre × 100 (not less than 25%) Number of the male and female academicians who received the training/ total number of academic cadre × 100 (not less than 25%)
		Percentage of the strategic plan projects that were accepted or accepted with minor modifications by the colleges and administrative units from the first evaluation	Competence	Not less than 50%
Supporting the General Secretariat for Strategic Plan Follow-up in implementing its tasks.	20% distributed equally that the first indicator should not be less than 10%	Percentage of the annual achievement of NU strategic plan's projects	Effectiveness	Number of the achieved projects of the strategic plan by the end of the year/ total number of the projects planned to be achieved in the year × 100 (not less than 80%)
		Percentage of the review	Productive	Number of the reports on

Objectives	Relative weight	Approved KPIs	Type of the KPI	Targeted value
		reports on implementing of NU strategic plan's projects		reviewing project implementation/ total number of the reports submitted on the achievement of the plan's projects $\times 100$ (targeted percentage 100%)
		Percentage of the annual update of NU action plan	Competence	100%
Fostering communication among the Deanship of Development and Quality, development and quality units at colleges, supportive deanships and the administrative units.	20% Distributed equally	Percentage of complaints by the programs and colleges regarding the poor communication with the unit	Performance quality	Total number of complaints during the year on support provided by Planning and Follow-up Unit/ total number of academic and administrative units that receive the support $\times 100$ (not more than 5%)
		Percentage of stakeholders' satisfaction with communication with Deanship of Development and Quality	Performance quality	Not less than 80%

Map of Planning and Follow-up Unit KPIs

KPIs

KPIs of Productivity

- Percentage of the reports on reviewing the strategic and action plans of NU units
- Number of feedback reports on implementing the annual plans of the units
- Percentage of paying technical support visits out of the total number of the planned visits according to the approved decision
- A report on the risks to NU strategic plan
- Percentage of the reports on expecting and analyzing the academic programs Not less than 90%
- Percentage of training the academic and academic cadres in the field of strategic planning and continuing improvement
- Percentage of the review reports on implementing of NU strategic plan's projects

KPIs of Performance Quality

- Percentage of the beneficiaries' satisfaction with follow-up and technical support processes offered by technical support officials
- Percentage of complaints by the programs and colleges regarding the poor communication with the unit
- Percentage of stakeholders' satisfaction with communication with Deanship of Development and Quality

KPIs of Competence

- Percentage of the strategic plan projects that were accepted or accepted with minor modifications by the colleges and administrative units from the first evaluation
- Percentage of the annual update of NU action plan

KPIs of Effectiveness

- Percentage of success in risk management/ confrontation is not less than 80%.
- Percentage of the annual achievement of NU strategic plan's projects