

University of Sharjah Performance Scorecard

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The University of Sharjah is an innovative world-class teaching, learning and research institution providing a distinctive, inspirational, creative and supportive environment.

The University of Sharjah is committed to providing a world-class educational experience that prepares lifelong learners and leaders with integrated knowledge and skills. We are passionate about building a collaborative and sustainable environment that cultivates 21st century skills, and fosters pioneering research and scholarship. We seek to serve the current and future needs of our local community and beyond by offering innovative academic and professional programs.

Strategic Goal	Strategic Objective	Key Performance Indicators	2019/20	2020/21	2021/22	2022/23	2023/24
Student	Make the University of Sharjah campus friendlier and welcoming for all, focusing on the wellbeing of students at University of Sharjah.	% Student Satisfaction (College)	75%	77%	80%	85%	85%
		% Complaints responded to within agreed timescales	100%	100%	100%	100%	100%
People	Enhance employee wellbeing, safety and healthcare	% Employee Satisfaction (Sustainability Office)	75%	77%	80%	85%	85%
		% SLA's delivered within agreed timescales.	100%	100%	100%	100%	100%
	Develop an environment of service excellence.	% Complaints responded to within agreed timescales	100%	100%	100%	100%	100%
		% Completion of strategic initiatives within agreed timescales (Facilities related)	XX	XX	XX	XX	XX
		% Vacancies outstanding.	0	0	0	0	0
	Recruit, develop, retain talented faculty and professional staff.	# Average hours of professional development (each year).	20	25	30	35	40
		% Employee satisfaction (Overall)	75%	77%	80%	85%	85%
Innovation	Build an agile governance and operating model, with the aim to establish a robust and efficient operations platform on which to grow.	% Internal audit action plans completed.	100%	100%	100%	100%	100%
		Number of enterprise level risks.	TBC	TBC	TBC	TBC	TBC
	Unify and integrate IT systems to serve the education, research and operation activities.	Impact of innovation activities, events or workshops (overall satisfaction).	4	4	4	4	4
	Develop an environmentally sustainable campus.	% Reduction in utilities and resources consumption such as water, energy, printing papers and waste sent to landfill.	XX	XX	XX	XX	XX
		Positive habits, attitudes and higher adoption of sustainability practices.	XX	XX	XX	XX	XX
		Number of sustainability events/activities organized to raise awareness level.	XX	XX	XX	XX	XX
		Level of greenhouse gas emissions.	XX	XX	XX	XX	XX
	Efficiently managing resources to establish a sustainable financial base and examine the distribution of resources across programs.	Overall gross margin	2.5%	TBC	TBC	TBC	TBC
Operational Indicators			XX	XX	XX	XX	XX
			XX	XX	XX	XX	XX
			XX	XX	XX	XX	XX
			XX	XX	XX	XX	XX

Integrity & Ethics

Dedication

Inclusiveness

Excellence & Drive

Accountability & Transparency

Innovation & Creativity