



Program KPIs template

Academic year

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**General Directorate of Planning, Development
and Quality Assurance
Directorate of Quality Assurance
Institutional Research & Archiving Unit**



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Introduction

Introduction

Program KPIs:

(Result out of 5)

NCAAA Program KPIs:

SR	Code	Key Performance Indicators	M	F	T
1.	KPI-P-01	Students' Evaluation of quality of learning experience in the program			
2.	KPI-P-02	Students' evaluation of the quality of the courses			
3.	KPI-P-03	Completion rate			
4.	KPI-P-04	First-year students retention rate			
5.	KPI-P-05	Students' performance in the professional and/or national examinations			
6.	KPI-I-06	Graduates' employability and enrolment in postgraduate programs			
7.	KPI-P-07	Employers' evaluation of the program graduate's proficiency			
8.	KPI-P-08	Ratio of students to teaching staff			
9.	KPI-P-09	Percentage of publications of faculty members			
10.	KPI-P-10	Rate of published research per faculty member			
11.	KPI-P-11	Citations rate in refereed journals per faculty member			

NCAAA Institutional KPIs also related to the program:

SR	Code	Key Performance Indicators	M	F	T
1.	KPI-I-05	Satisfaction of beneficiaries with learning resources			
2.	KPI-I-07	Students' satisfaction with the offered services			
3.	KPI-I-09	Proportion of faculty members with doctoral qualifications			
4.	KPI-I-10	Proportion of teaching staff leaving the institution			
5.	KPI-I-12	Satisfaction with Technical services			
6.	KPI-I-16	Number of patents, innovations, and awards of excellence			
7.	KPI-I-18	Satisfaction of beneficiaries with the community services			
8.	KPI-I-19	Percentage of faculty members and students participating in community activities	a) Faculty members.		
			b) Students.		

KPIs related to beneficiary satisfaction:

Sr	Key Performance Indicators	M	F	T
1.	Alumni' evaluation of the program proficiency			
2.	Student satisfaction with academic advising			
3.	Students' satisfaction about services of Deanship of Admission and Registration			
4.	Administrative satisfaction			
5.	Faculty Members Satisfaction			
6.	Satisfaction with Climate			
7.	Satisfaction of students with extra-curricular activities			
8.	Satisfaction of students with college administrative services			
9.	Satisfaction of beneficiaries with facilities and services			

Executive Summary for Internal Benchmarking

#	Code	Key Performance	Previous Year	Current Year
1.	KPI-P-01	Students' Evaluation of quality of learning experience in the program		
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