

KPIs Evaluation Form (Academic Programs)

Academic Department		Program Name / Code	
Academic Year		Auditing Date	

Part A - KPIs with values less than the target.

KPI #	KPI	Measured value	Targeted value	Possible reasons

Part B - Development Plan (For KPI in part A only)

KPI #	Activities	Responsible	Duration		Remarks
			From	To	

Head of Department		Signature	
Quality Coordinator		Signature	

Note: * KPI Report Needs to be submitted along with this form.

This area is for use only by Quality Assurance Unit in the Vice-Deanship for Quality & Development

General Comments:

Review team	Date	Signature
Quality Assurance Coordinator in the VDQD	Date	Signature

KPI Guide

Standard	Code	Key Performance Indicators (KPI)	Description
-1- Mission and Goals	KPI-P-01	Percentage of achieved indicators of the program operational plan objectives	Percentage of performance indicators of the operational plan objectives of the program that achieved the targeted annual level to the total number of indicators targeted for these objectives in the same year
	KPI-P-02	Students' Evaluation of quality of learning experience in the program	Average of overall rating of final year students for the quality of learning experience in the program on a five- point scale in an annual survey
	KPI-P-03	Students' evaluation of the quality of the courses	Average students overall rating for the quality of courses on a five- point scale in an annual survey
	KPI-P-04	Completion rate	Proportion of undergraduate students who completed the program in minimum time in each cohort
	KPI-P-05	First-year students retention rate	Percentage of first-year undergraduate students who continue at the program the next year to the total number of first-year students in the same year
	KPI-P-06	Students' performance in the professional and/or national examinations	Percentage of students or graduates who were successful in the professional and / or national examinations, or their score average and median (if any)

-3- Teaching and Learning	KPI-P-07	Graduates' employability and enrolment in postgraduate programs	Percentage of graduates from the program who within a year of graduation were: a. employed b. enrolled in postgraduate programs during the first year of their graduation to the total number of graduates in the same year
	KPI-P-08	Average number of students in the class	Average number of students per class (in each teaching session/activity: lecture, small group, tutorial, laboratory or clinical session)
	KPI-P-09	Employers' evaluation of the program graduates proficiency	Average of overall rating of employers for the proficiency of the program graduates on a five-point scale in an annual survey
-4- Students	KPI-P-10	Students' satisfaction with the offered services	Average of students' satisfaction rate with the various services offered by the program (restaurants, transportation, sports facilities, academic advising, ...) on a five-point scale in an annual survey
	KPI-P-11	Ratio of students to teaching staff	Ratio of the total number of students to the total number of full-time and full-time equivalent teaching staff in the program

-5- Teaching Staff	KPI-P-12	Percentage of teaching staff distribution	Percentage of teaching staff distribution based on: a. Gender b. Branches c. Academic Ranking
	KPI-P-13	Proportion of teaching staff leaving the program	Proportion of teaching staff leaving the program annually for reasons other than age retirement to the total number of teaching staff.
	KPI-P-14	Percentage of publications of faculty members	Percentage of full-time faculty members who published at least one research during the year to total faculty members in the program
	KPI-P-15	Rate of published research per faculty member	The average number of refereed and/or published research per each faculty member during the year (total number of refereed and/or published research to the total number of full-time or equivalent faculty members during the year)
	KPI-P-16	Citations rate in refereed journals per faculty member	The average number of citations in refereed journals from published research per faculty member in the program (total number of citations in refereed journals from published research for full-time or equivalent faculty members to the total research published)

-6- Learning Resources, Facilities, and Equipment	KPI-P-17	Satisfaction of beneficiaries with the learning resources	Average of beneficiaries' satisfaction rate with the adequacy and diversity of learning resources (references, journals, databases... etc.) on a five-point scale in an annual survey.
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