HIGHER EDUCATION CLASSIFICATION MANUAL

2021 / 22

TABLE OF **CONTENT**

FOREWORD

DUBAI HIGHER EDUCATION CLASSIFICATION

The Higher Education Classification (HEC) is helping to transform Dubai into an international higher education hub, as well as a global centre for knowledge creation and innovation across public and private sectors.

After a year's interruption due to the pandemic, the HEC is back for 2022. In line with the UAE's future goals and the enduring messages of Dubai Expo, this year's HEC will focus on environmental sustainability, together with the four core categories of Teaching, Research, Employability, and Internationalisation.

Since it started in 2018, the Higher Education Classification has given students and their parents the information and data they need to make confident decisions about their future. The HEC has also enabled universities to identify and showcase their international best practices.

We thank the thousands of students who have chosen Dubai for their university studies. We're grateful to universities in Dubai for their continued commitment to quality, and we appreciate the help of our partners at QS to make Dubai a world leader in higher education.

We look forward to working with our whole community to welcome the future of higher education to Dubai.

Dr Abdulla Al Karam
Director General & Chairman of the Board of Directors
Knowledge and Human Development Authority

Higher Education Classification framework has been developed in partnership with QS™. The following are the definitions of Stars within the Higher Education Classification framework:

DEFINITION OF RATINGS		1000
ONE STAR RATING	A 1-star institution provides a good standard of education to students and has the necessary organisational structure to enable progress and development.	100
TWO STAR RATING	A 2-star institution provides a good standard of education to students and has demonstrated progress in HEC Core Criteria categories including Teaching, Research, Employability and Internationalisation.	250
THREE STAR RATING	A 3-star institution provides a high standard of education to students and has demonstrated strengths in Core Criteria categories including Teaching, Research, Employability and Internationalisation. They also made progress in other categories including Learning Environment, Programme Strength and Advanced Criteria.	400
FOUR STAR RATING	A 4-star institution offers an excellent standard of education to students and has demonstrated strengths across all HEC categories including Core Criteria categories, Learning Environment, Programme Strength and Advanced Criteria categories. Graduate skill sets are attractive to employers. 4-star institutions meet pre-requisites in Research and Teaching.	550
FIVE STAR RATING	A 5-star institution offers a world-class standard of education and has demonstrated strengths across all HEC categories including Core Criteria categories, Learning Environment, Programme Strength and Advanced Criteria categories. It has a global reputation and has highly regarded international research and teaching standards. Graduates are sought after by employers. 5-star institutions meet pre-requisites in Teaching, Research, Employability and Overall Student Satisfaction.	700
FIVE STAR PLUS RATING	A 5+-star institution demonstrates all the qualities of a 5-star institution, and in addition, is recognised as a leader in global higher education. It attracts high performing students and faculty. Graduates from such institutions readily find employment in both public and private sectors. 5-star institutions meet pre-requisites in Teaching, Research, Employability and achieve a 5 stars rating in all categories.	900

METHODOLOGY

CORE CRITERIA CATEGORIES	POINTS
TEACHING	**150**
Faculty student ratio	50
Completion rate	40
Satisfaction with teaching and learning	40
Faculty with terminal degree	20
EMPLOYABILITY	**150**
Campus employer engagement	50
Graduate employment rate	50
Career service support	50
INTERNATIONALISATION	**150**
International collaboration	50
International faculty	20
International students	20
International student support services	30
International diversity	30
RESEARCH	**150**
(a) Papers per faculty OR (b) Non traditional research output (NTROs)	40
(a) Citations per paper OR (b) Recognition of NTROs	40
Research funds	40
Research and development support	30
LEARNING ENVIRONMENT CRITERIA	
FACILITIES	**100**
Sports facilities	20
Satisfaction with campus facilities and learning resources	20
Student accommodation	20
Library resouces	20
Health support services	10
Student clubs	10

METHODOLOGY

SPECIALIST CRITERIA CATEGORY	
PROGRAMME STRENGTH	**200**
Graduate employment rate	40
Completion rate	40
Student satisfaction with programme of study	40
Faculty student ratio	30
International students	30
Internationally recognised accreditations	20
ADVANCED CRITERIA CATEGORIES (2 OUT OF 5)	
ARTS & CULTURE	**50**
Arts and culture facilities	15
Concerts, events and exhibitions	15
International and local awards	10
Community, art, cultural and heritage initiatives	10
HAPPINESS & WELLBEING	**50**
Professional development & wellbeing activities	10
Student wellbeing	10
Voluntary work	10
Overall student satisfaction & happiness	20
INNOVATION	**50**
Patents	20
Documented start-ups & new ventures	10
Industrial research	10
Incubator and innovation initiatives	10
INCLUSIVENESS	**50**
Scholarships and bursaries	20
Inclusiveness	20
Gender balance	10
ENVIRONMETAL IMPACT	**50**
Environmental sustainability/climate change employees	10
Climate Action Plan	15
Environmental sustainability student associations	10
Public education and outreach	15

THRESHOLDS & PRE-REQUISITES

CORE CRITERIA CATEGORIES		150
ONE STAR RATING	⭐☆☆☆☆	15
TWO STAR RATING	⭐⭐☆☆☆	35
THREE STAR RATING	⭐⭐⭐☆☆	60
FOUR STAR RATING	⭐⭐⭐⭐☆	85
FIVE STAR RATING	⭐⭐⭐⭐⭐	105
LEARNING ENVIRONMENT CRITERIA CATEGORY		100
ONE STAR RATING	⭐☆☆☆☆	10
TWO STAR RATING	⭐⭐☆☆☆	25
THREE STAR RATING	⭐⭐⭐☆☆	40
FOUR STAR RATING	⭐⭐⭐⭐☆	55
FIVE STAR RATING	⭐⭐⭐⭐⭐	70
SPECIALIST CRITERIA CATEGORY		200
ONE STAR RATING	⭐☆☆☆☆	20
TWO STAR RATING	⭐⭐☆☆☆	50
THREE STAR RATING	⭐⭐⭐☆☆	80
FOUR STAR RATING	⭐⭐⭐⭐☆	110
FIVE STAR RATING	⭐⭐⭐⭐⭐	140
ADVANCED CRITERIA CATEGORIES		50
ONE STAR RATING	⭐☆☆☆☆	5
TWO STAR RATING	⭐⭐☆☆☆	15
THREE STAR RATING	⭐⭐⭐☆☆	20
FOUR STAR RATING	⭐⭐⭐⭐☆	30
FIVE STAR RATING	⭐⭐⭐⭐⭐	35

THRESHOLDS & PRE-REQUISITES

OVERALL RATING		1000
ONE STAR RATING	⭐☆☆☆☆	100
TWO STAR RATING	⭐⭐☆☆☆	250
THREE STAR RATING	⭐⭐⭐☆☆	400
FOUR STAR RATING	⭐⭐⭐⭐☆ • Must have at least 2 Citations per paper* OR Must have 0.5 NTRO** per faculty member • Must have at least 65% Completion rate	550
FIVE STAR RATING	⭐⭐⭐⭐⭐ • Must have at least 3 Citations per paper* OR Must have 1 NTRO** per faculty member • Must have at least 75% Completion rate • Must have at least 85 points in the Employability category • Must have overall Student satisfaction of 70%	700
FIVE STAR PLUS RATING	⭐⭐⭐⭐⭐ • Must have 5-stars rating in all categories and meet all the pre-requisites needed for 5-Stars	900

*Applicable if institutions choose indicator RES01-(a) Papers per faculty under Research category

**Applicable if institutions choose indicator RES01-(b) Non traditional research outputs under Research category

CORE CRITERIA CATEGORIES

—————— TEACHING   150 POINTS

Today's students expect faculty to contribute to their learning through effective, quality teaching. Universities that can demonstrate teaching excellence will attract students and have a competitive advantage in the higher education sector. We measure teaching excellence through a combination of input and output measures.

INDICATOR CODE	TEACH-01
INDICATOR NAME	**Faculty Student Ratio**
DEFINITION	This indicator represents the total number of faculty involved in teaching divided by the total number of students enrolled. It requests institutions to submit Full Time Equivalent (FTE) data for students and faculty. Each enrolled student is counted as one FTE.
REQUIRED EVIDENCE	N/A
TIMEFRAME	Academic Year 2020/21
POINTS	50
MIN THRESHOLD	2%
MAX THRESHOLD	10%

INDICATOR CODE	TEACH-02
INDICATOR NAME	**Completion Rate**
DEFINITION	This indicator captures the percentage of students who graduated within the expected time period for their programme.
REQUIRED EVIDENCE	N/A
TIMEFRAME	2021 Graduates
POINTS	40
MIN THRESHOLD	60%
MAX THRESHOLD	90%

INDICATOR CODE	TEACH-03
INDICATOR NAME	**Satisfaction with Teaching and Learning**
DEFINITION	This indicator measures students' perception about the quality of teaching and learning they experience in their academic programmes. Data for this indicator will be captured from the KHDA student survey.
REQUIRED EVIDENCE	N/A
TIMEFRAME	KHDA Student Survey 2021
POINTS	40
MIN THRESHOLD	60%
MAX THRESHOLD	80%

INDICATOR CODE	TEACH-04
INDICATOR NAME	**Faculty with Terminal Degree**
DEFINITION	This indicator, in seeking to capture faculty skills and experience, looks at the percentage of academic faculty working at the institution that hold a doctorate; relevant 5 years' industry experience, or an appropriate teaching qualification.
REQUIRED EVIDENCE	Copy of most recent C.V. for each faculty member or a LinkedIn account.
TIMEFRAME	Academic year 2020/21
POINTS	20
MIN THRESHOLD	60%
MAX THRESHOLD	80%

EMPLOYABILITY   150 POINTS

Students (and parents) consider future employment prospects when selecting universities and academic programmes. Strong employability data gives universities a significant advantage. This sends students a positive signal; namely, that graduates from their university are held in high regard by employers and that they stand a good chance of finding a job after graduation. The 'employability agenda' today is pivotal in the strategic priorities of universities as it has a direct impact on student recruitment, retention and satisfaction.

INDICATOR CODE	EMP-01
INDICATOR NAME	**Campus Employer Engagement**
DEFINITION	This indicator captures data on employer engagement sessions or activities organised by the Dubai campus which evidence employer/industry participation to help students with employment after graduation. Examples of employer participation/engagement: • mentoring webinars (where employers or industry partners share sector knowledge, expectations, sector best practices) • employer/industry on-campus workshops (practical training outcomes or the acquisition of sector/industry knowledge) • employer/industry guest lectures/seminars (insights and discovery of a particular industry or sector)
REQUIRED EVIDENCE	Link providing details of the event (listing all companies particpating) or official communication with company.
TIMEFRAME	Academic Year 2020/21
POINTS	50
MIN THRESHOLD	0
MAX THRESHOLD	2% of the total student body

INDICATOR CODE	EMP-02
INDICATOR NAME	**Graduate Employment Rate**
DEFINITION	This indicator focuses on graduates employed within 3 years of graduation, including those who have started their own business and those who have undertaken entrepreneurial activities. Graduates not seeking work or pursuing further study are excluded. Data for this indicator will be captured from the KHDA Graduate Employment survey.
REQUIRED EVIDENCE	N/A
TIMEFRAME	KHDA Graduate for 2019, 2020 and 2021
POINTS	50
MIN THRESHOLD	50%
MAX THRESHOLD	75%

INDICATOR CODE	EMP-03
INDICATOR NAME	**Career Service Support**
DEFINITION	This indicator seeks to capture data on how campuses support, mentor and guide students in their search for employment. The following elements will be evaluated and 10 points will be awarded for each available element. Institutions can choose a maximum of five out of the six elements: • 1 career advisor • Career interview trainings or CV/cover letter writing support • At least one career fair "Physical or virtual" in the last academic year organized by the academic institution • Career advising sessions available for students • Online career portal with access to job vacancies or career advisor appointment system • Alumni engagement activities such as: events for graduates, alumni mentoring, etc.
REQUIRED EVIDENCE	Supporting documents (including screenshots, timetables, and social-media posts or invitations for events)
TIMEFRAME	Academic Year 2020/21
POINTS	50
MIN THRESHOLD	0
MAX THRESHOLD	5

INTERNATIONALISATION   150 POINTS

There is a need for higher education institutions to cultivate a global outlook to offer students the best possible preparation for life and careers in the 21st century. It is important for institutions to develop and articulate their own campus-based internationalisation strategy to meet the expectations of students who increasingly want international experiences while pursuing their university studies.

INDICATOR CODE	INTER-01
INDICATOR NAME	**International Collaboration**
DEFINITION	Joint initiatives can include joint virtual webinars/workshops between particular a department(s)/faculty.
REQUIRED EVIDENCE	Link to webinar/workshop or relevant social media promotion of initiative.
TIMEFRAME	Academic Year 2020/21
POINTS	50
MIN THRESHOLD	0
MAX THRESHOLD	10% of the total number of offered programmes

INDICATOR CODE	INTER-02
INDICATOR NAME	**International Faculty**
DEFINITION	This indicator captures data on international faculty who contribute to course delivery and/or to the research activity of the Dubai campus. . "International faculty" is defined as any faculty member whose nationality (as per passport) is different from the higher education institution's home country.
REQUIRED EVIDENCE	N/A
TIMEFRAME	Academic Year 2020/21
POINTS	20
MIN THRESHOLD	5%
MAX THRESHOLD	25%

INDICATOR CODE	INTER-03
INDICATOR NAME	**International Students**
DEFINITION	This indicator measures the inbound internationalisation of the institution; namely, overseas students who have enrolled and undertaken a course of study at the institution. Data for this indicator will be captured from the KHDA Census.
REQUIRED EVIDENCE	N/A
TIMEFRAME	Academic Year 2021/22
POINTS	20
MIN THRESHOLD	0%
MAX THRESHOLD	20%

INDICATOR CODE	INTER-04
INDICATOR NAME	**International Student Support Services**
DEFINITION	This indicator captures data on services provided to support international students at Dubai campus. The following elements will be evaluated and 2 points will be awarded for each available element: • Visa support services • Orientation to Dubai • Dedicated webpage • Dedicated scholarships • Dedicated international center
REQUIRED EVIDENCE	Weblink or supporting evidence for each of the items
TIMEFRAME	Academic Year 2021/22
POINTS	30
MIN THRESHOLD	0
MAX THRESHOLD	5

INDICATOR CODE	INTER-05
INDICATOR NAME	**International Diversity**
DEFINITION	This indicator captures data on the number of different nationalities in the student body.
REQUIRED EVIDENCE	N/A
TIMEFRAME	Academic Year 2020/21
POINTS	30
MIN THRESHOLD	5
MAX THRESHOLD	50

RESEARCH   150 POINTS

The research category enables higher education institutions to demonstrate their research assets such as research quality and productivity. Research output should be a recognisable aspect of the strategic priorities and growth-plan of the university, and should be visible in the institution's everyday operational reality. Research outcomes contribute to society's intellectual knowledge base and create wealth in the community in which the university is located and beyond.

INDICATOR CODE	RES-01		
INDICATOR NAME	(a) Papers per Faculty		(b) Non Traditional Research Output (NTROs)
DEFINITION	This indicator captures data on faculty publishing in Scopus-indexed journals, which today is the global standard for scientific databases. This is measured by counting the number of papers published by faculty for the past five years as a ratio of faculty members who had direct involvement with the Dubai campus.	OR	This indicator captures data on any non-traditional research output published by faculty as a ratio of faculty members who had direct involvement with the Dubai campus. An NTRO must be a formally recognised and a professionally acknowledged creative endeavor in either singular or multiple fields. A guide describing acceptable NTRO's is included in the appendices.
REQUIRED EVIDENCE	N/A		Weblink or any supporting evidence
TIMEFRAME	Calendar Year(2017 - 2021)		Calendar Year(2017 - 2021)
POINTS	40		40
MIN THRESHOLD	0		0
MAX THRESHOLD	6		2

INDICATOR CODE	RES-02		
INDICATOR NAME	(a) Citations per paper		(b) Recognition of NTROs
DEFINITION	This indicator captures data on the number of citations per Scopus indexed paper that have been generated through research output.	OR	This indicator captures data on recognition of NTROs. NTROs constitutes a significant addition to the creator's portfolio and to the field of application. A guide describing the criteria for recognition of NTRO's is included in the appendices.
REQUIRED EVIDENCE	N/A		N/A
TIMEFRAME	Calendar Year(2017 - 2021)		Calendar Year(2017 - 2021)
POINTS	40		40
MIN THRESHOLD	0		0
MAX THRESHOLD	6		1

INDICATOR CODE	RES-03
INDICATOR NAME	**Research Funds**
DEFINITION	The focus in this indicator is to capture data on the percentage of faculty that have been awarded grants for their research projects.
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Calendar Year 2020 and 2021
POINTS	40
MIN THRESHOLD	10%
MAX THRESHOLD	30%

INDICATOR CODE	RES-04
INDICATOR NAME	**Research and Development Support**
DEFINITION	This indicator seeks to capture data on the support provided promoting research and development undertaken at the institution. This could include, but not limited to, virtual research events or research showcasing organized by the institution to present and highlight knowledge creation, impact, and outcomes.
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Academic Year 2020/21
POINTS	30
MIN THRESHOLD	0
MAX THRESHOLD	10

LEARNING ENVIRONMENT CRITERIA CATEGORY

FACILITIES   100 POINTS

The learning environment category focuses on the physical and technological infrastructure that the university has created to support student learning. Today's students have high expectations about the quality and variety of learning environments that they expect to find on campus. Institutions that provide high quality learning environments will benefit in terms of recruitment, retention, and student satisfaction.

INDICATOR CODE	FAC-01
INDICATOR NAME	**Sports Facilities**
DEFINITION	This indicator looks at the availability of indoor and outdoor sports facilities, either on or off campus, available for student sports, recreation, and physical training. The availability or access to the following facilities will be evaluated and 4 points will be awarded for each available or accessible facility on or off campus: • Swimming pool • Indoor or outdoor fitness gym • Indoor sports court • Outdoor sports court • Outdoor sports field
REQUIRED EVIDENCE	(a) For on campus facilities - Link or photographic evidence (b) For off campus facilities - Agreement with off campus sport facilities
TIMEFRAME	Academic Year 2021/22
POINTS	20
MIN THRESHOLD	0
MAX THRESHOLD	5

INDICATOR CODE	FAC-02
INDICATOR NAME	**Satisfaction with campus facilities & learning resources**
DEFINITION	This indicator measures the satisfaction of students with campus facilities. Data for this indicator will be captured from the KHDA survey.
REQUIRED EVIDENCE	N/A
TIMEFRAME	KHDA Student Survey 2021
POINTS	20
MIN THRESHOLD	60%
MAX THRESHOLD	80%

INDICATOR CODE	FAC-03
INDICATOR NAME	**Student Accommodation**
DEFINITION	This indicator seeks to capture data on whether the campus provides access to or support to find accommodation for students. This could include on-campus or off-campus housing facilities.
REQUIRED EVIDENCE	(a) For on campus - Link or photographic evidence (b) For off campus - Agreement with off campus
TIMEFRAME	Academic Year 2021/22
POINTS	20
MIN THRESHOLD	0
MAX THRESHOLD	1

INDICATOR CODE	FAC-04
INDICATOR NAME	**Library Resources**
DEFINITION	This indicator seeks to measure students' access to a list of international academic research databases.
REQUIRED EVIDENCE	To be verified on site.
TIMEFRAME	Academic Year 2021/22
POINTS	20
MIN THRESHOLD	0
MAX THRESHOLD	10

INDICATOR CODE	FAC-05
INDICATOR NAME	**Health Support Services**
DEFINITION	This indicator seeks to capture data on accessibility to on or off campus medical facilities to students.
REQUIRED EVIDENCE	Verified on site / Agreement with medical providers / Health insurance companies
TIMEFRAME	Academic Year 2021/22
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	1

INDICATOR CODE	FAC-06
INDICATOR NAME	**Student Clubs**
DEFINITION	This indicator seeks to capture data on active clubs for students such as but not limited to: • hobby clubs • educational clubs • sports teams
REQUIRED EVIDENCE	Weblink
TIMEFRAME	Academic Year 2021/22
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	10

SPECIALIST CRITERIA CATEGORY

PROGRAMME STRENGTH   200 POINTS

This category gives institutions the opportunity to showcase their flagship academic programme. Institutions are required to select a specialist programme area. All indicators below are applicable to the programme of choice.

INDICATOR CODE	PROG-01
INDICATOR NAME	**Graduate Employment Rate**
DEFINITION	This indicator focuses on graduates employed within 3 years of graduation including graduates who have started their own business and those who have undertaken entrepreneurial activities. Graduates not seeking work or pursuing further study are excluded. Data for this indicator will be captured from the KHDA Graduate Employment survey.
REQUIRED EVIDENCE	N/A
TIMEFRAME	KHDA Graduate for 2019, 2020 and 2021
POINTS	40
MIN THRESHOLD	50%
MAX THRESHOLD	75%

INDICATOR CODE	PROG-02
INDICATOR NAME	**Completion Rate**
DEFINITION	This indicator captures the percentage of students who graduated within the expected time period for their programme.
REQUIRED EVIDENCE	N/A
TIMEFRAME	2021 Graduates
POINTS	40
MIN THRESHOLD	60%
MAX THRESHOLD	90%

INDICATOR CODE	PROG-03
INDICATOR NAME	**Student Satisfaction with Programme of Study**
DEFINITION	This indicator captures the percentage of students who are satisfied with their programme of study. Data for this indicator will be captured from the KHDA student survey.
REQUIRED EVIDENCE	N/A
TIMEFRAME	KHDA Student Survey 2021
POINTS	40
MIN THRESHOLD	60%
MAX THRESHOLD	80%

INDICATOR CODE	PROG-04
INDICATOR NAME	**Faculty Student Ratio**
DEFINITION	This indicator represents the total number of faculty involved in teaching divided by the total number of students enrolled. It requests institutions to submit Full Time Equivalent (FTE) data for students and faculty. Each enrolled student is counted as one FTE.
REQUIRED EVIDENCE	N/A
TIMEFRAME	Academic Year 2020/21
POINTS	30
MIN THRESHOLD	2%
MAX THRESHOLD	10%

INDICATOR CODE	PROG-05
INDICATOR NAME	**International Students**
DEFINITION	This indicator measures the inbound internationalisation of the institution; namely, overseas students who have enrolled and undertaken a course of study at the institution. Data for this indicator will be captured from the KHDA Census.
REQUIRED EVIDENCE	N/A
TIMEFRAME	Academic Year 2021/22
POINTS	30
MIN THRESHOLD	0%
MAX THRESHOLD	20%

INDICATOR CODE	PROG-06
INDICATOR NAME	**Internationally Recognised Accreditations**
DEFINITION	This indicator captures data on internationally recognised professional accreditations for the programme selected.
REQUIRED EVIDENCE	Weblink or certificates from accreditors
TIMEFRAME	Academic Year 2020/21
POINTS	20
MIN THRESHOLD	0
MAX THRESHOLD	1

ADVANCED CRITERIA CATEGORIES
(2 OUT OF 4)

ARTS AND CULTURE   50 POINTS

Today, higher education institutions strive to equip students with the knowledge, skills, and attributes that they will require to enjoy successful careers and happy, personal lives. To achieve these goals, universities provide opportunities for student holistic development in areas beyond the scope of their studies, through arts and culture related activities including, but not limited to, art, dance, drama, cinema, poetry, and cultural events. The Arts and Culture category is included to reward institutions who excel in these areas.

INDICATOR CODE	ARTS-01
INDICATOR NAME	**Arts and Culture Facilities**
DEFINITION	This indicator captures data on arts and culture related facilities available to students and faculty. The following elements will be evaluated and 5 points will be awarded for each available element: • Performance space • Studios (design, art, fashion, recording, film, dance etc.) • Gallery space
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Academic Year 2021/22
POINTS	15
MIN THRESHOLD	0
MAX THRESHOLD	3

INDICATOR CODE	ARTS-02
INDICATOR NAME	**Concerts, Events and Exhibitions**
DEFINITION	This indicator captures data on concerts, events, or exhibitions organised by the Dubai campus over a 12 month period. All events should be open to faculty and students.
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Academic Year 2021/22
POINTS	15
MIN THRESHOLD	0
MAX THRESHOLD	5

INDICATOR CODE	ARTS-03
INDICATOR NAME	**International & Local Awards**
DEFINITION	This indicator captures data on international and local awards or accolades given to students, staff, departments, or the institution as a whole, for publicly accessible works relating to the arts or local/national culture. "Local/national culture" refers to the culture of Dubai, the UAE, or the university's home country.
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Academic Year 2021/22
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	3

INDICATOR CODE	ARTS-04
INDICATOR NAME	**Community, Art, Cultural and Heritage Initiatives**
DEFINITION	This indicator captures data on initiatives for the community, initiatives related to public art projects, cultural and heritage preservation projects or initiatives. "Cultural preservation" refers to the culture of Dubai, the UAE, or the university's home country.
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Academic Year 2021/22
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	3

HAPPINESS & WELLBEING   50 POINTS

The UAE has placed happiness and wellbeing on its national agenda, as witnessed by the appointment of a Minister of State for Happiness and Wellbeing. This category serves as the impetus to officially recognising happiness across the Higher Education sector in Dubai. This indicator captures data on how institutions are facilitating environments which nurture and encourage the personal wellbeing and professional development of students. Institutions should also facilitate processes and activities to support staff development and wellbeing.

INDICATOR CODE	WELL-01
INDICATOR NAME	**Professional Development And Wellbeing Activities**
DEFINITION	This indicator focuses on (1) professional development initiatives (CPD) for the faculty and staff as well as (2) wellbeing initiatives/programmes to promote a healthy work-life balance. CPD to be considered as formal campus-led initiatives: career discussions, mentoring, workshops for up-skilling and re-skilling, online certified learning, peer-focused work shadowing etc., Wellbeing initiatives to be considered as organised and scheduled opportunities for staff/ faculty to improve work-life balance as well as physical and mental wellbeing within and outside of the workplace (occupational support).
REQUIRED EVIDENCE	A list of staff and respective programmes undertaken with the support of the institution (2020-2021)
TIMEFRAME	Academic Year 2020/21
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	10

INDICATOR CODE	WELL-02
INDICATOR NAME	**Student Wellbeing**
DEFINITION	This indicator focuses on initiatives or activities to promote student wellbeing.
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Academic Year 2020/21
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	10

INDICATOR CODE	WELL-03
INDICATOR NAME	**Voluntary Work**
DEFINITION	This indicator seeks to capture data on voluntary initiatives such as (but not limited to): charitable initiatives/projects, social & community outreach programs,, philanthropy, and disaster/poverty relief.
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Academic Year 2020/21
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	10

INDICATOR CODE	WELL-04
INDICATOR NAME	**Overall Student Satisfaction & Happiness**
DEFINITION	This indicator measures students' overall satisfaction and happiness in their higher education experience. Data for this indicator will be captured from the KHDA student survey.
REQUIRED EVIDENCE	N/A
TIMEFRAME	KHDA Student Survey 2021
POINTS	20
MIN THRESHOLD	60%
MAX THRESHOLD	80%

INNOVATION   50 POINTS

Universities have a role to play in unlocking the economic and social value of ideas by creating pathways for scientific, entrepreneurial, and creative enterprises. Higher education institutions contribute to society's innovation potential in a variety of ways, such as collaborating with industry and research institutions; developing incubation facilities and accelerators to nurture start-ups; and registering patents. This category gives universities the opportunity to showcase their innovative achievements.

INDICATOR CODE	INNO-01
INDICATOR NAME	**Patents**
DEFINITION	This indicator seeks to collect data on the number of patents that have been registered.
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Calendar Year (2017-2021)
POINTS	20
MIN THRESHOLD	0
MAX THRESHOLD	5

INDICATOR CODE	INNO-02
INDICATOR NAME	**Documented Start-ups and New Ventures**
DEFINITION	The focus of this indicator is to capture data on the number of start-up companies and new ventures established by university graduates.
REQUIRED EVIDENCE	Commerical license, weblink or any other supporting evidence
TIMEFRAME	Calendar Year (2019 - 2021)
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	5

INDICATOR CODE	INNO-03
INDICATOR NAME	**Industrial Research**
DEFINITION	This indicator captures data on collaboration between the Dubai campus and industry resulting in Scopus published papers.
REQUIRED EVIDENCE	Scopus ID number
TIMEFRAME	Calendar Year (2017 - 2021)
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	5

INDICATOR CODE	INNO-04
INDICATOR NAME	**Incubator and Innovative Initiatives**
DEFINITION	The focus of this indicator is to capture data on incubator and accelerator facilities, or any innovative initiatives available at the Dubai campus.
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	(a) Incubator Facilities: Current Academic Year 2021/22 (b) Innovation Initiatives: Last three academic years 2018 - 2021
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	1

INCLUSIVENESS   50 POINTS

Engagement between the university and the community is an important pillar in an institution's operations, since it defines the way it is embedded in the society it serves. Providing opportunities for all segments of society to have the opportunity to access higher education comes under the umbrella of inclusion. This category gives universities the opportunity to demonstrate their level of inclusion in three specific categories: scholarships and bursaries; inclusiveness for people of determination; and gender balance.

INDICATOR CODE	INC-01
INDICATOR NAME	**Scholarships and Bursaries**
DEFINITION	This indicator seeks to capture data on students receiving scholarship and bursaries. These can include a variety awards made to students, including scholarships for academic merit, and financial hardship bursaries (minimum 50% tuition fee scholarship) .
REQUIRED EVIDENCE	Sample of letters to students confirming scholarships
TIMEFRAME	Academic Year 2020/21
POINTS	20
MIN THRESHOLD	0
MAX THRESHOLD	1% of the total student body

INDICATOR CODE	INC-02
INDICATOR NAME	**Inclusiveness**
DEFINITION	This indicator seeks to assess the readiness of the Dubai campus to provide an equitable standard of academic support, assistive technology, teaching and learning experience for students of determination in line with standard 10 of the Dubai Inclusive Education Policy. The following elements will be evaluated and 4 points will be awarded for each available element: • Support services for mental health conditions • Built-in accessibility computer systems for visually impaired • Sign language interpreter or note-takers for hearing impaired • Map identifying wheelchair ramps, disabled toilets and parking access • Dedicated academic support for students with learning disabilities
REQUIRED EVIDENCE	Weblink or Photographic Evidence
TIMEFRAME	Academic Year 2021/22
POINTS	20
MIN THRESHOLD	0
MAX THRESHOLD	5

INDICATOR CODE	INC-03
INDICATOR NAME	**Gender Balance**
DEFINITION	This indicator measures gender balance on the Dubai campus.
REQUIRED EVIDENCE	N/A
TIMEFRAME	Academic Year 2021/22
POINTS	10
MIN THRESHOLD	40% : 60%
MAX THRESHOLD	50% : 50%

ENVIRONMENTAL IMPACT   50 POINTS

This category gives institutions the opportunity to showcase their efforts in sustainability and environmental initiatives. Today, environmental sustainability become a strategic goal in UAE.

INDICATOR CODE	ENV-01
INDICATOR NAME	**Environmental sustainability/climate change employees**
DEFINITION	At least one staff member dedicated to sustainability or climate change
REQUIRED EVIDENCE	An official appointment letter or a job description
TIMEFRAME	Academic Year 2021/22
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	1

INDICATOR CODE	ENV-02
INDICATOR NAME	**Climate Action Plan**
DEFINITION	Climate action plans for Dubai campus cover the following areas: Operation, Education and Research
REQUIRED EVIDENCE	• **Operation:** An evidence of sustainability initiatives that address daily operations within Dubai campus • **Education:** Programmes or courses to increase awareness about sustainability and environmental impact. • **Research:** Scopus ID number for at least 1 paper about sustainability and environmental impact published by Dubai campus faculty (in the past 5 calendar years)
TIMEFRAME	Academic Year 2021/22
POINTS	15
MIN THRESHOLD	0
MAX THRESHOLD	3

INDICATOR CODE	ENV-03
INDICATOR NAME	**Environmental sustainability student associations**
DEFINITION	At least one dedicated student association focusing on environmental sustainability issues
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Academic Year 2021/22
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	1

INDICATOR CODE	ENV-04
INDICATOR NAME	**Public education and outreach**
DEFINITION	Public education or outreach activities in the field of sustainability
REQUIRED EVIDENCE	Weblink or any supporting evidence
TIMEFRAME	Academic Year 2021/22
POINTS	10
MIN THRESHOLD	0
MAX THRESHOLD	5

APPENDICES

APPENDIX A:

GUIDE FOR NON-TRADITIONAL RESEARCH OUTPUTS (NTROS)

—— NTRO OUTPUT

An output constitutes a significant addition not only to the creator's portfolio but to the field of application. The creator/author must be credited and acknowledged as the sole or lead producer of the creative asset. The NTRO must demonstrate:

- Influence and interaction with peers in the field (determined by official reviews / reports / purchase and adoption)
- Cultural significance or recognition (determined by awards)
- A completely new product /creative tangible asset (determined by adoption or purchase)

NTROs will only be counted if faculty played an important part in the delivery of the NTROs. Student assessment or projects that do not have faculty involvement will not be considered.

Given this, the following categories can be considered:

—— 1. VISUAL ART WORK

EVIDENCE

- Evidence of first exhibited date, or first made public, and duration of exhibition
- Copy of the work or link if web-based; supporting non-university PR promotion and coverage
- Published catalogue of exhibition
- Official published reviews or awards of the work
- Research statement, disseminated and distributed, outlining background, process and context of the development and creation of the output

EXPOSURE

- National or State Gallery or Museum
- Contemporary Art Space
- University Gallery
- A member gallery of any Commercial Galleries Association or a venue of equivalent, formal standing
- Public or site-specific art projects
- International exhibitions and projects
- Curated virtual exhibitions

VERIFICATION:

- A copy of the work or a link to the work if web-based plus any relevant material such as a programme
- Evidence of first date or that the work was made publicly available
- Published reviews or awards of the work, if applicable
- Research statement outlining scope of work, challenge addressed

RECOGNITION:

Evidence of peer review may be provided by academic/scholarly/professional peers in the form of:

- The commissioning or funding of the work by a nationally or internationally recognised peer-review body
- Awards, short-listing, prizes, honours, judged by a panel of formally appointed peers
- Reviews of the work written by peers in the field and published (in print and/or online) in academic journals, by commercial publishers in the national or international press, and/or by not-for-profit bodies of national and international reputation
- Exhibition or presentation in a venue recognised nationally or internationally by peers in the discipline, such as a major festival or gallery location of significance
- Commissioning or funding by a distinguished public or private body
- Inclusion of work in school or university curriculum
- An exhibition catalogue from a reputable international or local academic or commercial publisher
    - invitation to repeat exhibitions or performances
    - awards and prizes
    - acquisition by a public or private collection
    - discussion and dissemination by esteemed organisations, eg, broadcast or televised

2. AUDIO/VISUAL RECORDING

New and original work in an audio-visual medium. The output must seek to increase knowledge and/or advance understanding in a particular area or the creative arts in general. Works must be recorded or draw upon audio-visual format.

EVIDENCE

- Video
- Film
- Documentary
- Other audio-visual presentations
- Public or site-specific art projects
- International exhibitions and projects
- Curated virtual exhibitions

EXPOSURE

- Presentation in a venue recognised nationally or internationally by peers
- Dissemination by a commercial or not-for-profit body of national or international reputation
- Commissioning or funding by a distinguished public or private body
- Discussion and dissemination by official broadcast organisations

VERIFICATION

- A copy of the work or a link to the work if web-based plus any relevant material such as a programme
- Evidence of first date or that the work was made publicly available
- Published reviews or awards of the work, if applicable
- Research statement outlining scope of work, challenge addressed

RECOGNITION

Evidence of peer review may be provided by academic/scholarly/professional peers in the form of:

- The commissioning or funding of the work by a nationally or internationally recognised peer-review body
- Awards, short-listing, prizes, honours, judged by a panel of formally appointed peers
- Reviews of the work written by peers in the field and published (in print and/or online) in academic journals, by commercial publishers in the national or international press, and/or by not-for-profit bodies of national and international   reputation/recognition.

3. DIGITAL CREATIVE WORK / ANIMATION

Work specifically for a digital medium which draws on digital platforms and computational tools/software to address a particular research challenge and/or gap in the respective field of research/application. Work here can involve technological solutions that an understanding of creative technologies and their application to (a singular) or different fields. Essentially this category of NTRO addresses research which develops and promotes practice-based research in computer supported collaborative creativity. Animation can therefore be considered a creative asset of this category.

EVIDENCE

- Hybrid forms through new combinations of creative practices or media
- Animated film or animation short
- New applications or modes of interactivity by using software
- New visualisations and other forms of dynamic modelling
- Creative 3D models
- Digital outputs of architectural and design projects and/or animation
- Visual artworks

EXPOSURE

- Presentation in a venue recognised nationally or internationally by peers in the discipline
- Dissemination by a commercial or not-for-profit body of national or international reputation
- Commissioning or funding by a distinguished public or private body
- Discussion and dissemination by reputed publishing or broadcasting organisations

VERIFICATION

- A copy of the work or a link to the work if web-based plus any relevant material such as a programme
- Evidence of first date or that the work was made publicly available
- Published reviews or awards of the work, if applicable
- Research statement outlining scope of work, challenge addressed

RECOGNITION

Evidence of peer review may be provided by academic/scholarly/professional peers in the form of:

- The commissioning or funding of the work by a nationally or internationally recognised peer-review body
- Awards, short-listing, prizes, honours, judged by a panel of formally appointed peers
- Reviews of the work written by peers in the field and published (in print and/or online) in academic journals, by commercial publishers in the national or international press, and/or by not-for-profit bodies of national and international reputation

4. TEXTUAL WORK

EVIDENCE

- Scholarly editions
- Scholarly translations
- Novels
- Art reviews
- Exhibition catalogues and catalogue entries (note that where the catalogue derives from an exhibition curated by the author, the research can only be submitted in one category, i.e. textual or curated exhibition)
- Notated musical work and published scores.

EXPOSURE

- Publication in a venue recognised nationally or internationally by peers in the discipline, of at least emirate standing or higher, such as an emirate level publisher, theatre, or recognised festival
- Publication by major academic or commercial presses, galleries or museums
- Online hosting by major institutions
- Commissioning/funding by a distinguished public or private body

VERIFICATION

- A copy of the work or a link to the work if web-based plus any relevant material such as a programme
- Evidence of first date or that the work was made publicly available
- Published reviews or awards of the work, if applicable
- Research statement outlining scope of work, challenge addressed

RECOGNITION

Evidence of peer review may be provided by academic/scholarly/professional peers in the form of:

- The commissioning or funding of the work by a nationally or internationally recognised peer-review body
- Awards, short-listing, prizes, honours, judged by a panel of formally appointed peers
- Reviews of the work written by peers in the field and published (in print and/or online) in academic journals, by commercial publishers in the national or international press, and/or by not-for-profit bodies of national and international reputation

5. LIVE PERFORMANCE - MUSIC

The live performance should exhibit originality, extending the boundaries of existing ideas, methodologies, approaches, creative or improvisational techniques. The work must address a particular theme. Repertoire performed according to new ideas of performance practice can be included, but university music groups are not included.

EVIDENCE

- A new repertoire or interpretation
- New mediums of sounds / instrumentation to address a particular interdisciplinary challenge
- A repertoire that has been newly discovered, edited or interpreted
- A composition which addresses particular social themes / issues

EXPOSURE

- Performance in a venue recognised nationally or internationally by peers in the discipline
- Performance in association with performing bodies recognised nationally or internationally by peers in the discipline
- The selection of work performed for broadcast or recording, where the broadcaster or recording publisher is recognised nationally or internationally by peers in the discipline.
- Composition copyright

VERIFICATION

- Publication in a venue recognised nationally or internationally by peers in the discipline, of at least State standing or higher, such as a State-based publisher, capital city theatre, State-recognised festival
- Publication by major academic or commercial presses, galleries or museums
- Online hosting by major institutions
- Commissioning/funding by a distinguished public or private body

RECOGNITION

Evidence of peer review may be provided by academic/scholarly/professional peers in the form of:

- The commissioning or funding of the work by a nationally or internationally recognised peer-review body
- Awards, short-listing, prizes, honours, judged by a panel of formally appointed peers
- Reviews of the work written by peers in the field and published (in print and/or online) in academic journals, by commercial publishers in the national or international press, and/or by not-for-profit bodies of national and international reputation

Note: The information on NTROs was provided by QS™

APPENDIX B:

KHDA IS GOING PAPERLESS

"We are building a future without paper. In 2021, Dubai government will go completely paper-free, eliminating more than 1 billion pieces of paper used for government transactions every year. Working across government departments, our integrated framework marks another major step towards making Dubai a smart city of the future and improving happiness levels for staff and citizens alike – saving time, resources and the environment."

- SMART DUBAI

KHDA and the Higher Education Classification team, in line with Dubai Government's strategy, are going paperless. We encourage you not to print documents for KHDA submissions or site visits.

APPENDIX C:

SURVEYS, RESPONSE RATE, AND SCORE:

HEC requires a minimum response rate of 15% for to be eligible for full points for 2019/20 cycle. This includes all indicators related to the KHDA Student Survey and Graduate Employment Survey. Failing to achieve the minimum response rates will result in scaling down the points allocated for those indicators. Below is a breakdown of points in relation to response rate:

Indicators	15% or above	10% - 14%	5% - 9%	Below 5%
Indicators worth 50 points	50	37.5	25	0
Indicators worth 40 points	40	30	20	0
Indicators worth 30 points	30	22.5	15	0
Indicators worth 20 points	20	15	10	0
Indicators worth 10 points	10	7.5	5	0

Please be aware that the points listed in the table are not the final results for that indicator. The final results will be calculated from the surveys' data.