

## **The Mechanism of Measuring Performance Indicators And The Annual Plan**

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### **Vision**

A pioneer reference body in measuring and evaluating the components of the University system

### **Mission**

The Unit of Performance Measurement provides technical support and scientific consultations for all the University's academic and administrative units in the field of measuring and evaluating performance. It specifies designs and develops the mechanisms and tools for measurement and evaluation. It follows up the optimizing application in a way that secure the continuous development of all activities, procedures and practices in order to realize the academic and administrative excellence.

### **Objectives:**

1. Measuring the performance indicators of the National Commission for Academic Accreditation and Assessment (NCAAA).
2. Measuring the performance indicators of Najran University's strategic plan.
3. Conducting statistical analyses, reporting them to the Office of Standards of Measurement and Evaluation in order to conduct the evaluation report including an explanation to the statistical report, highlighting points of strength and weakness and formulating the recommendations.
4. Providing the evaluation reports that include points of strength and weakness and necessary recommendations for improving the performance and reporting them to His Excellency Vice Rector for Development and Quality.

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5. Coordinating between the Unit of Performance Measurement and the committees of measurement and evaluation in colleges and supporting deanships in order to facilitate the common tasks and exchange information related to them.
  6. Cooperating with the administrative and academic parties in order to improve the performance level.
  7. Promoting and updating the measurement and evaluation methods to be consistent with the tasks assigned to the Unit of Performance Measurement.
  8. Providing technical support to the faculty and the scientific departments in order to evaluate their academic programs (evaluating the academic courses and the academic performance, statistically analyzing the performance indicators of the strategic plan, evaluating the questionnaires, building measurement and evaluation tools).
  9. Offering training programs in the field of preparing and designing questionnaires and polls.

### Tasks:

1. Evaluating the performance indicators of Najran University's strategic plan and the indicators of the National Commission for Academic Accreditation and Assessment (NCAAA).
2. Designing, preparing, applying and analyzing the standards and scales of evaluating the performance of academic tasks and activities.
3. Following up the measurement of the beneficiaries' satisfaction with the administrative tasks of all the university units. The beneficiaries include employers, community, students, faculty members and graduates.
4. Cooperating with universities, colleges, centers, professional commissions and local think tanks regarding the Unit's tasks and policy.
5. Measuring the ratios of change in the academic and administrative units' performance by comparison for regular periods of time in measuring the performance indicators and identifying the amount of performance improvement.
6. Measuring the effectiveness of units by uncovering the quality of services provided.
7. Holding workshops in the field of measurement and evaluation which would contribute to spreading the culture of measurement and evaluation inside the university.

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8. Benchmarking the performance of administrative and academic units in the university.
  9. Preparing reports about the performance of different units in the university.
  10. Preparing the flyers, brochures and pamphlets in the field of measurement and evaluation.
  11. Reporting the recommendations to units that benefit from measuring the performance in a way that reinforces the points of strength and addresses the deficiencies.
  12. Contributing to measuring the performance indicators in the units of Development and Quality Deanship according to the ISO plan.
  13. Contributing to the *Afaq* plan of the Ministry of Higher Education.
  14. Any other related tasks assigned to the Unit of Performance Measurement.

#### The Mechanism of Measuring Performance Indicators

1. Primarily designing and analyzing the questionnaires according to the nature of the indicator to be measured, where there is an office of designing the questionnaires and polls (*the Unit's organizational structure*).
2. Reviewing the first draft by the Unit of Performance Measurement and sending it to all the members of the committee of reviewing the questionnaires and polls (the decision of forming the committee of reviewing the questionnaires, annually renewable through the authority of the Vice Rector of Development and Quality).
3. Preparing the final drafts of the performance indicators questionnaires after being reviewed by the Unit of Performance Measurement and preparing two versions of them, Arabic and English, especially those targeting the Faculty.
4. Reporting the final drafts of the questionnaires measuring the performance indicators to the Technical Office in order to be transformed into an electronic questionnaire and the links are given to the Unit of Performance Measurement.
5. Verifying the links by doing a final review of the consistency between the questionnaires uploaded to the links and their final drafts.
6. Formal letters are reported from His Excellency Vice-Rector for Development and Quality to the specialists such as deans and other academic and administrative leaderships to notify the employees in their college, departments and units of logging into the links and electronically respond to them.

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7. Specifying a schedule to display questionnaires on the electronic website in order to secure the responses' validity and overcome the expected feelings of boredom and fatigue in the case of displaying the questionnaires all at once on the website – based on the recommendations evaluated in the meeting held to discuss the reasons for the poor responses.
  8. Specifying a period of time for the responses of the target groups to these links.
  9. The Unit of Performance Measurement checks the responses during the period of response in order to follow up the numbers of respondents and take actions that increase the number of respondents.
  10. The Statistical Office, in the Unit of Performance Measurement, receives the responses of the target groups on these links after the end of the responding period, and it conducts the necessary statistical analyses.
  11. The statistical report is presented to the Unit of Measurement and Evaluation, in the Unit of Performance Measurement, in order to prepare the evaluation report and the necessary recommendations according to the measurement and evaluation results.
  12. After reviewing, the final report is presented to The Technical Office in order to prepare the design and technical output of the indicators' reports.
  13. On making sure of the appropriateness of content, the final report of these indicators is reported to His Excellency Vice Rector for Development and Quality, and the specialists such as deans and other academic and administrative leaderships in order to conduct the necessary plans of improvement according to the evaluation results.

### The Procedural Implementation and the Timetable for Implementing the Annual Plan of the Unit of Performance Measurement 1437/1438 H

No.	Objective	Outputs	Activities	Achievement Period
1	Preparing the reports of evaluating the academic courses and the Faculty's academic performance according to the questionnaire of (NCAAA).	<ul style="list-style-type: none"> <li>Issuing the reports required for evaluating the academic courses according to the requirements of the National Commission for this indicator.</li> </ul>	<ul style="list-style-type: none"> <li>Taking the primary data of evaluating the academic courses and the Faculty's academic performance from the Deanship of Admission and Registration through the evaluation e-gate supervised by the Unit of Performance Measurement.</li> <li>Statistically treating data by statistical program ( SPSS ) and preparing the necessary reports on the level of university, colleges and programs according to the requirements of NCAAA</li> </ul>	Soon after the end of the semester
2	Following up the measurement of performance indicators of the university's strategic plan and the National Commission's standards (Periodical Evaluation) by adopting the strategy of distributing the indicators that to be measured according to a timetable.	<ul style="list-style-type: none"> <li>Preparing the reports studying the performance indicators, the National Commission's standards and the standards of the university's strategic plan by evaluating the indicators that were previously evaluated, comparing the indicators that are repeatedly evaluated and preparing the necessary evaluation reports.</li> </ul>	<ul style="list-style-type: none"> <li>Designing tools for measuring the indicators of the strategic plan standards and the National Commission's standards that will be evaluated based on the request of the Development and Quality Deanship Units and reviewed by an accredited reviewing committee.</li> <li>Uploading these tools on the website of the Unit of Performance Measurement in cooperation with the Technical Office - the Development and Quality Deanship</li> <li>Kindly asking the target group to fill in the tools of data collection.</li> <li>Analyzing and studying the performance indicators and reporting the reports to the decision-makers.</li> <li>Re-evaluating the indicators that were evaluated one time or more and benchmarking them in order to identify the level and degree of progress.</li> <li>Formulating the</li> </ul>	during the academic year

No.	Objective	Outputs	Activities	Achievement Period
			recommendations and identifying the points of strength and weakness.	
3	Revising the evaluated questionnaires of performance indicators of the university's strategic plan and the National Commission's standards and phrasing their paragraphs concisely, clearly and specifically.	<ul style="list-style-type: none"> <li>Conducting final revisions of the questionnaires reviewed by the reviewing committee, approving them by the Unit of Performance Measurement and uploading their Arabic and English versions to the Unit's website</li> </ul>	<ul style="list-style-type: none"> <li>Holding periodical sessions to discuss the reviewed questionnaires, modifying them, if needed, and approving them.               <ul style="list-style-type: none"> <li>Preparing a guide of the reviewed questionnaires in Arabic and English, indexing and uploading them to the website of the Unit of Performance Measurement</li> </ul> </li> </ul>	11 - 12/1437
4	Training and qualifying the Faculty in the fields of measurement and evaluation, tests and grading systems, and measuring the learning outcomes.	<ul style="list-style-type: none"> <li>Holding training programs for the Faculty on tests and grading systems, and measuring the learning outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Surveying the Faculty's training needs of measurement and evaluation</li> <li>Coordinating and cooperating between the Unit of Performance Measurement and the specialists in the College of Education in order to hold training courses.</li> <li>Announcing the training courses according to a timetable.</li> <li>Discussing the domains of the training program with the trainers before holding it.</li> <li>Printing and photocopying the training package/material based on the trainees' number. Then, the Unit of Performance Measurement maintains paper and electronic copies.</li> </ul>	during the academic year 1437/1438H
5	Preparing brochures and flyers related to measurement, evaluation and	<ul style="list-style-type: none"> <li>Getting pamphlets and flyers in the field of measurement</li> </ul>	<ul style="list-style-type: none"> <li>Accessing to the newest information available from trusted references and sources</li> <li>Issuing at least two versions</li> </ul>	during the academic year 1437/1438H

No.	Objective	Outputs	Activities	Achievement Period
	tests.	and evaluation.	<p>of the semester's flyers, pamphlets and brochures.</p> <ul style="list-style-type: none"> <li>▪ Linguistically editing and proofreading the content of brochures and pamphlets.</li> <li>▪ Presenting these brochures and pamphlets to specialized reviewers to be reviewed and making the necessary modifications.</li> <li>▪ Uploading the Arabic and English versions of these brochures and pamphlets on the website of the Measurement of Performance Unit</li> </ul>	
6	The evaluation of the training courses.	<ul style="list-style-type: none"> <li>▪ Preparing the evaluation reports of the training courses.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Statistically entry of data.</li> <li>▪ Statistically treating analyzing them.</li> <li>▪ Discussing the results and preparing a report on them.</li> <li>▪ Preparing the necessary charts.</li> </ul>	after the unit receives the questionnaires of courses' evaluation
7	Coordinating and cooperating with departments and colleges to improve their experience in the field of measurement and evaluation in order to perform the required tasks of evaluating the performance indicators in their departments and colleges	<ul style="list-style-type: none"> <li>▪ Holding periodical meetings for the committees of measurement and evaluation in order to discuss their training needs in the field of performance measuring, methods and tools.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Periodical meetings.</li> <li>▪ Holding training courses for the departments and colleges in terms of their training needs in order to perform the required tasks.</li> </ul>	during the academic year 1437/1438H
8	Measuring the performance of the administrative	<ul style="list-style-type: none"> <li>▪ Measuring the job satisfaction of personnel.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Designing questionnaires to measure the degree of job satisfaction of personnel</li> <li>▪ Reviewing those tools.</li> </ul>	during the academic year 1437/1438H

No.	Objective	Outputs	Activities	Achievement Period
	units in Najran University		<ul style="list-style-type: none"> <li>Applying and analyzing them, and then preparing reports.</li> </ul>	
9	Coordinating and cooperating with units of Development and Quality Deanship in order to prepare reports of the performance indicators needed in terms of ISO			
10	Achieving the tasks assigned to the unit of measurement in the field of measurement and evaluation			

Approval of the action plan of the Measurement of Performance Unit				
	Vice Rector of Development and Quality	The Head of the Measurement of Performance Unit	The Office of Standards of Measurement and Evaluation	The Office of Statistical Analysis
Name:	Prof. Yahya Suliman Alhefdhy	Dr. Ali Zekri	Dr. R'afat Qabeel	Mr. Yahia Qublan
Signature:				



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## **Appendix (32-1)**

### **The Annual Plan of the Unit of Performance Measurement Najran University for the Academic Year 1437 / 1438H**