FAQs - KPI

Section 1: General Questions About the KPI Portal

Purpose, mandatory submission for full-time faculty, five core domains, evidence requirements, submission process, category determination, and contact points summarized.

Section 2: Access and Login Issues

Access via ZU HRMS credentials, common login errors, mobile compatibility, and support contacts.

Section 3: Submission, Review, and Approval Workflow (FAQs)

Submission steps, review workflow, tracking status, correction procedures, and feedback mechanism.

Section 4: Scoring, Performance Categories & Increments

Scoring rubrics, weightage per domain, performance categories (Exceeds, Meets, Does Not Meet Expectations), and increment details.

Section 5: Technical Errors and Troubleshooting (FAQs)

Common technical errors, troubleshooting steps, and escalation contacts.

Section 1: General Questions About the KPI Portal

1.1 What is the purpose of the KPI Portal?

The **KPI (Key Performance Indicator) Portal** is a centralized digital platform established by the **ORIC Department of Ziauddin University**, in collaboration with the **IT** and **HR Departments**. It is designed to **collect, track, and evaluate the performance of faculty members** across all Faculties and Colleges.

1.2 Who is required to submit KPI data?

All full-time faculty members across Ziauddin University's colleges and Faculties are required to submit their KPI forms.

1.3 What are the core domains included in the KPI form?

The KPI form captures performance across **five major domains**:

1. **Teaching & Learning**
2. **Research & Commercialization**
3. **Industrial/Clinical Engagements**
4. **Administrative Assignments**
5. **Student Affairs**

Each domain contains quantifiable indicators that contribute to the overall Performance score.

1.4 How often should the KPI form be submitted?

You can **fill and update your KPI form at any time during the year**. The portal is designed to allow faculty members to submit entries whenever they make meaningful progress in any relevant area.

Some common examples include:

- Applying for a **new research grant or CRA (Contract Research Agreement)**
- Conducting or attending a **workshop/training**
- Organizing a **student innovation event or seminar**
- Supervising FYP **or PG thesis**
- Signing an **MoU or industry collaboration**
- Taking up a **coordinator role**
- Mentoring a **student startup or community service project**

You are encouraged to log in and **regularly update your form** to ensure that all contributions are properly recorded. There is **no need to wait for a specific deadline,** submit whenever you have completed an activity that aligns with any of the KPI domains.

1.5 Is submission of evidence mandatory?

Yes. Supporting documents (e.g., certificates, grant letters, event posters, student feedback reports) must be uploaded for most KPIs. These Evidences helps validate claims and maintains integrity.

1.6 Can part-time or adjunct faculty use the KPI Portal?

Currently, the KPI Portal is **designed for full-time faculty**. If adjuncts are required to report specific indicators, they will receive direct instructions from their respective departments or HR.

1.7 What happens after I submit my KPI form?

Once submitted:

1. Your form is routed to your **HoD/Dean/ORIC** for initial review.
2. It is then checked by **ORIC** (for research and innovation KPIs)
3. Approved KPIs contribute to your final score, which is reviewed by university management.

1.8 Can I partially fill the KPI form and return later?

No. The KPI Portal currently requires that you **complete and submit the form in one go**. Once you begin filling the form, please ensure you have all relevant information and evidence ready, as there is **no option to save progress and return later**. It's recommended to **gather all supporting documents and data** beforehand to avoid interruptions during submission.

1.9 Is it necessary to fill all five domains of the KPI form?

Not necessarily. You should fill in **only the sections where you have performed relevant activities**.

1.10 How do I know what evidence is acceptable for each KPI?

Each KPI form section has specific fields that require verifiable evidence to support your claims. Submissions without proper evidence may not be accepted during internal verification. Below is a breakdown of acceptable supporting documents per KPI domain, based on Ziauddin University's ORIC forms:

(a) Teaching & Learning

Workshops/Trainings Attended	Certificate of participation or completion with dates and organizer name.
PG Thesis Supervision (MPhil/PhD)	Approval letter from **research committee** or student registration confirmation.
FYP Supervision	List of supervised students with registration numbers and project titles (approved by Principal/Dean/HoD)

(b)Research & Commercialization

KPI Item	**Acceptable Evidence**
Research Proposals Submitted	Submission acknowledgment email or copy of submitted proposal.
Contract Research Agreements (CRA) Submitted	Copy of submitted CRA with sponsor/institutional signature.
Research Proposals/CRA Approved or Funded	Grant award letter, contract, or funding email.
Amount of Funding Secured	Budget sheet with approval or grant letter stating amount.
Policy Advocacy/Case Studies	Proof of presentation/submission to government body with acknowledgement from Government Body (email, event photos, letter).
IP Disclosures Filed	Filled IP Disclosure Form, along with proof of submission to ORIC Department.
Patents/Copyrights Filed or Granted	National/international application receipts or granted certificate.
Prototypes Developed/Industrial Testing	Lab report, testing results, photos, or endorsement from industry partner.
Revenue from Licensing/Consulting	Royalty contract, invoice, or finance department receipt.
Startups Launched	Registration certificate, business plan summary, or startup endorsement letter.

(c) Industrial/Clinical Engagements

KPI Item	Acceptable Evidence
Organize an Event	HOD Approval Email is required.
MoUs/Collaborations Signed	Scanned copy of signed MoU with ZU stamp
Internships Supervised	Internship letter or list of supervised students with activity description.

(d)Administrative Assignments

KPI Item	Acceptable Evidence
Coordinator/Focal Person Roles	Appointment letter, notification email, or screenshot from official records.
Committee Participation (Member/Secretary/Convenor)	Official meeting minutes or nomination letter from admin.

(e) Student Affairs

KPI Item	Acceptable Evidence
Startup Mentorship	Record of sessions held, business concept document, or student statement.
Student Events/Initiatives Organized	Event schedule, photos, student feedback form, or attendance list.

1.11 Can I revise a KPI entry after submitting it?

No. Once you submit your KPI form, you cannot make any changes or revisions to your entries. It is important to carefully review all sections and uploaded evidence before clicking the "Submit" button.

If you believe an entry needs urgent correction after submission, you must contact your **HoD or ORIC** immediately for further guidance. However, system permissions do not allow self-editing after final submission.

1.12 What if I have activities that don't clearly fall into any of the five KPI domains?

If an activity doesn't fit directly under one category, try to relate it to the **closest relevant domain**. For example:

- Community workshops → *Student Affairs* or *Industrial Engagement*

If it's still unclear, you can contact ORIC to suggest an appropriate classification.

1.14 Who can I contact for help filling out the form?

You may reach out to the following for support:

- ORIC Focal Person or email at oric@zu.edu.pk]

- **IT Department (Technical Issues):** [Usama Ahmed/ usama.ahmed@zu.edu.pk]
- **Your Dean/HOD:** For department-specific clarification

1.13 Is there a video or guide available to help navigate the KPI Portal?

Yes. A short **step-by-step user guide** (and soon, an instructional video) is available on the KPI Portal page. These materials provide screenshots and tips for each section of the form.

1.14 Do I need to manually enter data for Teaching Load, Student Feedback, Pass Percentage, and Q-Bank Development?

No. These specific KPI indicators are automatically populated at the **Dean/Principal** level via the centralized system. Faculty do not need to manually enter or upload data for the following:

KPI	**Data Source**	**Action Required**
Teaching Load	ERP/HRMS	Auto-fetched and visible to Dean/Principal for verification.
Student Feedback	Student Feedback System	Collected centrally and populated on the Dean/Principal dashboard.
Pass/Fail Student Percentage	Examination Department	Result data is fetched from official systems and displayed at Dean/Principal level.
Q-Bank Development	LMS / Internal Q-Bank Portal	Activity is auto-logged and shown in administrative portal only.

As a faculty member, you will not see or edit these fields in your own form. However, you are advised to keep track of your teaching performance and contact relevant departments if you believe there is a discrepancy in the data shown to your Dean or Principal.

Section 2: Access and Login Issues

2.1 Where can I access the KPI Portal?

You can access the Ziauddin University KPI Portal at: https://my.zu.edu.pk/hr/oric.php

Make sure to use an updated browser (preferably Chrome or Edge) for the best experience.

2.2 What credentials should I use to log in?

Use your **ZU HRMS official login credentials** (email/username and password). These are the same as those used for accessing the HRMS.

If you are unsure of your login details, please contact your **department's HR focal person** or **IT Helpdesk**.

2.3 I am unable to log in. What should I do?

If you experience login issues:

- **Double-check** your HRMS credentials (caps lock, spelling, etc.)
- Clear your browser cache or try another browser
- Ensure your account is active and not disabled due to inactivity

2.4 The KPI form link is not opening or showing an error. What could be the issue?

This may occur due to:

- Server maintenance or downtime (retry after a few minutes)
- Incompatible browser or outdated system
- **Accessing the portal outside the ZU network (in rare cases)**

If the issue continues, share a screenshot with the IT team for immediate troubleshooting.

2.5 Can I access the KPI Portal on a mobile device or tablet?

While the portal is best viewed on a **desktop or laptop**, you may be able to access it from mobile devices using a modern browser. However, uploading evidence and navigating multiple form sections is **not recommended** on mobile due to limited functionality.

2.6 My department name or designation is showing incorrectly on the form. How do I fix this?

Departmental and designation data is auto-fetched from HRMS. If this information is incorrect:

- Do **not** submit the form.
- Contact HR to update your records in the system.
- Once corrected, your KPI form will reflect the updated details.

2.7 I see multiple entries or duplicate forms in my dashboard. What should I do?

This is a known issue in some cases. Please:

- Do not fill more than one form unless specifically instructed.
- Report the duplicate to IT for removal.

2.8 Can I use my personal email to access the portal?

No. Access is only granted via your official **Ziauddin University HRMS account**. Personal emails like Gmail or Yahoo are not recognized by the system and will result in access denial.

<u>Section 3: Submission, Review, and Approval Workflow (FAQs)</u>

3.1 How do I submit my KPI form once it's filled?

After completing all required sections and uploading the necessary documents, click the **"Submit"** button at the end of the form. Once submitted, your form will be forwarded to your **HoD/Dean/Principal/ORIC** for verification, **you will no longer be able to edit it.**

3.2 What happens after I submit the form?

The workflow is as follows:

1. Your form is **viewable by your Dean or Principal/ORIC Focal Person** via their dashboard.
2. They will **review and verify** the submitted KPIs forms and supporting evidence.
3. Data is then **forwarded to HR** for final recording, consolidation, and reporting.

3.3 How will I know my form has been received or approved?

Once you submit your KPI form, an **automated email is sent to your designated department** (HoD, Principal, or Dean/ORIC). They are responsible for reviewing your submission and verifying the details.

After departmental review, the form moves to the **ORIC team**, who conduct a final review and then **manually update the status** of your submission in the system.

Your form status will only be marked as "Approved" after it has been reviewed at both levels:
1. Departmental level (HoD/Dean/Principal)
2. Final approval by ORIC

To check the status of your submission, you may follow up with:

- Your **Dean/Principal/HoD** (for initial review)
- Or contact **oric@zu.edu.pk** with your **employee ID and department name** for final confirmation.

3.4 Can I submit more than one KPI form?

Yes. Unlike traditional annual forms, the KPI Portal is designed to allow multiple individual form submissions.

You are encouraged to fill a new form each time you have a new achievement or activity in any of the KPI domains, such as:

- Applying for a grant
- Conducting a workshop

- Supervising a new student project
- Signing an MoU
- Organizing a student event

Each form captures one or more new activities, and is logged and tracked accordingly. This ensures that all contributions are recorded in real-time and accurately reflected in your performance record.

3.5 What if I submitted incorrect information or forgot to upload a document?

Unfortunately, the system does not allow edits after submission. If you realize you've made a significant error:

- Immediately inform your **Dean/Principal**
- contact **oric@zu.edu.pk** explaining the issue
- Manual adjustments may be allowed only with departmental endorsement.

3.6 Will I receive feedback on my KPI submission?

Yes. Each time you submit a KPI form, it is reviewed by your **designated department** (HoD, Dean, or Principal). You will receive **formal feedback** in one of the following outcomes:

- **Accepted:** The form is approved without changes.
- **Revision Required:** The form is returned with instructions for correction.
- **Rejected:** The submission is not accepted due to incomplete or invalid information.

In all cases, the reviewer (either from your department or ORIC) will provide **comments directly inside your uploaded attachment file** (e.g., PDF or Word file). You are responsible for checking your uploaded file to view the feedback.

If a revision is required, you will need to **resubmit the form with corrected evidence or explanations** based on the comments provided.

3.7 Can I track the status of my KPI form after submission?

Yes. Once you submit your form through the KPI Portal, the system shows you the current status of your submission such as:

- Submitted
- Under Review
- Approved
- Revision Required
- Rejected

This status is visible on your dashboard within the portal, allowing you to monitor progress in real-time. If further clarification is needed, you may still follow up with your Dean/Principal or ORIC for specific feedback or timelines.

You are encouraged to regularly check your portal to stay updated on the status of your submitted forms.

3.8 What should I do if my KPI form is stuck or not moving forward for review?

If your form appears unprocessed or stagnant:

- Confirm with your **Dean/Principal** if they've reviewed it.
- If no action has been taken, email **oric@zu.edu.pk** for escalation.
- Avoid resubmitting the form until the issue resolves.

3.9 Will I be notified if my submission is incomplete or rejected?

No formal notification is required for incomplete submissions because the system does not allow them to be submitted in the first place.

The KPI Portal is designed to ensure that:

- All mandatory fields are filled, and
- All required documents are attached before the "Submit" button becomes active.

This means that incomplete or invalid forms cannot be submitted at all.

However, if your submitted form is rejected during review (due to irrelevant or insufficient evidence), comments will be added within your uploaded attachment by the Dean/Principal or ORIC, and your form status will be updated to "Revision Required" or "Rejected".

You can view this status on your dashboard and re-upload your corrected form accordingly.

3.10 Can I submit my KPI form after the internal deadline?

Late submissions are generally **not accepted** unless there is a valid reason (medical leave, system error, etc.). You must:

- Inform your **Dean/ORIC in advance** if you anticipate a delay
- Await formal approval before attempting a late entry

3.11 Is there a confirmation message or downloadable receipt after submission?

Yes. After clicking "Submit," you will receive an **on-screen confirmation message**. While there is no email alert or downloadable receipt at this stage.

Section 4: Scoring, Performance Categories & Increments

4.1 How is my KPI score calculated?

Your KPI score is based on a **predefined benchmark** for each domain, with specific weights and point ranges. Each entry you submit contributes to a cumulative total calculated across the following sections:

1. **Teaching & Learning**
2. **Research & Commercialization**
3. **Industrial/Clinical Engagements**
4. **Administrative Assignments**
5. **Student Affairs**

Points are assigned automatically based on your selected values and uploaded evidence.

4.2 Is my KPI score visible to me?

At this stage, your raw KPI score is not automatically displayed on your faculty dashboard. However, your Principal, HoD, or Dean has access to a dedicated visualization portal where they can view all faculty scores in graphical form.

If you wish to know your score or get a research-related breakdown, you may request it through:

• Your Dean/Principal/HoD (via the visualization portal)

• ORIC (for research-specific KPIs)

4.3 Does participation in multiple domains improve my overall score?

Yes. **Engaging across multiple domains** (teaching, research, student affairs, etc.) enhances your score and reflects a well-rounded contribution. Limiting yourself to just one or two domains may reduce your total score and limit your Performance.

4.4 Do administrative responsibilities reduce my teaching or research requirements?

Your score is interpreted in such a way:

- Faculty in administrative roles (e.g., HoD, Principal) are expected to contribute more in **Administrative Assignments** and may be evaluated accordingly.
- Teaching and research load expectations are often reduced for such roles, and the KPI system accounts for that shift.

Section 5: Technical Errors and Troubleshooting (FAQs)

5.1 The KPI form is not loading properly. What should I do?

Try the following steps:

- Use **Google Chrome** or **Microsoft Edge** for best compatibility.
- Clear your browser cache and cookies.
- Disable any browser extensions that may interfere.
- Ensure your internet connection is stable.

If the issue persists, contact the **IT Support Helpdesk** with a screenshot of the error.

5.2 I submitted my form but got no confirmation message. Was it submitted successfully?

After successful submission, an on-screen confirmation should appear. If you didn't see this message:

- Check with your **Dean/Principal** if they received your form.
- If not, reach out to **ORIC or IT Support** for verification.

5.3 I filled the form, but it disappeared before submission. Can it be recovered?

Unfortunately, **data is not saved automatically**. If you close the form or lose internet before clicking "Submit," your data will be lost. You must refill the form from the beginning.

5.4 The form shows duplicate entries under my name. What should I do?

Duplicate entries are usually caused by technical sync errors.

Do **not fill out more than one form**.

Report the issue immediately to:
📨 **IT Support**
📨 **oric@zu.edu.pk**

They will remove the duplicate and ensure only one record is used for your evaluation.

5.5 My designation or department is appearing incorrectly. How can I fix it?

Your designation and department are pulled from the **HRMS database**. If they're incorrect:

- Contact your **HR representative** to update your official records.
- Once corrected, the KPI Portal will reflect the changes.

5.6 I'm getting an "Access Denied" or "Page Not Found" error. What should I do?

This usually means:

- You're using a personal email instead of your official ZU HRMS account
- Your user account is inactive or unlinked
- The form link is outdated

Check your login credentials and email IT Support with a screenshot if the error continues.

5.7 Whom should I contact for urgent technical issues?

You can contact:

- 🖂 **IT Support Helpdesk** – [usama.ahmed@zu.edu.pk]
- 🖂 **oric@zu.edu.pk** – For portal-related or faculty-specific access issues

Include a **screenshot**, your **employee ID**, and a **brief description** of the problem for faster resolution.