



## **Program Key Performance Indicators\* (KPI's)**

\*including KPIs required by NCAAA

No	KPIs Code	KPIs	Target	Measurement Methods	Measurement Time
1	KPI-P-01	Percentage of achieved indicators of the program operational plan objectives	60%	<p>X: Total number of performance indicators for the goals of the operational plan of the program for the relevant year.</p> <p>Y: Number of performance indicators for the strategic plan objectives that achieved the annual target level for the same year</p> $\frac{X}{Y} \times 100 = \text{Percentage of achieved indicators}$	Annually (End of academic year)
2	KPI-P-02	Students' Evaluation of quality of learning experience in the program	2.5 / 5	Program evaluation questionnaire by final year students	Annually (End of academic year)
3	KPI-P-03	Students' evaluation of the quality of the courses	3.5 / 5	Course evaluation questionnaire by course students	End of each semester
4	KPI-P-04	Completion rate	25%	<p>X: Number of program students who completed the program (graduates) in the relevant year</p> <p>Y: Number of students from the batch in the program who joined the program years before the scheduled period of the program</p> <p>Z: Number of program students (from graduates X, and from the same batch Y) who completed the program in the minimum specified period during the relevant year</p> $\frac{Z}{Y} \times 100 = \text{Virtual completion rate}$	Annually (End of academic year)
5	KPI-P-05	First-year students retention rate	60%	<p>X: Total number of first-year students in the program</p> <p>Y: Number of students who continue in the program for the second year</p> $\frac{Y}{X} \times 100 = \text{Student retention rate}$	Annually (End of academic year)

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6	KPI-P-06	Students' performance in the professional and/or national examinations	20%	<p>X: Total number of students of the program who participated in the professional or national exams.</p> <p>Y: Number of program students who pass professional or national exams</p> $\frac{Y}{X} \times 100 = \text{students' performance level in professional examinations}$	Annually (End of academic year)
7	KPI-P-07	Graduates' employability and enrolment in postgraduate programs	25%	<p>X: Number of program graduates</p> <p>Y: Number of graduates employed during the first year of graduation</p> <p>Z: Number of graduates enrolled in a postgraduate program during the first year of graduation</p> $\frac{Y}{X} \times 100 = \text{Percentage of those employed}$ $\frac{Z}{X} \times 100 = \text{Percentage of those enrolled in higher studies}$	Annually (End of academic year)
8	KPI-P-08	Average number of students in the class	3.35/5	<p>X: Total number of students in teaching activity</p> <p>Y: Number of teaching activity divisions</p> $\frac{Y}{X} = \text{Average number of students per class}$	End of the semester
9	KPI-P-09	Employers' evaluation of the program graduates proficiency	3.5 / 5	Employers' survey	Annually (End of academic year)
10	KPI-P-10	Students' satisfaction with the offered services	2.5 / 5	Student evaluation of services survey	Annually (End of academic year)
11	KPI-P-11	Ratio of students to teaching staff	5 : 1	<p>X: Total number of students in the program</p> <p>Y: Total number of faculty members having full-time or its equivalent in the program</p> $\frac{Y}{X} = \text{Ratio of students to faculty members}$	End of the semester

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12	KPI-P-12	Percentage of teaching staff distribution	60 %	X: Male ratio Y: Female ratio Z: Full-Professor ratio W: Associate Professor ratio V: Assistant Professor Ratio U: Lecturer ratio	End of the semester
13	KPI-P-13	Proportion of teaching staff leaving the program	5%	X: Total number of faculty members in the program Y: Total number of faculty members who left the program $\frac{Y}{X} \times 100 = \text{Faculty member dropout rate}$	Annually (End of academic year)
14	KPI-P-14	Percentage of publications of faculty members	20%	X: Total number of faculty members in the program Y: Total number of faculty members who have published at least one research $\frac{Y}{X} \times 100 = \text{Faculty member dropout rate}$	Annually (End of academic year)
15	KPI-P-15	Rate of published research per faculty member	5 :1	X: Total number of faculty members having full-time or its equivalent in the program during the year Y: Total number of refereed scientific research published during the year $\frac{Y}{X} = \text{Published research rate per faculty member}$	Annually (End of academic year)
16	KPI-P-16	Citations rate in refereed journals per faculty member	5:1	X: Total published research in the program Y: Total number of citations in refereed journals in scientific research published by faculty members having full-time or its equivalent in the program $\frac{Y}{X} = \text{Citation rate in refereed journals per faculty member}$	Annually (End of academic year)
17	KPI-P-17	Satisfaction of beneficiaries with the learning resources	3 / 5	Learning resource assessment survey	Annually End of the academic year