



جامعة فهد بن سلطان
FAHAD BIN SULTAN UNIVERSITY

Stakeholders Engagement Policy

Policy Code:	AD-075-1
Policy Name:	Stakeholders Engagement Policy
Handler:	President Office, PR
Date Created:	March 2025
Date of Current Review:	
Approved by:	Board of Trustees
Date of Approval:	May 7, 2025

Purpose

The purpose of this chapter is to establish a formal framework ensuring structured, systematic, and meaningful participation of internal and external stakeholders in the University's governance, decision-making, and continuous improvement processes. This approach strengthens transparency, accountability, responsiveness, and strategic alignment with societal needs, thereby enhancing the University's quality and sustainability.

Policy Statement

The University recognizes stakeholders as essential partners in its academic, research, and community missions. The University is committed to:

- Inviting stakeholder input in strategic, academic, research, and operational decision-making processes;
- Embedding stakeholder representation within key governance structures;
- Ensuring stakeholder engagement is structured, documented, and acted upon to inform institutional development;
- Closing the feedback loop by communicating decisions and actions taken in response to stakeholder contributions.

Definition of Stakeholders

Stakeholders include, but are not limited to:

- Students (undergraduate and postgraduate)
- Faculty and staff members

- Alumni
- Employers and industry partners
- Professional and regulatory bodies
- Government agencies
- Community organizations and leaders
- International partners

Structures for Stakeholder Participation

The University shall ensure stakeholder participation through the following mechanisms:

- University Council and Senate Memberships: Inclusion of selected student, alumni, and external representatives in key councils where policies and major academic decisions are made.
- Advisory Boards: Establishment of university-level, college-level, and departmental advisory boards composed of external stakeholders.
- Standing and Ad Hoc Committees: Appoint stakeholders to strategic and operational committees where relevant.
- Annual Stakeholder Forums: Organized forums that invite wide stakeholder participation on critical strategic and operational matters.
- Consultative Surveys and Public Consultations: Regular surveys, focus groups, and online consultation mechanisms on major initiatives.

Procedures for Stakeholder Participation

The structured participation of stakeholders follows these procedures:

Step	Procedure
1	Develop an Annual Stakeholder Engagement Plan outlining participation opportunities and timelines.
2	Identify and formally invite stakeholder representatives to councils, committees, and advisory boards.
3	Organize Annual Stakeholder Forums, including structured discussions and surveys.
4	Document stakeholder contributions through minutes, feedback forms, and reports.
5	Analyze stakeholder feedback and integrate it into decision-making processes.
6	Communicate outcomes of decision-making based on stakeholder input ("You Said, We Did" reports).
7	Review and update stakeholder engagement processes annually based on feedback and effectiveness evaluations.

Evidence of Stakeholder Engagement

Evidence to be maintained includes:

- Appointment letters or membership lists showing stakeholder representation

- Minutes of meetings noting stakeholder participation and contributions
- Records of stakeholder surveys, consultation sessions, and forums
- Feedback analysis reports
- Actions or policy changes resulting from stakeholder input
- Annual Stakeholder Engagement Reports

All evidence shall be retained for quality assurance reviews and accreditation purposes.

Roles and Responsibilities

Role	Responsibility
University President / University Council	Oversight and approval of stakeholder engagement policies
Strategic Planning and Development Center	Development and monitoring of stakeholder engagement processes
Quality Assurance Center	Verification of stakeholder participation evidence and effectiveness evaluations
Deans and Department Chairs	Ensuring stakeholder participation at college and departmental levels
Public Relations Office, Deanship of Student Affairs, Alumni Office	Managing communication channels for stakeholder engagement

Continuous Improvement

The University is committed to the continuous improvement of its stakeholder engagement practices by:

- Evaluating the effectiveness of stakeholder participation annually;
- Gathering feedback from stakeholders on the engagement process itself;
- Adapting practices to reflect lessons learned and evolving best practices;
- Reporting improvements in stakeholder engagement through the University's Annual Quality Assurance Report.