Department KPI Committee

Terms of Reference (ToR)

1. Purpose / Mission

- To ensure that department-level performance is monitored, assessed, and continuously improved through the effective use of Key Performance Indicators (KPIs).
- To align departmental KPIs with the university's strategic plan, quality assurance standards, accreditation requirements, and stakeholder expectations.
- To support data-driven decision making and contribute to achieving the university's vision and mission.

2. Scope

- Departmental KPIs (teaching, learning, research, service, student experience)
- Coordination with college and institutional KPIs to ensure consistency and coherence.
- Benchmarking both internal (past performance, sister departments) and external (other universities, national/international standards).

3. Membership

Suggested composition:

- Department Head / Chair (Chair of the Committee)
- One or more faculty members from different subject areas within the department (to cover major programs)
- Representative from the university's Deanship of Quality & Academic Accreditation or QA unit at college level (if applicable)
- Student representative (optional but valuable)
- External stakeholder (e.g., industry / alumni) - if possible, depending on the department

4. Reporting / Accountability

- Reports to the College KPI or Strategic Planning Committee (if exists), and via them to the Deanship of Quality & Academic Accreditation.
- Works in close coordination with institutional planning / strategic planning units.
- Submits periodic reports (annually) showing KPI results, analysis, deviations from targets, and planned improvement actions.

5. Roles & Responsibilities

a) KPI Definition & Review

- Ensure the inclusion of NCAAA KPIs for the program(s)
- Define suitable department-level KPIs, aligned with the university's institutional KPIs, strategic plan, accreditation requirements.
- Review and update KPIs regularly to ensure relevance (e.g. new standards, new mission, emerging priorities).

b) Target Setting

- Set realistic, measurable targets for each KPI, based on benchmarks (internal & external).
- Ensure that targets are approved according to university policy (via college or Deanship / university council as applicable).
-

c) Data Collection & Validation

- Ensure full consistency and adherence to the FBSU KPI Policy across all programs.
- Identify data sources, methods for measuring each KPI.
- Ensure accuracy, reliability, timeliness of data.

d) Monitoring & Analysis

- Regularly monitor performance vs targets.
- Analyze causes of deviations (if performance is below or above expectations).

e) Reporting

- Prepare reports to stakeholders: department leadership, college leadership, QA Deanship.
- Use dashboards, visualizations as appropriate.

f) Action Planning & Improvement

- Based on performance data, propose improvement actions (changes to teaching methods, resources, curricula, student support, etc.).
- Follow up on action plans, ensure they are implemented and evaluated.

g) Benchmarking

- Compare departmental performance internally (over time, with similar departments) and externally (other universities, national/international benchmarks).
- Use benchmarking to inform target setting and improvement.

h) Alignment & Compliance

- Ensure department performance aligns with university policies, accreditation standards (national / international).
- Ensure compliance with any reporting schedules or guidelines set by the university's Quality Deanship or Strategic Planning Office.

6. Meeting Frequency

- Meet at least once per semester (ideally more often, e.g. quarterly) or as needed depending on data cycles (e.g. after grades, after mid-term assessments).
- Schedule special meetings when preparing major reports (e.g. for accreditation, strategic plan review).

7. Decision-Making

- Decisions by consensus where possible; if needed, by majority vote among committee members.
- Recommendations for major changes (e.g. curriculum changes, resource allocation) may require approval by department / college leadership.

8. Documentation / Record Keeping

- Keep minutes of meetings, records of KPI definitions, targets, data sources, actual performance, action plans.
- Maintain archives of KPI reports (annually), dashboards, any external benchmarking reports.

9. Review of Committee Effectiveness

- Periodic self-evaluation (e.g. annually) of how well the committee is functioning: are KPI targets being met, are reports timely, are improvement actions effective.
- Adjust its membership, methods, reporting intervals if needed.

10. Resources & Support

- Access to data (student performance, course evaluations, research output, etc.).
- Administrative support for data gathering, report preparation.
- Access to benchmarking sources, database tools, statistical or analytics support.