Key Performance Indicators (KPIs) Report

College of _____

Program Name _____

Academic Year _____

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	Additional Program KPIs (If Any)		
Total number of KPIs addressed			**17**

College's Council Number: _____

College's Council Approval Date: _____/_____/_____

Attachment required: Copy of the College Council Meeting Minutes

Introduction

……Insert name of the program, in college of …………. at Imam Abdulrahman bin Faisal University (IAU) on its journey towards quality, uses performance indicators which are considered as important tools for assessing the quality of academic programs and monitoring their performance. They contribute to continuous development processes and decision-making support.

The national center for academic accreditation and evaluation has identified 17 key performance indicators at the program level. All of which are aligned with the program accreditation standards version 2018

…Insert name of the program is regularly monitoring the 17 KPIs which were identified by ETEC-NCAAA, in addition to (…insert number of additional KPIs) identified by the program.

Definition of terminology used in the report:

- **Additional Performance Indicators:** Refers to KPIs were chosen by the program. **(Insert If the program has any)**

- **Benchmarking:** Refers to the process of studying, comparing, and reviewing data or best practices against similar data or best practices in use by other Programs.

- **Actual Benchmarking:** Refers to the current level of achievement or latest reported performance indicated by the value of the KPI for a particular indicator.

- **Target Benchmark:** Refers to the anticipated performance level or desired outcome for a KPI's Value and it is decided by the steering committee based on its previous year's performance and the internal benchmark.

- **Internal Benchmark:** Refers to benchmark from another program in the same university. Comparable performance of previous year (1-3) KPI may also be used as Internal Benchmark.

- **External Benchmark:** Refers to a benchmark from another similar program with which performance is being compared based on the university guidelines in selecting benchmarking partners.

- **New Target Benchmark:** Refers to the establishment of a new or desired performance level

- **KPI Analysis:** Refers to a comparison and contrast of benchmarks to determine strengths and recommendations for improvement.

STANDARD 1: MISSION, VISION AND STRATEGIC PLANNING

KPI # 1: Percentage of achieved indicators of the program operation plan objectives.

NCAAA KPI Reference Number: KPI-P-01

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
Insert for the current academic year		Insert data for the past 2-3 academic years Average % Insert the average of the 2-3 years	Insert data requested from the benchmark partner	Insert the desired number for the next academic year based on the percentage increase

Analysis

Insert a chart at the end of the analysis that reflects the achieved indicator in the current year and the previous two years. Examples are given below, (Remove the statement and the example during preparation of your report)
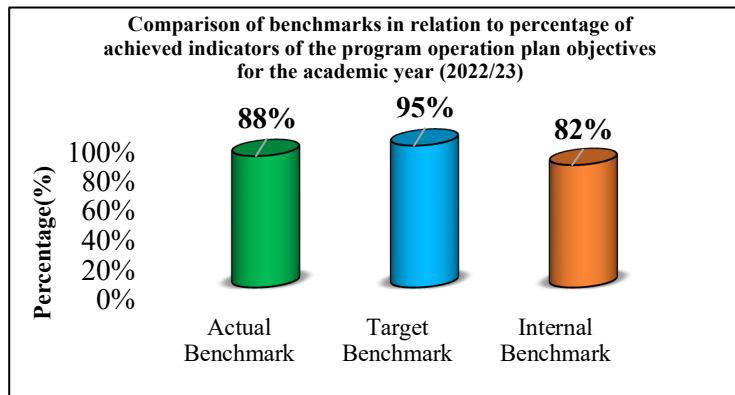

Figure 1(a): Comparison of benchmarks in relation to percentage of achieved indicators of the program operation plan objectives for the academic year 2022/23

Strengths

Insert the positive issues about your input plan, process, and outcomes.

Recommendations

Insert your recommendation to sustain or improve your outcomes in term of KPI.

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*   **Explain:**

1. Why was this internal benchmark provider chosen?

Insert reasons for choosing the internal benchmark.

2. How was the benchmark calculated?

Insert how was the internal benchmark calculated.

3. Name of the internal benchmark provider.

Insert the college/ program that provides you with his KPI for benchmarking from the IAU.

Explain:

1.Why this external provider was chosen.

(Insert the college/ program that provides you with his KPI for external benchmarking) Describe specific criteria for choosing the external benchmarking partner. Use the following accordingly:

(a) Comparability of Infrastructural facilities required for the programs across KSA

(b) Availability of data as required by the NCAAA.

2.How the benchmark was calculated

Insert how your KPI was calculated.

3.Name the external provider.

(Insert the college/ program that provides you with his KPI for external benchmarking)

STANDARD 3: TEACHING AND LEARNING

KPI # 2: Students' evaluation of quality of learning experience in the programs

NCAAA KPI Reference Number: KPI-P-02

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

*   Explain:

1. Why was this internal benchmark provider chosen?

2. How the benchmark was calculated?

3. Name of the internal benchmark provider.

** Explain:

1. Why this external provider was chosen?

2. How the benchmark was calculated?

3. Name the external provider.

KPI # 3: Students' evaluation of the quality of their courses.

NCAAA KPI Reference Number: KPI-P-03

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
		Average		

Analysis

Strengths

Recommendations:

* Explain:

1. Why this internal benchmark provider was chosen?

2. How was the benchmark calculated?

3. Name of the internal benchmark provider.

** Explain:

1. Why this external provider was chosen?

2. How the benchmark was calculated?

3. Name the external provider.

KPI # 4: Graduation rate for Undergraduate Students in the specified period.

NCAAA KPI Reference Number: KPI-P-04

Actual Benchmark	Target Benchmark	Internal Benchmark	External Benchmark	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

* Explain:

1. Why was this internal benchmark provider chosen?

2. How the benchmark was calculated?

3. Name of the internal benchmark provider.

** Explain:

1. Why this external provider was chosen?

2. How the benchmark was calculated?

3. Name the external provider.

KPI #5: First-year student retention rate.

NCAAA KPI Reference Number: KPI-P-05

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

* **Explain:**

1. **Why this internal benchmark provider was chosen?**

2. **How the benchmark was calculated?**

3. 3. **Name of the internal benchmark provider.**

** **Explain:**

1. **Why this external provider was chosen?**

2. **How the benchmark was calculated?**

3. **Name the external provider.**

KPI # 06: Students' performance in the professional and/or national examinations

NCAAA KPI Reference Number: KPI-P-06

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
		Average		

Analysis:

Strengths

Recommendations:

*   **Explain:**

1. **Why this internal benchmark provider was chosen?**

2. **How was the benchmark calculated?**

3. **Name of the internal benchmark provider.**

** Explain:

1. **Why this external provider was chosen?**

2. **How was the benchmark calculated?**

3. **Name of the external provider.**

KPI # 07: Graduates' employability and enrolment in postgraduate programs

NCAAA KPI Reference Number: KPI-P-07

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
		Average		

Analysis:

Strength

Recommendations:

*   Explain:

1. Why was this internal benchmark provider chosen?

2. How was the benchmark calculated?

3. Name of the internal benchmark provider.

** Explain:

1. Why this external provider was chosen?

2. How was the benchmark calculated?

3. Name of the external provider.

KPI # 8: Average number of students in the class

NCAAA KPI Reference Number: KPI-P-08

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

*   Explain:

1. Why was this internal benchmark provider chosen?

2. How the benchmark was calculated?

3. Name of the internal benchmark provider.

** Explain:

1. Why this external provider was chosen?

2. How the benchmark was calculated?

3. Name the external provider.

KPI # 09: Employers' evaluation of the program graduate's proficiency

NCAAA KPI Reference Number: KPI-I-09

Actual Benchmark	Target Benchmark	Internal Benchmark	External Benchmark	New Target Benchmark
		Average		

Analysis

Strengths

Recommendations:

* Explain:

1. **Why was this internal benchmark provider chosen?**

2. **How the benchmark was calculated?**

3. **Name of the internal benchmark provider.**

** Explain:

1. **Why this external provider was chosen?**

2. **How the benchmark was calculated?**

3. **Name the external provider.**

STANDARD 4: STUDENTS

KPI # 10: Students' satisfaction with the offered services

NCAAA KPI Reference Number: KPI-P-10

Actual Benchmark	Target Benchmark	Internal Benchmark*		External Benchmark**	New Target Benchmark
			(Average)		

Analysis.

Strengths

Recommendations:

* Explain:

1. Why was this internal benchmark provider chosen?

2. How the benchmark was calculated.

3. Name of the internal benchmark provider.

** Explain:

1. Why this external provider was chosen?

2. How the benchmark was calculated?

3. Name the external provider.

STANDARD 5: FACULTY AND STAFF

KPI # 11: Ratio of students to teaching staff.

NCAAA KPI Reference Number: KPI-P-11

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

*   Explain:

1. Why was this internal benchmark provider chosen?

2. How the benchmark was calculated.

3. Name of the internal benchmark provider.

** Explain:

1. Why this external provider was chosen?

2. How the benchmark was calculated?

3. Name the external provider.

KPI #12: Proportion of teaching staff with verified doctoral qualifications.

NCAAA KPI Reference Number: KPI-P-12

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

*   Explain:

1. Why was this internal benchmark provider chosen?

2. How the benchmark was calculated?

3. Name of the internal benchmark provider?

** Explain:

1. Why this external provider was chosen?

2. How the benchmark was calculated?

3. Name the external provider.

KPI # 13: Proportion of teaching staff leaving the program.

NCAAA KPI Reference Number: KPI-P-13

Actual Benchmark	Target Benchmark	Internal Benchmark	External Benchmark	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

* Explain:

1. Why this internal benchmark provider was chosen?

2. How was the benchmark calculated?

3. Name of the internal benchmark provider.

** Explain:

1. Why this external provider was chosen?

2. How the benchmark was calculated?

3. Name the external provider.

KPI # 14: Percentage of faculty members with at least one publication

NCAAA KPI Reference Number: KPI-P-14

Actual Benchmark	Target Benchmark	Internal Benchmark	External Benchmark	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

* **Explain:**

 1. **Why this internal benchmark provider was chosen?**

 2. **How was the benchmark calculated?**

 3. **Name of the internal benchmark provider.**

** **Explain:**

1. **Why this external provider was chosen?**

2. **How was the benchmark calculated?**

3. **Name of the external provider.**

KPI # 15: Rate of published research per faculty

NCAAA KPI Reference Number: KPI-P-15

Actual Benchmark	Target Benchmark	Internal Benchmark	External Benchmark	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

*   Explain:

1. Why this internal benchmark provider was chosen?

2. How was the benchmark calculated?

3. Name of the internal benchmark provider.

** Explain:

1.   Why this external provider was chosen?

2. How was the benchmark calculated?

3. Name of the external provider.

KPI # 16: Citations rate in refereed journals per faculty member

NCAAA KPI Reference Number: KPI-P-16

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

*   **Explain:**

 1. **Why this internal benchmark provider was chosen?**

 2. **How was the benchmark calculated?**

 3. **Name of the internal benchmark provider.**

** Explain:

1. **Why this external provider was chosen?**

2. **How was the benchmark calculated?**

3. **Name of the external provider.**

STANDARD 6: LEARNING RESOURCES, FACILITIES & EQUIPMENT

KPI # 17: Satisfaction of beneficiaries with learning resources.

NCAAA KPI Reference Number: KPI-P-17

Actual Benchmark	Target Benchmark	Internal Benchmark	External Benchmark	New Target Benchmark
		(Average)		

Analysis

Strengths

Recommendations:

*   Explain:

1. Why was this internal benchmark provider chosen?

2. How the benchmark was calculated?

3. Name of the internal benchmark provider.

** Explain:

1. Why was this external provider chosen?

2. How the benchmark was calculated?

3. Name the external provider.