Education & Training Evaluation Commission

هيئة تقويم التعليم والتدريب

اعتماد
NCAAA

Institutional Key Performance Indicators

Introduction

Performance indicators are essential tools for assessing the quality of Educational Institutions and monitoring their performance. They contribute to continuous development processes and decision-making support.

The National Center for Academic Accreditation and Evaluation has identified 20 key performance indicators at the institutional level. All of which are in line with the evolving institutional accreditation standards. These indicators are the minimum to be periodically measured, and the institution can use additional performance indicators if it believes they are necessary to ensure the institution's quality.

The institution is expected to measure the key performance indicators with benchmarking using the appropriate tools, such as (Surveys, Statistical data, etc.) according to the nature and objective of each indicator, as well as determining the following levels for each indicator:

• Actual performance

• Targeted performance level

• Internal reference (Internal benchmark)

• External reference (External benchmark)

• New target performance level

A report describing and analyzing the results of each indicator (including performance changes and comparisons according to branches, sites, and gender) is expected with precise and objective identification of strengths and aspects that need improvement.

Institutional Key Performance Indicators

Standard	Code	Key Performance Indicators	Description
-1- **Mission, Vision, and Strategic Planning**	KPI-I-01	**Percentage of achieved indicators of the institution's strategic plan objectives**	Percentage of performance indicators of the strategic plan objectives of the institution that achieved the targeted annual level to the total number of indicators targeted for these objectives in the same year.
-3- **Teaching and Learning**	KPI-I-02	**Students' evaluation of the quality of learning experience in the programs***	In an annual survey, the Average overall rating of final year students for the quality of learning experience in the programs on a five-point scale.
	KPI-I-03	**Graduates' employability and enrolment in postgraduate programs***	Percentage of graduates from undergraduate programs 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-I-04	**Graduation rate for Undergraduate Students in the specified period***	Percentage of undergraduate students who completed the programs during the specified period in each cohort.
	KPI-I-05	**Satisfaction of beneficiaries with learning resources***	Average of beneficiaries' satisfaction rate with learning resources on a five-point scale in an annual survey in terms of: a. their adequacy and diversity (references, journals, databases … etc.) b. Support services provided for their utilization.
	KPI-I-06	**Employers' evaluation of the institution graduate's proficiency***	Average of overall rating of employers for the proficiency of the institution graduates (By NQF domains) on a five-point scale in an annual survey

Standard	Code	Key Performance Indicators	Description
-4- Students	KPI-I-07	Students' satisfaction with the offered services*	Average of students' satisfaction rate with the various services offered by the institution (restaurants, transport, sports facilities, academic advising, ...) on a five-point scale in an annual survey
-5- Faculty and Staff	KPI-I-08	Ratio of students to teaching staff*	The ratio of the total number of students to the total number of full-time or full-time equivalent teaching staff - for the institution as a whole and each program separately
	KPI-I-09	Proportion of faculty members with doctoral qualifications*	Percentage of faculty members with verified doctoral qualifications to the total number of teaching staff
	KPI-I-10	Proportion of teaching staff leaving the institution*	Percentage of teaching staff leaving the institution annually for reasons other than age retirement to the total number of teaching staff.
-6- Institutional Resources	KPI-I-11	Percentage of self-income of the institution	Percentage of self-income of the institution to the total income of the institution
	KPI-I-12	Satisfaction of beneficiaries with technical services*	Average of beneficiaries' satisfaction rate with technical services ...) on a five-point scale in an annual survey in terms of: a. Suitability. b. Safety and confidentiality. c. Availability and ease of access. d. Maintenance and support services.
-7- Scientific Research and Innovation	KPI-I-13	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 institution
	KPI-I-14	Rate of published research per faculty member*	The average number of refereed and/or published research per 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)

Standard	Code	Key Performance Indicators	Description
	KPI-I-15	**Citations rate in refereed journals per faculty member**	The average number of citations in refereed journals from published research per faculty member in the institution (total number of citations in refereed journals from published research for full-time or equivalent faculty members to the total research published)

	KPI-I-16	**Number of patents, innovations, and awards of excellence**	Number of:
			   a. Patents and innovations
			   b. Awards of excellence
			obtained by the institution's staff annually at the national/ regional/ international level.

	KPI-I-17	**Proportion of the research budget**	The proportion of the budget dedicated to research by:
			   a. proportion of the budget dedicated to research to the total budget of the institution
			   b. proportion of external research funding to the total research budget during the year.

-8- Community Partnership	KPI-I-18	**Satisfaction of beneficiaries with community services**	Average of beneficiaries' satisfaction rate with the community services provided by the institution on a five-point scale in an annual survey
	KPI-I-19	**Percentage of faculty members and students participating in community activities***	The percentage of faculty/students who participated in community service activities to the total faculty/students in the institution
Additional indicators for accredited institutions			
-2- Governance, Leadership, and Management	KPI-I-20	**Proportion of accredited programs**	The proportion of programs with valid accreditation from approved accrediting bodies to the total number of programs in the institution

* <u>Measurement levels:</u> Institution, branches (if any), specializations (health, engineering, computer science, scientific, administrative, humanities, Arabic language, Islamic studies, etc.), gender (male, female).