



Higher Education Benchmarking Consortium (HEBC) Informative: Lessons Learned



✦ Agenda

- **Benchmarking Initiative**
- **Confidentiality Agreement**
- **Data Collection, Validation, and Dissemination**
- **Lessons Learned**
- **Q&A**





Benchmarking Initiative – Founding members



جامعة عجمان
AJMAN UNIVERSITY

AUS | الجامعة الأميركية في الشارقة
American University of Sharjah



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.

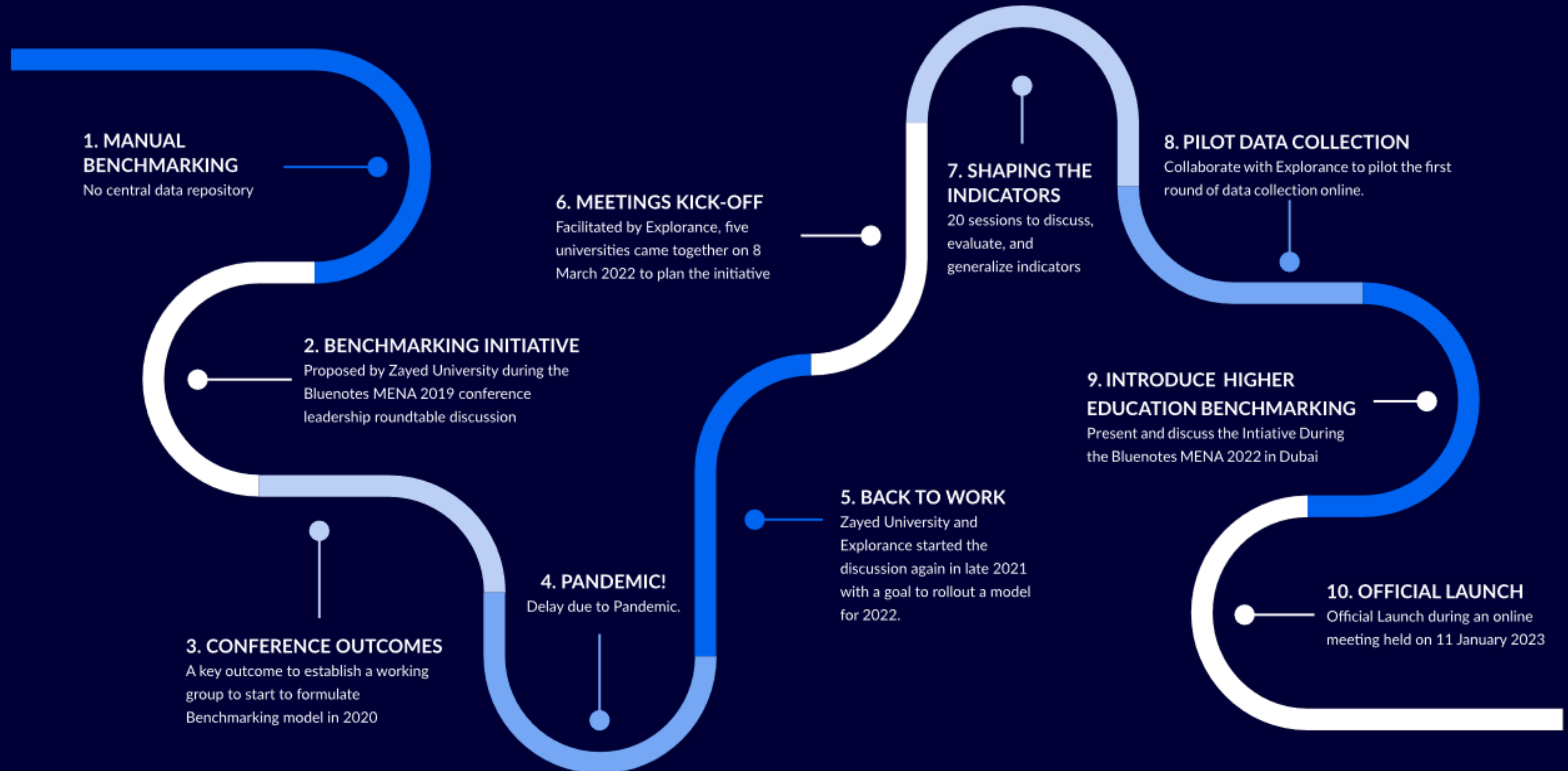
Quality Assurance

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.

Initiative History





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 (hereafter 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

Launch

January 11, 2023

6 Countries

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

24 HEIs from MENA

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

52

indicators

Participating Institutions

 AURAK الجامعة الأمريكية في رأس الخيمة AMERICAN UNIVERSITY OF RAS AL KHAYMA	 كلية محمد بن راشد للإدارة الحكومية MOHAMMED BIN RASHID SCHOOL OF GOVERNMENT	 AUS الجامعة الأمريكية في الشارقة American University of Sharjah	 NDU NOTRE DAME UNIVERSITY — LOUAIZE — جامعة السيدة اللويزة
 كلية الإمام مالك للشريعة والقانون Imam Malik College For Sharia & Law	 جامعة عجمان AJMAN UNIVERSITY	 MOHAMED BIN ZAYED UNIVERSITY OF ARTIFICIAL INTELLIGENCE	 جامعة زايد ZAYED UNIVERSITY
 THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT	 كلية البحرين الجامعية University College Of Bahrain	 كلية دبي للصيدلة للبنات Dubai Pharmacy College for Girls	 جامعة العين AL AIN UNIVERSITY
 LAU الجامعة اللبنانية الأمريكية Lebanese American University	 الجامعة السعودية الإلكترونية SAUDI ELECTRONIC UNIVERSITY 2011-1432	 AMERICAN UNIVERSITY OF BAHRAIN	 SKYLINE UNIVERSITY COLLEGE UNIVERSITY CITY OF SHARJAH
 جامعة دبي UNIVERSITY of DUBAI	 Batterjee Medical College كلية البترجي الطبية BMC	 جامعة الفجيرة UNIVERSITY OF FUJAIRAH	 Institute of Management Technology Dubai IMT
 RIT Rochester Institute of Technology of Dubai	 AUIB الجامعة الأمريكية في الإمارات	 Princess Sumaya University للأميرة سميرة for Technology التكنولوجيا	 كلية دبي الطبية للبنات DUBAI MEDICAL COLLEGE FOR GIRLS



Data Collection, Validation, and Dissemination





peer Comparison
universities
self-Assessment

2 Main Categories

52 Indicators

Benchmarking
Indicators

Data Collection, Validation, and Dissemination

Data Preparation

- Conducted between 5-14 May 2023
- 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 Collection

- ✓ Annual
- ✓ February – March
- ✓ Electronic forms
- ✓ Email invitation and follow-up reminders

- Started 13 February 2023
- Ended 13 March 2023

Data Validation

- ✓ Verify data submitted by institutions
- ✓ Follow up communication for further information, if needed
- ✓ Review and report anomalies
- ✓ Verify null values and actual zeros

Data Dissemination

- ✓ Password protected files
- ✓ Encryption of institutional names
- ✓ Downloadable links, valid for one week
- Released on 15 May 2023
- Each institution received two files: List of institutions & data file
- Downloadable links were valid for one week.



Lessons Learned



Lessons Learned

Institutional system diversity: Different systems among institutions and countries.

Dedication and integrity: Emphasize the importance of dedication and integrity in the benchmarking process to ensure honest and meaningful results.

Continuous improvement: Revisit data collection methodology and assessed indicators when required.

Collaboration and partnerships: Collaborating among participating institutions to enhance the effectiveness of benchmarking efforts and lead to shared solutions.



What Next?





What Next?

Continuous improvement

Study proposed new indicators

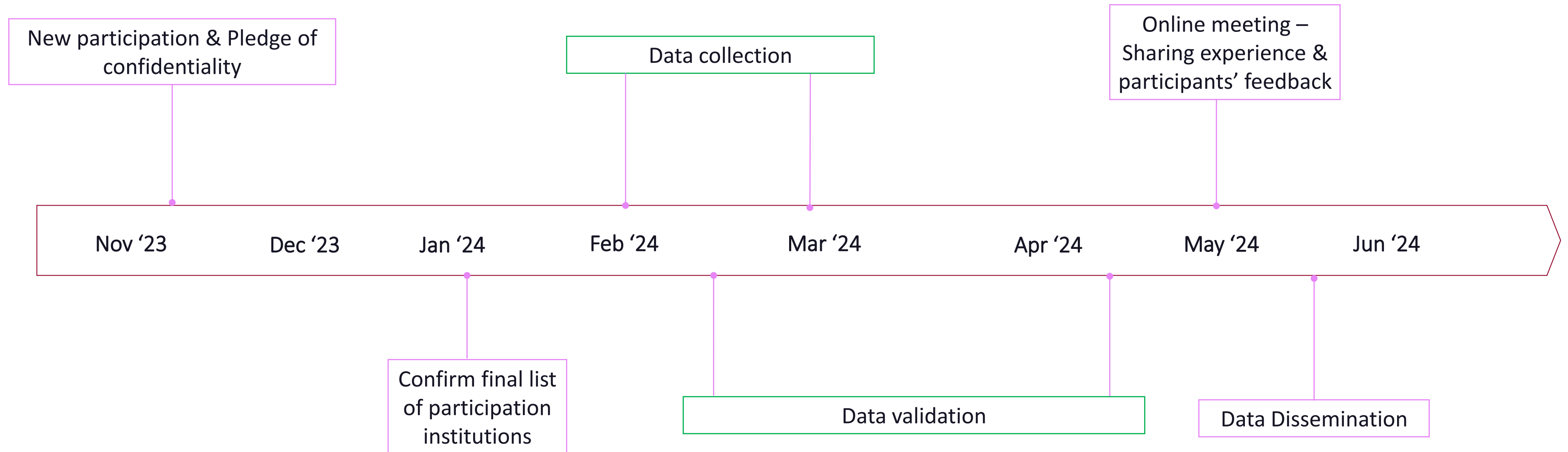
Bluenotes MENA 2023

Program Level Indicators

HEIs Collaboration

Second round this year?

Upcoming Cycle



Higher Education Benchmarking Consortium

A valuable tool for Higher Education institutions to assess performance, improve programs, and achieve strategic goals.

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Thank You!

