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HEBC 2024 Launch: Join, Contribute, Transform

Online Meeting
23 Jan 2024
10 am KSA, 11 am UAE

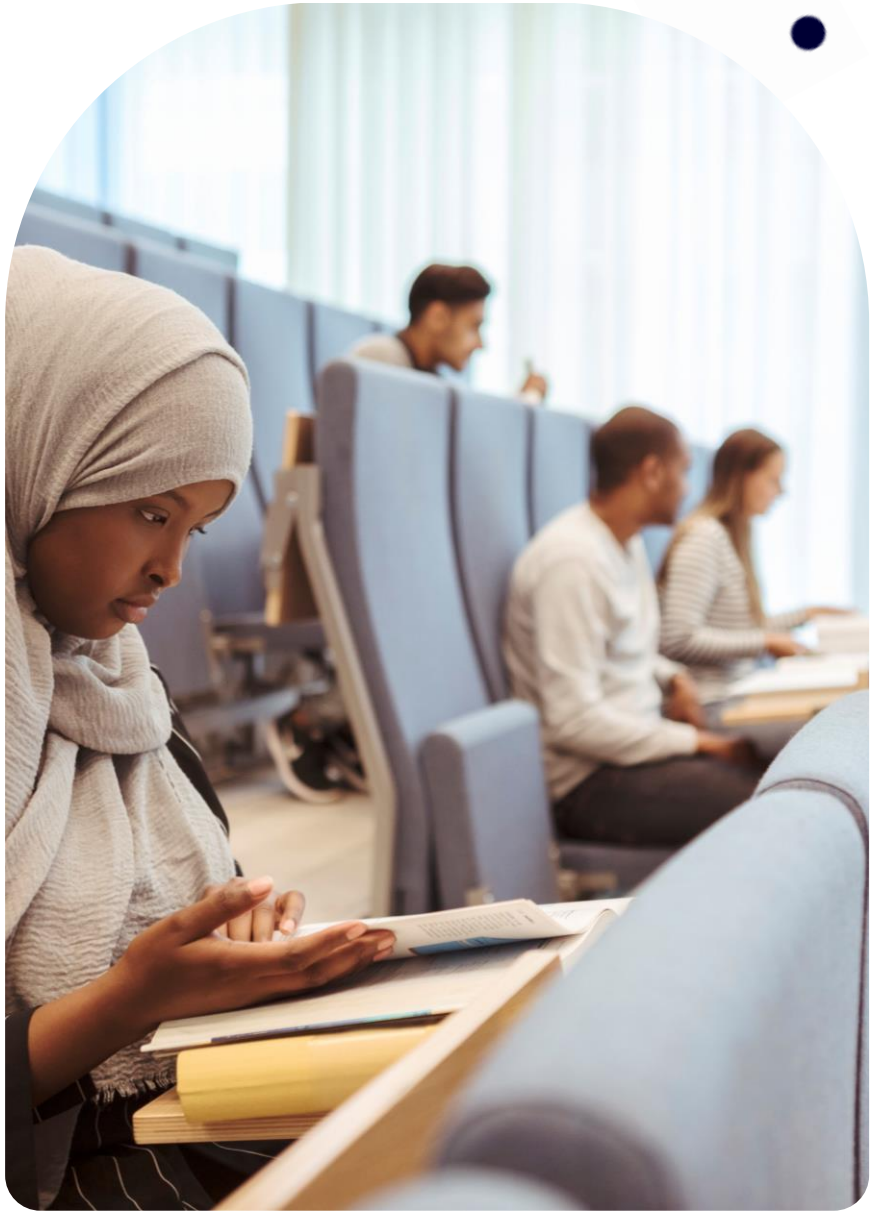
جامعة زايد ZAYED UNIVERSITY

جامعة عجمان AJMAN UNIVERSITY

AUS | الجامعة الأمريكية في الشارقة American University of Sharjah

Agenda

1. About HEBC
2. Timeline 2024
3. Confidentiality Agreement
4. HEBC Data
5. Q&A



01

About Higher Education Benchmarking Consortium - HEBC

Why Benchmarking?

Performance Improvement

Compare performance against other institutions, identify areas of improvement, and implement best practices.

Strategic Planning

Develop and refine strategic plans by identifying the strengths and weaknesses of their programs and comparing them with other institutions.

Competitive Advantage

Highlighting strengths and demonstrating a commitment to continuous improvement.

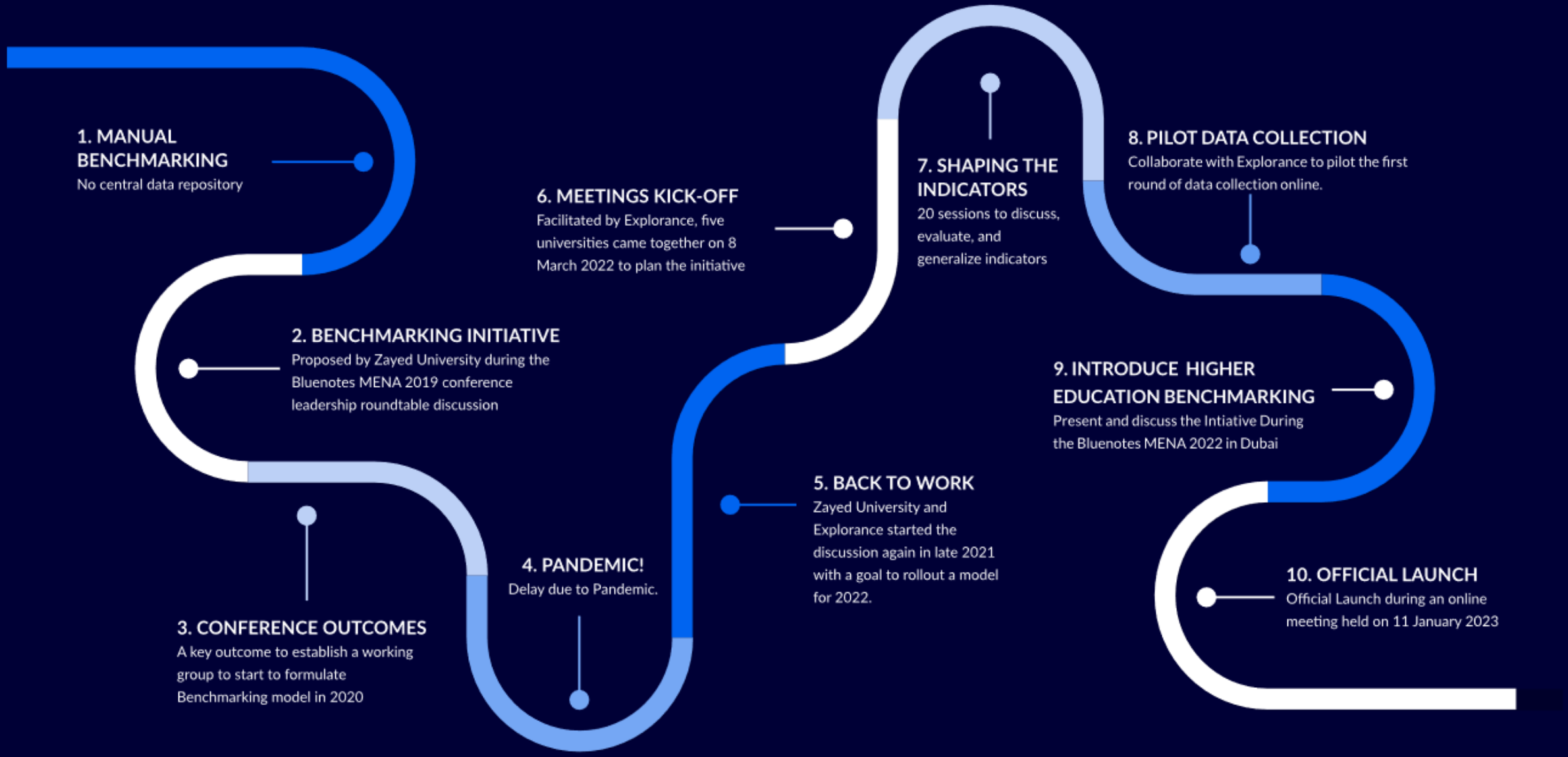
Quality Assurance

Ensure meeting the required quality standards and complying with the regulations and guidelines set by the relevant accrediting bodies.

Resource Allocation

Allocate resources effectively by identifying the areas where you can achieve the best return on investment.

HEBC History



Founding Members

جامعة زايد
ZAYED UNIVERSITY

جامعة عجمان
AJMAN UNIVERSITY

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American University of Sharjah

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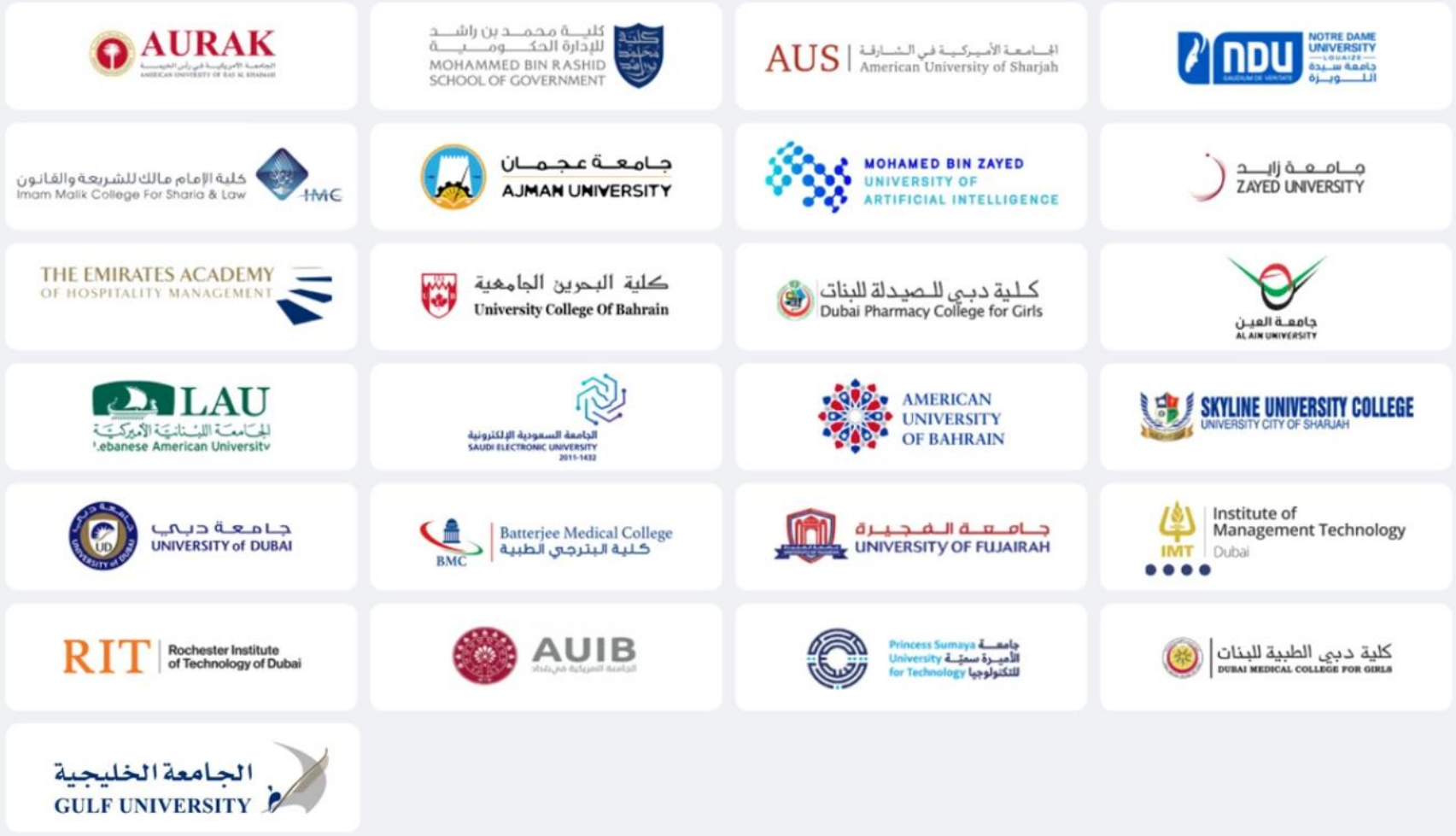
HEBC 2023 Participants



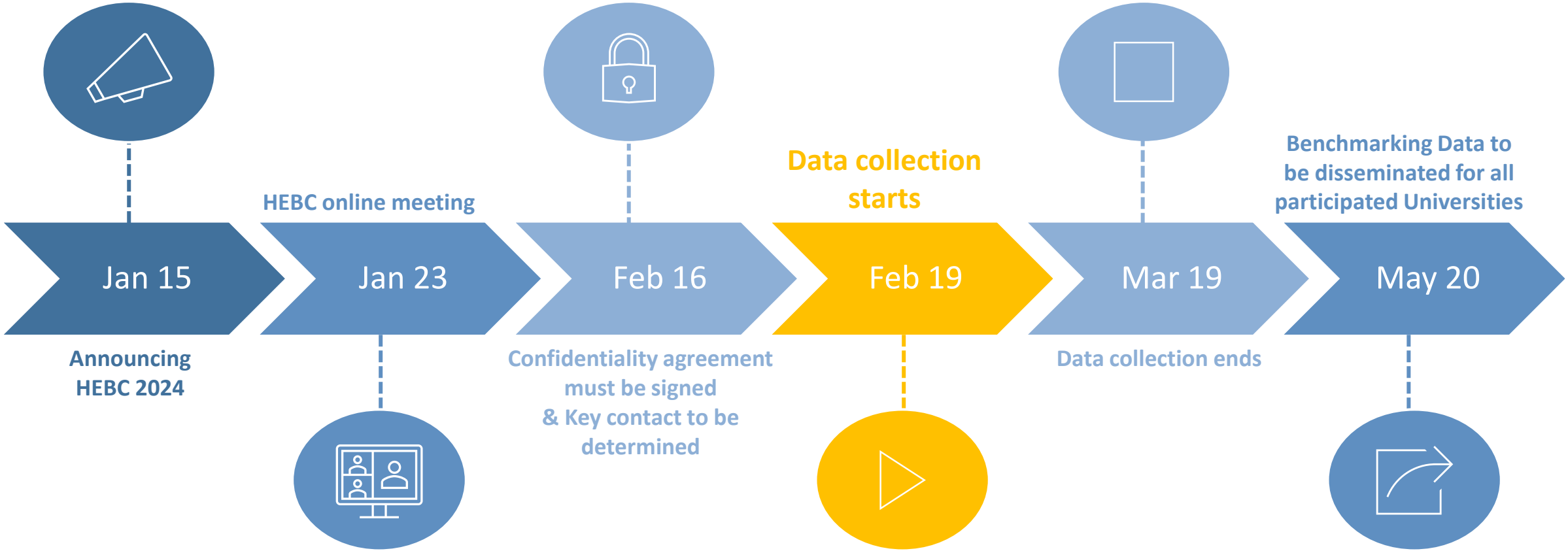
Lessons Learned - 2023

Institutional system diversity	Dedication and integrity	Continuous improvement	Collaboration and partnerships
Different systems among institutions and countries	Emphasize the importance of dedication and integrity in the benchmarking process to ensure honest and meaningful results	Revisit data collection methodology and assessed indicators when required	Collaborating among participating institutions to enhance the effectiveness of benchmarking efforts and lead to shared solutions

02

Timeline 2024

Timeline - 2024



Program-Level Benchmarking

- ✓ Expected Data collection in July 2024
- ✓ 4 committees have been formed on the recent HEBC workshop held as part of Explorance Bluenotes MENA 2023 conference in Dubai back on November 8, 2023:
  - Health Sciences
  - Engineering
  - Business and Management
  - Information Technology
- ✓ Committee members from 12 higher education institutions will review and confirm the indicator list.
- ✓ **For participation in program-level benchmarking, you must first participate at the institutional level.**

03

Confidentiality Agreement

Confidentiality Agreement

Mandatory Requirement!

24 HEIs from MENA

Every institution, including Explorance as the facilitator, has signed the Confidentiality Agreement

6 Countries

UAE, KSA, Bahrain, Lebanon, Jordan, and Iraq

Pledge of Confidentiality for Benchmarking Data

Preamble:

A group of UAE-based academic institutions, assisted by Explorance, have come together to initiate a benchmarking project. All institutions participating in this project (thereafter called member institutions) have willingly agreed to provide a set of data that will be gathered by Explorance and shared among the member institutions. The academic institutions that have committed to join and continue with this project have agreed upon a set of indicators, after numerous meetings, that shall be used for the purpose of benchmarking. The benchmarking data shall be gathered by Explorance on an annual basis.

In order to ensure that the benchmarking data will be only used for the intended purpose and shall not be shared or published except for the purposes mentioned in this document, the authorized representative of each member institution shall sign and abide by the Pledge of Confidentiality, as stated below. Explorance shall also sign a similar Pledge of Confidentiality that it will not share the benchmarking data gathered from member institutions with anyone other than the authorized representatives of these institutions except with prior written approval of the representative(s) of the concerned institution(s).

Pledge of Confidentiality:

I, _____, as an authorized representative of member institution

_____, solemnly affirm that:

1. The benchmarking data provided by all member institutions will be strictly treated as confidential data and it will be used for only two purposes; a) Utilizing this data internally within the institution to compare its performance with other institutions and take appropriate actions with the intent of making continuous improvement, b) share with relevant national and international accreditation agencies, if so required by them.
2. The benchmarking data shall not be published in a research paper or any other document without prior written approval of the representative(s) of the concerned member institution(s).
3. The benchmarking data shall not be used for marketing or any other similar purpose.
4. Consent is granted to authorized representatives of the member institutions to use the benchmarking data in only two cases as mentioned in clause 1 above, that is, either for internal utilization for the sake of continuous improvement or for submission to relevant accreditation agencies. This consent is not for any form of publication or sharing with other persons or organizations.
5. The member institution shall indemnify, defend, and hold Explorance harmless for any damage or penalties arising from its failure to abide by the undertakings stipulated herein.

Signature: _____

Date: _____

Confidentiality Agreement

Authorized Representative

To sign the agreement. Any high representative from your instituation. President, Dean, Director or Manager.

Main Contact

Will be responsible for submitting the benchmarking data and receiving the HEBC data.

HEBC team will also reach out to Main Contact for data validation.

Pledge of Confidentiality:

I, _____, as an authorized representative of member institution

_____, solemnly affirm that:

1. The benchmarking data provided by all member institutions will be strictly treated as confidential data and it will be used for only two purposes; a) Utilizing this data internally within the institution to compare its performance with other institutions and take appropriate actions with the intent of making continuous improvement, b) share with relevant national and international accreditation agencies, if so required by them.
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5. The member institution shall indemnify, defend, and hold Explorance harmless for any damage or penalties arising from its failure to abide by the undertakings stipulated herein.

Signature: _____

Date: _____

04

HEBC Data Collection, Validation, Preparation and Dissemination

Indicators 2024

3 Main Categories

Academic, Financial, and Feedback

52 Indicators

All Mandatory!
Descriptions have been updated based on the feedback during the workshop.

Indicators 2024

No.	Category	Indicator Title	Field Values	Definition
1	Academic	Governance	Federal Government Semi-government Private University	Federal, government, semi-government, private
2	Academic	Undergraduate Diploma Programs Offered	Count (Integer)	Total number of distinct undergraduate Diplomas program (associate degrees at the undergraduate level). Distinct Diploma program names should be used as a criterion for deciding. This indicator accounts for face-to-face delivery programs only.
3	Academic	Bachelor Degree Programs Offered	Count (Integer)	Total number of distinct Bachelor degree programs offered. Distinct Bachelor degree program names should be used as a criterion for deciding (e.g. BSc in Chemistry and BSc in Biochemistry or BA in History and BA in European History). This indicator is for degree program and concentration should not be counted. This indicator accounts for face-to-face delivery programs only.
4	Academic	Postgraduate Diploma Degree Programs Offered	Count (Integer)	Total number of distinct Postgraduate Diplomas degree program. Distinct Postgraduate Diploma program names should be used as a criterion for deciding. This indicator accounts for face-to-face delivery programs only.
5	Academic	Master Degree Programs Offered	Count (Integer)	Total number of distinct Masters degree programs offered. Distinct Master degree program names should be used as a criteria for deciding, for example, MA in Chemistry and MA in Biochemistry, or MPhil in History and MPhil in European History. Only full postgraduate degrees should be counted. This indicator accounts for face-to-face delivery programs only.
6	Academic	Doctoral Programs Offered	Count (Integer)	Total number of distinct Doctoral degree program offered. This indicator accounts for face-to-face delivery programs only.

Indicators 2024

No.	Category	Indicator Title	Field Values	Definition
7	Academic	Online Undergraduate Diploma Degree Programs Offered	Count (Integer)	Total number distinct undergraduate Diploma degree programs which are delivered fully online or hybrid.
8	Academic	Online Bachelor Degree Programs Offered	Count (Integer)	Total number of distinct Bachelor degree programs offered which are delivered fully online or hybrid.
9	Academic	Online Postgraduate Diploma Degree Programs Offered	Count (Integer)	Total number of distinct postgraduate Diploma degree programs offered which are delivered fully online or hybrid.
10	Academic	Online Master Degree Programs Offered	Count (Integer)	Total number of distinct Master degree programs offered which are delivered fully online or hybrid.
11	Academic	Online Doctoral Programs Offered	Count (Integer)	Total number of distinct Doctoral degree programs offered which are delivered fully online or hybrid.
12	Academic	Undergraduate Students Fall Enrollment	Count (Integer)	Total headcount of Undergraduate Students enrolled and registered in the Fall 2023 term at the institute. This indicator includes undergraduate Diploma and Bachelor degree offered irrespective of the mode of delivery.
13	Academic	Graduate Students Fall Enrollment	Count (Integer)	Total headcount of Graduate Students enrolled and registered in the Fall 2023 term at the institute. This indicator includes Postgraduate Diploma, Master and Doctoral degree offered irrespective of the mode of delivery.
14	Academic	% Female Students	Percentage	Number of female students enrolled and registered in the Fall 2023 divided by number of total students in all levels (Undergraduate and Graduate Students).

Indicators 2024

No.	Category	Indicator Title	Field Values	Definition
15	Academic	% International Students	Percentage	Number of international students (students nationality other than the institution's host country) enrolled and registered in the Fall 2023 divided by number of total students in all levels (undergraduate and graduate students). **for dual nationalities: if one of the nationalities is the institution's host country, consider the student as national
16	Academic	Total number of Students Nationalities	Count (Integer)	Total number of nationalities studying at your institution as of Fall 2023.
17	Academic	First Year Students Retention Rate	Percentage	Number of "first time in college" undergraduate students joined in Fall 2022 semester and continued to study in the university as of the following Fall (i.e. Fall 2023) divided by the total number of the original "first time in college" undergraduate cohort that joined the university in Fall 2022.
18	Academic	Undergraduates Students On Time Graduation Rate	Percentage	Number of "first time in college" undergraduate students enrolled in Fall X semester who graduated within the approved length of the program divided by the total number of the original "first time in college" undergraduate cohort that enrolled in the university in Fall X. i.e. Fall 2019 entry cohort - 4 year graduation rate for the 4-year programs,
19	Academic	Undergraduates Students Graduation Rate at 1.5 times the Length of the Program	Percentage	Number of "first time in college" undergrdaute students enrolled in Fall X semester who graduated within 1.5 times the approved length of the program divided by the total number of the original "first time in college" undergraduate cohort that enrolled the university in Fall X. i.e. Fall 2017 entry cohort - 6 year graduation rate for the 4-year programs,

Indicators 2024

No.	Category	Indicator Title	Field Values	Definition
20	Academic	Graduate Students On Time Graduation Rate	Percentage	Number of postgraduate students enrolled in Fall X semester who graduated within the approved length of the program divided by the total number of the original cohort that enrolled the university in Fall X. i.e. Fall 2021 entry cohort - 2 year graduation rate for the 2-year programs,
21	Academic	Graduates Students Graduation Rate at 1.5 times the Length of the Program	Percentage	Number of postgraduate students enrolled in Fall X semester who graduated within 1.5 times the approved length of the program divided by the total number of the original "first time in college" cohort that enrolled the university in Fall X. i.e. Fall 2020 entry cohort - 3 year graduation rate for the 2-year programs,
22	Academic	Persistence Rate	Percentage	Total number of undergraduate students enrolled in Fall 2023 term who have continued in Spring 2024 divided by enrolled undergraduate students in Fall 2023 minus students who have graduated in Fall 2023. *Example for calculation:* *Total number of undergraduate students enrolled in Fall 2023 is 1000* *Total number of UG students who have continued in Spring 2024 out of the total enrollment in Fall 2023 is 800* *Total number of UG graduates in Fall 2023 is 150* *Then, Persistence Rate = (800/(1000-150))*100% = 94.1%*
23	Academic	Headcount: Full-Time Faculty	Count (Integer)	Total count of full-time faculty members in the Fall 2023 term who have teaching and/or research assignment and hold terminal or postgraduate degree (please include Deans if they have teaching and/or research load).
24	Academic	Headcount: Part-Time Faculty	Count (Integer)	Total count of part-time/adjuncts faculty members in the Fall 2023 term who have teaching and/or research assignment and hold terminal or postgraduate degree.

Indicators 2024

No.	Category	Indicator Title	Field Values	Definition
25	Academic	Female Faculty as % of Total Full-Time Faculty	Percentage	Number of Female full-time faculty members divided by number of total full-time faculty members. (Fall 2023)
26	Academic	Faculty FTE	Count (Integer)	Number of faculty with full-time contracts + one-third of part-time/adjunct faculty. (Fall 2023)
27	Academic	Percentage of International Full-Time Faculty	Percentage	Number of full-time faculty who are citizens of a different country than the one the University is located divided by the total number of full-time faculty. (Fall 2023)
28	Academic	Total Number of Faculty Nationalities	Count (Integer)	The count of nationalities of full-time and part-time faculty. (Fall 2023)
29	Academic	Number of Full-Time Faculty with Terminal Degree	Percentage	Number of full-time faculty who are holders of the highest degree obtainable in their academic discipline divided by the total number of full-time faculty. (Fall 2023)
30	Academic	Undergraduate Students FTE	Count (Integer)	Calculated by adding up all credit hours registered by undergraduate students and dividing it up by the undergraduate full load in the Fall 2023 term (set at 15 credits per student)
31	Academic	Graduate Students FTE	Count (Integer)	Calculated by adding up all credit hours registered by GR students and dividing them up by the postgraduate full load in the Fall 2023 term (set at 9 credits per student)
32	Academic	Students FTE	Count (Integer)	Arrived to adding up the undergraduate Student FTE and the Postgraduate Student FTE. (Fall 2023)
33	Academic	Student to Faculty Ratio	Percentage	This ratio is calculated by dividing Student FTE by Faculty FTE. (Fall 2023)

Indicators 2024

No.	Category	Indicator Title	Field Values	Definition
34	Academic	Undergraduate Degrees Awarded in previously Completed Academic Year	Count (Integer)	Number of undergraduate degrees awarded during the previous completed academic year (Fall 2022, Spring 2023 and Summer 2023)
35	Academic	Graduate Degrees Awarded in previously Completed Academic Year	Count (Integer)	Number of graduate degrees awarded during the previous completed academic year (Fall 2022, Spring 2023 and Summer 2023)
36	Academic	Papers per Faculty	Average (Decimal)	Numbers of Scopus Indexed Papers published in previous calendar year (Calendar year:2023) divided by Faculty FTE.
37	Academic	Citations Rate in Journals per Faculty	Average (Decimal)	Total number of citations (excluding self-citations) in Scopus divided by Faculty FTE. (Calendar year:2023)
38	Academic	Accreditation	Open Ended Question	List of national, regional, and international accrediting agencies that have accredited the institution and/or its programs.
39	Academic	International Accreditation	Percentage	Number of undergraduate programs internationally accredited divided by the number of undergraduate programs eligible for international accreditation.Eligibility is determined by whether the program has graduated two undergraduate cohorts.
40	Academic	Employment Rate	Percentage	Percentage of graduates who are employed full-time, part-time or self-employed within 12 months of graduation. Formula: number of graduates employed divided by the total number of graduates employed or seeking employment (excluding graduates who are pursuing further studies or not seeking employment). (use the most recently conducted survey/data collected)

Indicators 2024

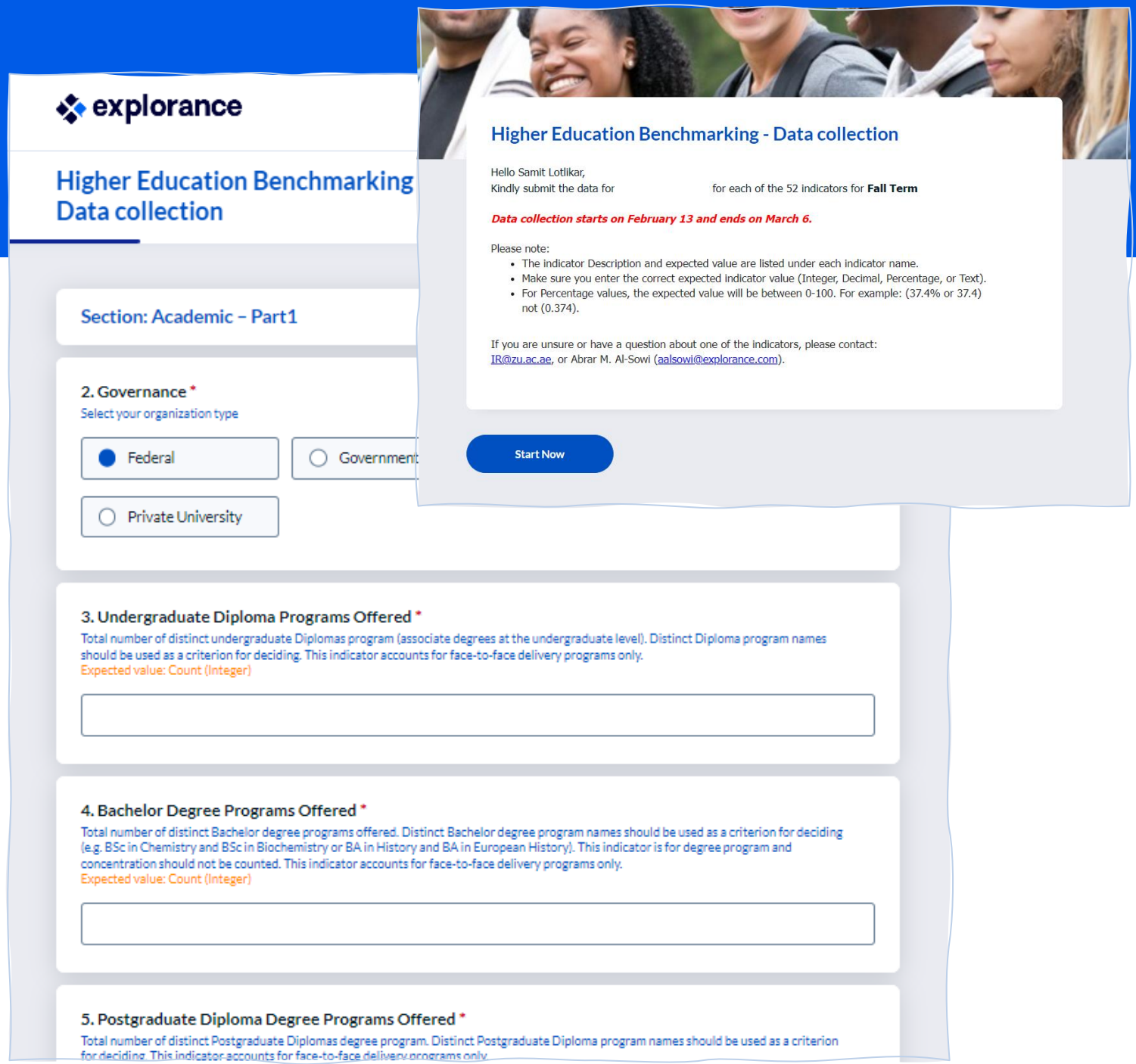
No.	Category	Indicator Title	Field Values	Definition
41	Financial	Undergraduate Tuition in USD	Currency	Median **annual** undergraduate tuition fees for the last completed academic year (AY:2022/2023). This indicator includes undergraduate Diploma and Bachelor degree offered irrespective of the mode of delivery.
42	Financial	Graduate Tuition in USD	Currency	Median **annual** graduate tuition fees for the last completed academic year (AY:2022/2023). This indicator includes Postgraduate Diploma, Master and Doctoral degree offered irrespective of the mode of delivery.
43	Financial	% of Students Receiving 100% Scholarship	Percentage	A grant or payment made to support a student's education, awarded on the basis of academic or another achievement, that covers a full academic year for full payment of fees. The fund may come from the university, a private company, government or a philanthropic organization. (Fall 2023 data)
44	Financial	% of Students Receiving 50% Scholarship	Percentage	A grant or payment made to support a student's education, awarded on the basis of academic or another achievement, that covers at least 50% of full fees per academic year. The fund may come from the university, a private company, government or a philanthropic organization. (Fall 2023 data)
45	Financial	Proportion of Dedicated Research Budget	Percentage	Proportion of the budget dedicated to research to the total budget of the institution. (Calendar year:2023)
46	Financial	Proportion of External Research Funding	Percentage	Proportion of external research funding/grants to the total budget of research during the year. (Calendar year:2023)
47	Feedback	Overall Students Satisfaction with Course Experience	Percentage	Percentage of students strongly satisfied or satisfied with the course experience out of the total number of responding students. This can be calculated from one overall satisfaction question or as an aggregate from multiple satisfaction questions. (use the most recently conducted survey)

Indicators 2024

No.	Category	Indicator Title	Field Values	Definition
48	Feedback	Overall Students Satisfaction with Teaching	Percentage	Percentage of students strongly satisfied or satisfied with teaching out of the total number of responding students. This can be calculated from one overall satisfaction question or as an aggregate from multiple satisfaction questions. (use the most recently conducted survey)
49	Feedback	Overall Students Satisfaction with University Services	Percentage	Percentage of students strongly satisfied or satisfied with university services out of the total number of responding students. This can be calculated from one overall satisfaction question or as an aggregate from multiple satisfaction questions. (use the most recently conducted survey)
50	Feedback	Overall Graduating Students Satisfaction with the Program	Percentage	Percentage of graduating students strongly satisfied or satisfied with their program out of the total number of responding students. This can be calculated from one overall satisfaction question or as an aggregate from multiple satisfaction questions (Exit Survey). (use the most recently conducted survey)
51	Feedback	Overall Employer Satisfaction with Graduates	Percentage	Percentage of employers strongly satisfied or satisfied with university graduates out of the total number of responding employers. This can be calculated from one overall satisfaction question or as an aggregate from multiple satisfaction questions (Employer Survey). (use the most recently conducted survey)
52	Feedback	Overall Alumni Satisfaction with the University	Percentage	Percentage of Alumni strongly satisfied or satisfied with the university out of the total number of responding Alumni. This can be calculated from one overall satisfaction question or as an aggregate from multiple satisfaction questions (Alumni Survey). (use the most recently conducted survey)

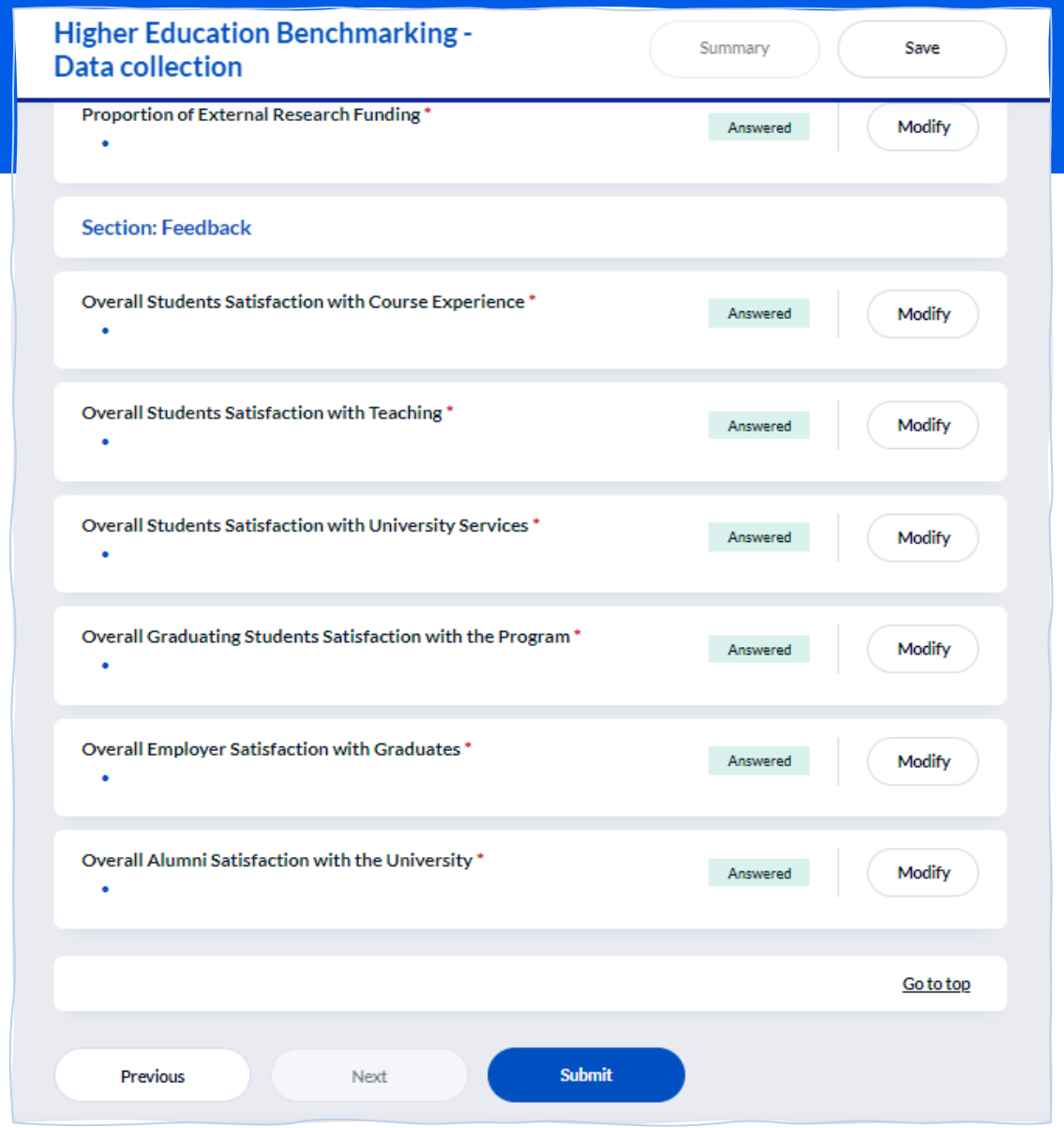
Data Collection

- ✓ Annual
- ✓ This year: 19 Feb – 19 Mar
- ✓ Electronic forms using Explorance' s Blue
- ✓ Main contact to submit the data
- ✓ Email invitation and follow-up reminders



Data Collection –Cont.

- ✓ You can add/edit the indicators data anytime during the data collection period.



Data Validation and Preparation

Data Validation

- ✓ Start with data collection, ends on May 2nd.
- ✓ Verify data submitted by institutions
- ✓ Follow up communication for further information, if needed
- ✓ Review and report anomalies
- ✓ Verify null values and actual zeros

Data Preparation

- ✓ Conducted between 3-19 May 2024
- ✓ File update (unify values' format, assign a unique ID for each institution)
- ✓ prepare a separate file for each institution with a unique downloadable link and passcode.

Data Dissemination

- ✓ Two-password protected files:
  - ✓ Data file
  - ✓ Particpants List
- ✓ Encryption of institutional names
- ✓ Downloadable links, valid for one week
- ✓ Released on 20 May 2023

- ✓ Received by the main contact
- ✓ Each institution receives two files: List of institutions & data file
- ✓ Downloadable links are valid for one week.

05

Q&A

Please use the Q&A feature to post your question/s

Additional Queries? Contact the following:

- HEBC email: HEBC@explorance.com
- Abrar M. Al-Sowi: aalsowi@explorance.com

THANK YOU FOR ATTENDING!

For more info:

HEBC@explorance.com

aalsowi@explorance.com

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