As part of the GUST International Quality Review (IQR) for International Accreditation by the Quality Assurance Agency for Higher Education, the IQR team identified 4 examples of good practice. Additionally, the team made 7 recommendations aimed at improvement and enhancement. Committed to excellence and as part of the IQR process, GUST has developed this action plan to preserve the 4 good practices and address the 7 recommendations for continued enhancement.
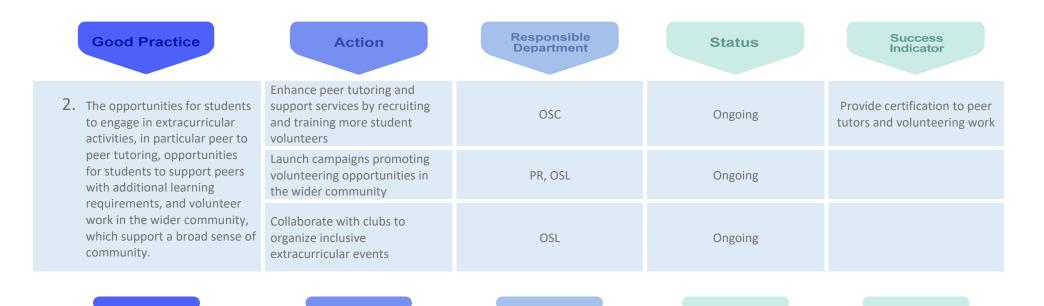
(Acronyms: GSR: Graduate Studies & Research)

ESG Standard 1.3: *Student-centred learning, teaching and assessment*

Good Practice	Action	Responsible Department	Status	Success Indicator
1. The wide opportunities for students to engage in the co-creation of research, as well as work-based projects, the solution of "real world" problems in industry and business, and international collaborative activity.	Expand research opportunities by creating more industry partnerships and projects	GSR	Ongoing	Announce the number of partnerships/research events/exchange programs created
	Organize student-industry collaborative workshops and research fairs	Career Service	Ongoing	
	Develop international exchange programs focusing on collaborative research	International Programs Office	Ongoing	

(Acronyms: OSC: One-Stop Student Center, PR: Public Relations, OSL: Office of Student Life)

ESG Standard 1.6: *Learning resources and student support*

Good Practice	Action	Responsible Department	Status	Success Indicator
2. The opportunities for students to engage in extracurricular activities, in particular peer to peer tutoring, opportunities for students to support peers with additional learning requirements, and volunteer work in the wider community, which support a broad sense of community.	Enhance peer tutoring and support services by recruiting and training more student volunteers	OSC	Ongoing	Provide certification to peer tutors and volunteering work
	Launch campaigns promoting volunteering opportunities in the wider community	PR, OSL	Ongoing	
	Collaborate with clubs to organize inclusive extracurricular events	OSL	Ongoing	

(Acronyms: CBA: College of Business Administration)

ESG Standard 1.6: *Learning resources and student support*

Good Practice	Action	Responsible Department	Status	Success Indicator
3. The comprehensive support for student and alumni entrepreneurship and enterprise through, for example, the Incubation Lab, which has led to the creation of many student- and alumni-led businesses that support their local communities.	Expand the scope of the Incubation Lab to include more resources and mentorship opportunities	Alumni Office, CBA	Ongoing	
	Conduct annual entrepreneurship competition	Alumni Office	Ongoing	
	Introduce a tracking mechanism to evaluate the long-term impact of student startups	Alumni Office	Ongoing	

(Acronyms: OSC: One-stop Student Center, IT: Information Technology)

ESG Standard 1.7: *Information management*

Good Practice	Action	Responsible Department	Status	Success Indicator
4. The use of the Student Performance Enhancement and Active Retention (SPEAR) System to monitor, analyse and implement supportive measures to ensure students' success.	Regularly evaluate and update SPEAR analytics to identify trends and improve interventions	OSC	Ongoing	Hold a workshop to introduce SPEAR during orientation and train faculty. Monitor the attrition rates annually to analyse the effect of SPEAR in student success
	Train faculty and staff to interpret and act on SPEAR data effectively	IT	Ongoing	
	Use SPEAR insights to develop customized student success programs	Academic Affairs	Ongoing	

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(Acronyms: OSC: One-Stop Student Center)

ESG Standard 1.1: *Policy for quality assurance*

Recommendation	Action	Responsible Department	Status	Success Indicator
1. Further develop the policy for academic integrity to articulate possible penalties arising from academic misconduct.	Revise and enhance the academic integrity policy to detail penalties for different types of misconduct	Academic Affairs	Ongoing	Organize at least one workshop on integrity and good practice next academic year
	Ensure the policy includes examples, escalation procedures, and potential consequences	Academic Affairs	Ongoing	
	Communicate the updated policy to faculty, students, and staff through training sessions and student handbooks	Academic Affairs, OSC	Ongoing	

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(Acronyms: AQA: Accreditation & Quality Assurance Office, PR: Public Relations)

ESG Standard 1.2: *Design and approval of programmes*

Recommendation	Action	Responsible Department	Status	Success Indicator
2. With the approval of institutional committees, introduce and embed an explicit institutional policy and procedure for the approval of new programmes. The institutional committees should check the alignment of the policy to Standard 1.2	Develop a formal policy and procedure for the approval of new academic programs, ensuring alignment with Standard 1.2	Academic Affairs & AQA	Ongoing	Disseminate the policy by the start of the next academic year
	Consult with institutional committees and accreditation bodies during the drafting process	Academic Affairs & AQA	Ongoing	
	Inform academic departments on the implementation of the new policy	Academic Affairs & AQA	Ongoing	

(Acronyms: SO: Strategy Office)

ESG Standard 1.3: *Student-centred learning, teaching and assessment*

Recommendation	Action	Responsible Department	Status	Success Indicator
3. Introduce a planning mechanism to link strategy and operation, driving the consistent implementation of the institutional learning and teaching goals across the university and sharing of good practice between colleges, departments and programmes.	Create a structured operational plan that directly links strategic goals with departmental initiatives	SO	Ongoing	Hold one leadership meeting per semester minimum to ensure strategic alignment
	Establish a cross-departmental committee to review and align operations with institutional learning and teaching strategies	Academic Affairs	Ongoing	
	Develop reporting and feedback mechanisms to ensure the consistent application of the plan	SO	Ongoing	

ESG Standard 1.3: *Student-centred learning, teaching and assessment*

Recommendation	Action	Responsible Department	Status	Success Indicator
4. Create and implement policies for the handling of student conduct and grade appeals to support the equitable treatment of students.	Draft comprehensive policies for handling student conduct issues and grade appeals	Academic Affairs	Ongoing	Launch the policies by next academic year
	Ensure policies are clear, consistent, and accessible to students	Academic Affairs	Ongoing	
	Inform faculty and staff on the new policies to maintain equitable treatment of students	Academic Affairs	Ongoing	

(Acronyms: PR: Public Relations)

ESG Standard 1.4: *Student admission, progression, recognition and certification*

Recommendation	Action	Responsible Department	Status	Success Indicator
5. Develop and implement a mechanism by which applicants can appeal negative admissions decisions, and ensure this policy is published.	Develop a transparent policy and process for applicants to appeal admissions decisions	Registration & Enrollment Management, Admission Department	Ongoing	A cross-departmental committee will be formed to develop and implement the policy
	Create a committee to review and adjudicate appeals fairly	President Office	Ongoing	
	Publish the policy and guidelines on the university's admissions portal	PR	Ongoing	

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ESG Standard 1.8: *Public information*

Recommendation	Action	Responsible Department	Status	Success Indicator
6. Develop a mechanism or tool that allows for the ongoing monitoring and review of published information.	Develop a tool or mechanism to ensure all published information (e.g., on the website or in brochures) is accurate and up-to-date	IT, PR	Ongoing	A full time employee will be hired to monitor and review the published information with the stakeholders
	Assign a specific team or committee to periodically review and verify the information	IT, PR	Ongoing	
	Implement a version control system to track changes in published documents	IT	Ongoing	

ESG Standard 1.9: *Ongoing monitoring and periodic review of programmes*

Recommendation	Action	Responsible Department	Status	Success Indicator
7. Introduce an internal policy for periodic monitoring and review to give the university full ongoing assurance of all aspects of academic programmes.	Introduce a policy for the periodic monitoring and review of academic programs	President Office	Ongoing	Launch the policy and share it with all units by next academic year
	Create a schedule and framework for regular program evaluations, including feedback from faculty, students, and external stakeholders	Academic Affairs	Ongoing	
	Ensure alignment of the review process with accreditation standards and institutional goals	Academic Affairs, AQA	Ongoing	