

Najran University

College of Computer Science and Information Systems

Computer Science Program (Male & Female)

Key Performance Indicators Evaluation Results and Analysis

Prepared By:
Development and Quality Unit

October 2016

Introduction

The Key Performance Indicators (KPIs) presented in this report is used to measure the CS program's efficiency and effectiveness in delivering its outcomes.

The purpose of this report is to provide the performance metrics of the program through the evaluation results and analysis of the computer science Key Performance Indicators (KPIs) so as to keep track of the progress towards achieving its target.

Data Collection

Most of the committees in the NCAAA unit collected the data that are relevant to the academic year 2015-2016. The actual results of KPIs are based on the data collected between March 2015 and April 2016.

KPIs of the Computer Science Program

In the following table, you can see the KPIs of the CS program and their relationships to inputs, processes and outputs of the program.

Table 1: Key Performance Indicators for Computer Science Program

NCAAA Standards	KPI #	Key Performance Indicator	Level
Standard 1 Mission & Objectives	S1.1	1. Stakeholders' awareness ratings of the Mission Statement and Objectives (Average rating on how well the mission is known to teaching staff, and undergraduate and graduate students, respectively, on a five- point scale in an annual survey).	Program College Institution
Standard 2 Governance Administration	S2.1	2. Stakeholder evaluation of the Policy Handbook, including administrative flow chart and job responsibilities (Average rating on the adequacy of the Policy Handbook on a five-point	Program College Institution

		scale in an annual survey of teaching staff and final year students).	
Standard 3 Management of Quality Assurance and Improvement	S3.1	3. Students' overall evaluation on the quality of their learning experiences. (Average rating of the overall quality on a five-point scale in an annual survey of final year students.)	Program College Institution
	S3.2	4. Proportion of courses in which student evaluations were conducted during the year.	Program College Institution
	S3.3	5. Proportion of programs in which there was an independent verification, within the institution, of standards of student achievement during the year.	College Institution
	S3.4	6. Proportion of programs in which there was an independent verification of standards of student achievement by people (evaluators) external to the institution during the year.	College Institution
Standard 4 Learning and Teaching	S4.1	7. Ratio of students to teaching staff. (Based on full time equivalents)	Program College Institution Separate data for male and female sections and combined for all
	S4.2	8. Students overall rating on the quality of their courses. (Average rating of students on a five-point scale on overall evaluation of courses.)	Program College Institution Separate data for male and female sections and combined for all
	S4.3	9. Proportion of teaching staff with verified doctoral qualifications.	Program College Institution Separate data for male and female sections and combined for all
	S4.4	Retention Rate: 10. Percentage of students entering programs who successfully complete first year.	Program College Institution Separate data for

			male and female sections and combined for all
	S4.5	Graduation Rate for Undergraduate Students: 11. Proportion of students entering undergraduate programs who complete those programs in minimum time.	Program College Institution Separate data for male and female sections and combined for all
	S4.6	Graduation Rates for Post Graduate Students: 12. Proportion of students entering post graduate programs who complete those programs in specified time	Program College Institution Separate data for male and female sections and combined for all
	S4.7	13. Proportion of graduates from undergraduate programs who within six months of graduation are: (a) employed (b) enrolled in further study (c) not seeking employment or further study	Program College Institution Separate data for male and female sections and combined for all
Standard 5 Student Administration and Support Services	S5.1	14. Ratio of students to administrative staff	Institution
	S5.2	15. Proportion of total operating funds (other than accommodation and student allowances) allocated to provision of student services.	Institution
	S5.3	16. Student evaluation of academic and career counselling. (Average rating on the adequacy of academic and career counselling on a five- point scale in an annual survey of final year students.)	Program College Institution
Standard 6 Learning Resources	S6.1	17. Stakeholder evaluation of library and media center. (Average overall rating of the adequacy of the library & media center, including: a) Staff assistance, b) Current and up-to-date c) Copy & print facilities, d) Functionality of equipment, e) Atmosphere or climate for studying f) Availability of study sites, and g) Any other quality indicators of service on a five- point scale of an annual survey.)	Program College Institution Separate data for male and female sections and combined for all

	S6.2	18. Number of web site publication and journal subscriptions as a proportion of the number of programs offered	Institution College
	S6.3	19. Stakeholder evaluation of the digital library. (Average overall rating of the adequacy of the digital library, including: a) User friendly website b) Availability of the digital databases, c) Accessibility for users, d) Library skill training and e) Any other quality indicators of service on a five- point scale of an annual survey.)	Program College Institution Separate data for male and female sections and combined for all
Standard 7 Facilities and Equipment	S7.1	20. Annual expenditure on IT budget, including: a) Percentage of the total Institution, or College, or Program budget allocated for IT; b) Percentage of IT budget allocated per program for institutional or per student for programmatic; c) Percentage of IT budget allocated for software licences; d) Percentage of IT budget allocated for IT security; e) Percentage of IT budget allocated for IT maintenance.	Institution College Program
	S7.2	21. Stakeholder evaluation of the IT services (Average overall rating of the adequacy of on a five- point scale of an annual survey). a) IT availability, b) Website, c) e-learning services d) IT Security, e) Maintenance (hardware & software), f) Accessibility g) Support systems, h) Hardware, software & up-dates, and Web-based electronic data management system or electronic resources (for example: institutional website providing resource sharing, networking & relevant information, including elearning, interactive learning & teaching between students & faculty)	Program College Institution Separate data for male and female sections and combined for all
	S7.3	22. Stakeholder evaluation of facilities & equipment: a) Classrooms, b) Laboratories, c) Bathrooms (cleanliness & maintenance), d) Campus security, e) Parking & access, f) Safety (first aide, fire extinguishers & alarm systems, secure chemicals) g) Access for those with disabilities or handicaps (ramps, lifts, bathroom furnishings), h) Sporting facilities & equipment.	Institution College Program

Standard 8 Financial Planning and Management	S8.1	23. Total operating expenditure (other than accommodation and student allowances) per student.	Institution
Standard 9 Faculty and Staff Employment Processes	S9.1	24. Proportion of teaching staff leaving the institution in the past year for reasons other than age retirement	Program College Institution
	S9.2	25. Proportion of teaching staff participating in professional development activities during the past year	Program College Institution
Standard 10 Research	S10.1	26. Number of refereed publications in the previous year per full time equivalent teaching staff. (Publications based on the formula in the Higher Council Bylaw excluding conference presentations)	Program College Institution
	S10.2	27. Number of citations in refereed journals in the previous year per full time equivalent faculty members.	Program College Institution
	S10.3	28. Proportion of full time member of teaching staff with at least one refereed publication during the previous year	Program College Institution
	S10.4	29. Number of papers or reports presented at academic conferences during the past year per full time equivalent faculty members	Program College Institution
	S10.5	30. Research income from external sources in the past year as a proportion of the number of full time faculty members	Program College Institution
	S10.6	31. Proportion of the total, annual operational budget dedicated to research.	Institution
Standard 11 Community Service	S11.1	32. Proportion of full time teaching and other staff actively engaged in community service activities.	Program College Institution
	S11.2	33. Number of community education programs provided as a proportion of the number of departments.	College Institution

Standard 2: Program Governance and Administration

Table 2.1

KPI : Ratio of resources available in male and female campus			
Target Benchmark	1: 1		
Actual Benchmark (Data Collected in April 2016)	Male	Female	Overall
	2:1		2:1
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	5:1		5:1
External Benchmark	Not Available		
New Target Benchmark	1:1		
Analysis: This KPI is introduced for the first time in this year. Both male and female sections are meeting the requirement of target benchmark. There is a new campus under construction for females containing most modern facilities and resources. So when both male and female sections will shift to the new modern campus, They are going to enjoy the same facilities and resources available in that campus.			

KPI :Percentage of female representation in department and college councils			
Target Benchmark	3:2		
Actual Benchmark (Data Collected in April 2016)	Male	Female	Overall
	3:1		3:1
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	9:1		9:1
External Benchmark	Not Available		
New Target Benchmark	3:2		
Analysis: Comparatively with the previous year, the percentage of the female representation in the			

department and college councils is increased.

KPI :Overall satisfaction of faculty and staff on the program's working environment

Target Benchmark	$\geq 70\%$		
Actual Benchmark (Data Collected in April 2016)	Male	Female	Overall
	80.8%	80.8%	80.8%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	85%	83%	84%
External Benchmark	Not Available		
New Target Benchmark	$\geq 80\%$		
Analysis: The satisfaction rate of the faculty and staff members in the department got dropped off in the percentage of satisfaction with the overall program working environment. The actual satisfaction rate is acceptable to some extent because of the changes that have occurred in the work environment due to deteriorating security situation and the transformation of method of instruction to E-Learning. But the governance of the program has remained fairly consistent, despite all the changes and events that took place.			

Standard 3- Management of Program Quality Assurance

KPI : Students overall evaluation on the quality of their learning experiences at the institution (Exit survey).

(Average rating of the overall quality of their program on a five-point scale in an annual survey final year students.)

Target Benchmark	75% \approx 3.75 (on five point scale)		
Actual Benchmark (Data Collected in April 2016)	Male	Female	Overall
	63%	64%	63.5 \approx 64% \approx 3.20 (on five point scale)
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	69%	70%	69.66 \approx 70% \approx 3.70 (on five point scale)

External Benchmark	Not Available
New Target Benchmark	75%≈ 3.75 (on five point scale)

Analysis:

Students' achievements according to the report of final year students survey (Exit survey) on the quality of their learning can be determined from the rate of achievement on supportive services in male campus is 65%, where in female campus is 78%, overall average rate satisfaction is: 72%; students satisfaction rate on supportive learning resources in male campus is 52% and in female campus is 49%, overall average satisfaction rate is 51%; satisfaction rate on assessment of learning in male campus is 73%, in female campus 64%, overall rate is 68.5%; and finally achievement rate on learning outcomes in male campus is 63% and female campus is 64%, overall rate is 63.5%≈64.

From the above analytical report we can see that the overall students' evaluation on quality of their learning in the program both in male and female campus is 64 % which is 3.20 on five point scales.

Result Evaluation:

	Male CS			Overall satisfaction Level
	3: Supportive Services	4: Supportive Learning Resources	5: Assessment of Learning	
	73%	55%	91%	
	82%	36%	73%	
	55%	55%	73%	
	73%	55%	64%	
	64%	46%	64%	
	46%	64%	73%	
	64%		73%	
Average	65%	52%	73%	63%

Achievement				
	Female CS			Overall Satisfaction Level
	3: Supportive Services	4: Supportive Learning Resources	5: Assessment of Learning	
	84%	50%	59%	
	100%	17%	67%	
	67%	67%	42%	
	67%	42%	84%	
	84%	25%	92%	
	67%	92%	58%	
	76%		50%	
Average Achievement	78%	49%	64%	64%

KPI : Proportion of courses in which student evaluations were conducted during the year.			
Target Benchmark	≥ 80%		
Actual Benchmark (Data Collected in April 2016)	Male	Female	Overall
	100%	100%	100%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	100%	100%	100%
External Benchmark	N/A		
New Target Benchmark	100%		

Analysis:

The university policy students must evaluate courses online prior seeing their grades in every academic semester. The achievement rate is 100%.

KPI : Internal auditor evaluation of program's quality related activities

Target Benchmark	$\geq 70\%$
Actual Benchmark (April 2016)	$\geq 90\%$
Internal Benchmark	N/A
External Benchmark	N/A
New Target Benchmark	$\geq 85\%$

Analysis:The internal auditor evaluation was conducted and the auditors were very much satisfied with the quality work and activities was conducted and the auditors were very much satisfied with the quality work and activities in the department.

KPI : External auditor evaluation of program's quality related activities

Target Benchmark	$\geq 70\%$
Actual Benchmark (April 2016)	Not Available
Internal Benchmark	N/A
External Benchmark	N/A

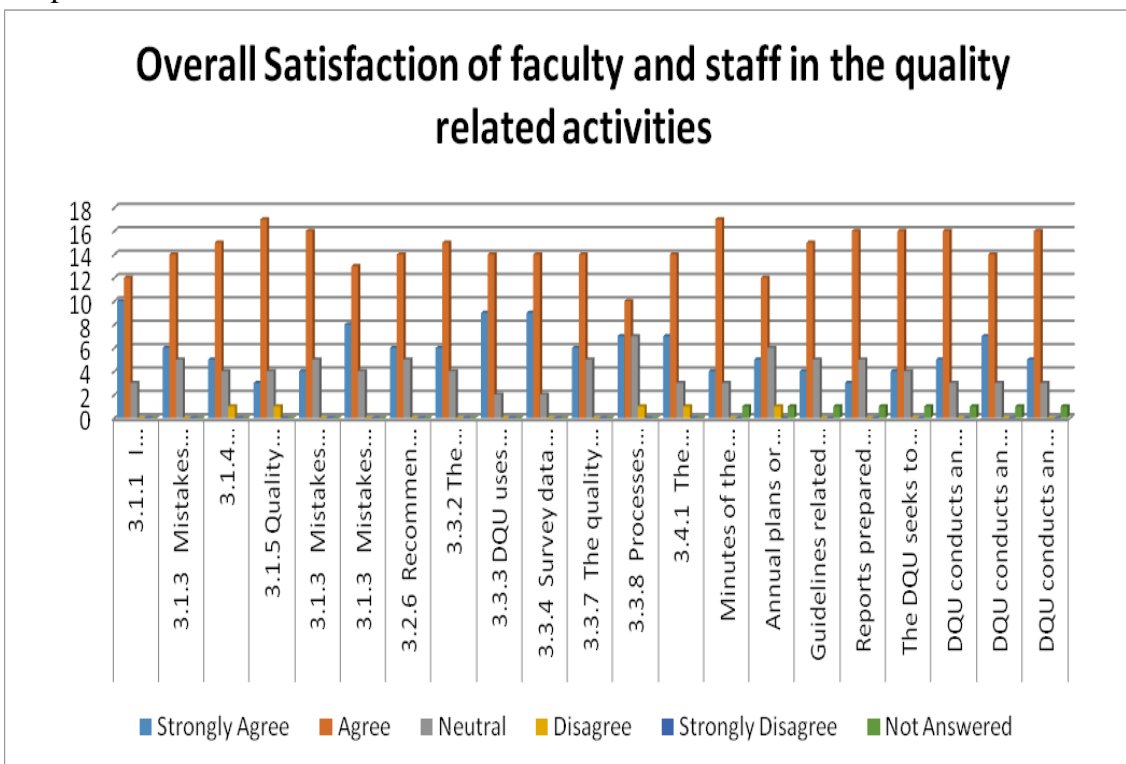
New Target Benchmark	$\geq 70\%$
Analysis: The external auditing of the program's quality related activities was not conducted. Some mechanisms should be devised in order to conduct the external audit.	

KPI :Overall satisfaction of faculty, staff, and students on the quality related activities			
Target Benchmark	$\geq 75\%$		
Actual Benchmark (Data Collected in April 2016)	Overall		
	82.6%		
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	89%	89%	89%
External Benchmark	N/A		
New Target Benchmark	$\geq 75\%$		
Analysis:			
<p>The development and quality unit of the College conducted a faculty-unified survey that was answered by the faculty members of the CS and IS department male section and CS female section. The responses was received collectively without delineation from the both the sections in the respective departments.</p>			
<p>Responses assessment:</p> <p>Total 25 faculty members responded. The overall satisfaction rate is 82.6% as mentioned below:</p>			

Please evaluate the following statements:

Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Response Count
3.1.1 I participate in quality assurance activities such	10	12	3	0	0	25
3.1.3 Mistakes and weaknesses in the program are	6	14	5	0	0	25
3.1.4 Improvements in quality are appropriately	5	15	4	1	0	25
3.1.5 Quality assurance processes are fully integrated	3	17	4	1	0	25
3.2.1 The quality of all aspects of the program (e.g.	4	16	5	0	0	25
3.2.2 Program evaluation reports are carried out in a	8	13	4	0	0	25
3.2.6 Recommendations for both male and female	6	14	5	0	0	25
3.3.2 The program's quality assurance processes are	6	15	4	0	0	25
3.3.3 DQU uses standard forms, surveys and	9	14	2	0	0	25
3.3.4 Survey data is collected from several	9	14	2	0	0	25
3.3.7 The quality assurance activities are always	6	14	5	0	0	25
3.3.8 Processes of evaluation of quality are	7	10	7	1	0	25
3.4.1 The program uses performance indicators and	7	14	3	1	0	25
Minutes of the meetings, reports on surveys/	4	17	3	0	0	24
Annual plans or tasks of quality work are distributed	5	12	6	1	0	24
Guidelines related to quality works are provided in a	4	15	5	0	0	24
Reports prepared and submitted by DQU, groups are	3	16	5	0	0	24
The DQU seeks to provide support for academic units	4	16	4	0	0	24
DQU works to ensure the quality of the teaching and	5	16	3	0	0	24
DQU conducts an annual self-assessment for all KPIs	7	14	3	0	0	24
DQU conducts an annual self-assessment to evaluate	5	16	3	0	0	24

Graphical Presentation:



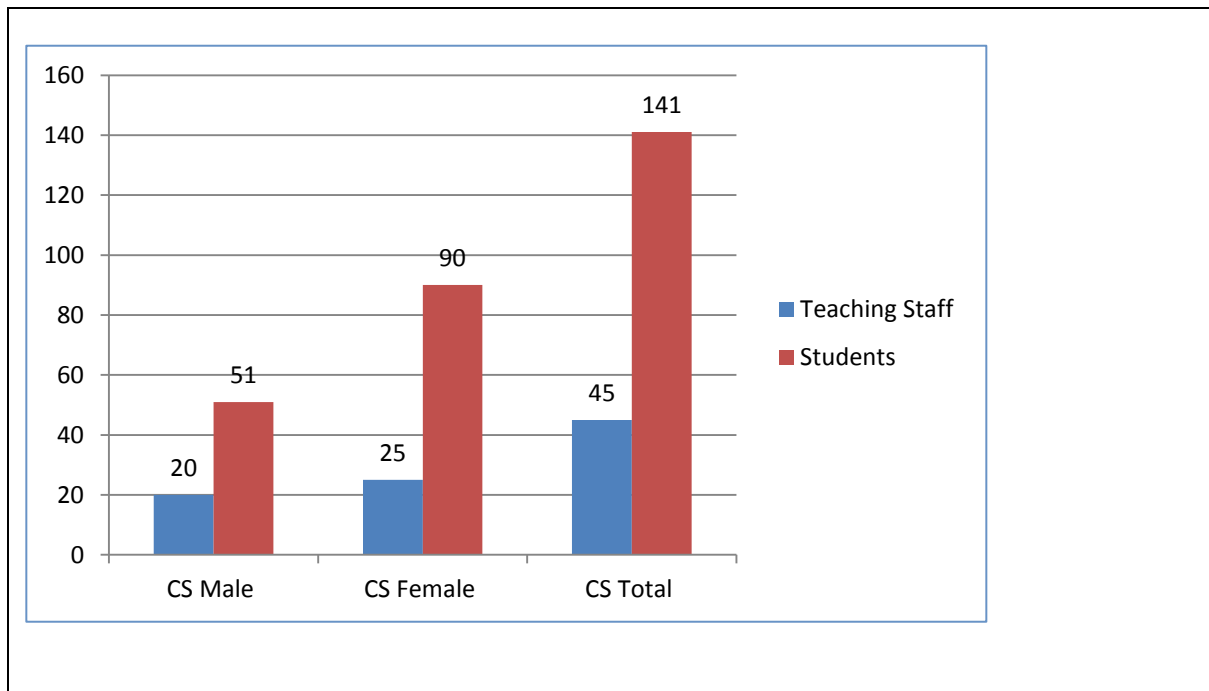
Faculty members from male and female sections of both CS and IS programs have responded and participated in the survey. The overall achievement level is 82.6% \approx 83%

Recommendation:

The survey should be conducted such that responses from the CS and IS departments in the male section and the CS department in female section are uniquely identified in order to obtain results with more accuracy.

Standard 4: Learning and Teaching

KPI : Ratio of students to teaching staff. (Based on full time equivalents)			
Target Benchmark	1:25 theoretical courses 1:15 practical courses		
Actual Benchmark (Data Collected in May 2016)	Male	Female	Overall
	Ratio = Teachers: Students =20:51 = 1:2.55 ≈ 1:3	Ratio: Teachers: Students = 25:90 ≈ 1:3.6≈ 1:4	Ratio: Teachers: Students= 45: 141= 1:3.13 ≈ 1:3
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	Ratio = Teachers: Students =24:51 = 1:2.13 ≈ 1:2	Ratio: Teachers: Students = 22:81 ≈ 1:3.7≈ 1:4	Ratio: Teachers: Students= 46: 132= 1:2.87 ≈ 1:3
External Benchmark	N/A		
New Target Benchmark	1:20 Theoretical and practical courses		
Analysis:			
Teachers: Students ratio in male section is 1:3, and in female section is 1:4. The overall ration in both two sections is 1:3.13, which is approximately 1:3. According to the above information, we found that this KPI is achieved and no action is needed.			



KPI : Students overall rating on the quality of their courses. (Average rating of students on a five point scale on overall evaluation of courses.)			
Target Benchmark	≥ 80%		
Actual Benchmark (Data Collected in August 2016)	Male	Female	Overall
	76.6%	70%	73.3% = 3.66 out of 5 point scale
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	75%	73.8%	74.4% = 3.72 out of 5 point scale
External Benchmark	N/A		
New Target Benchmark	80% = 4 out of 5 point scale		

Analysis:

Students overall rating on the quality of their course according to the Students' online survey report of the second semester 2015/2016 is 3.66 out of 5 which is 73.2%. This result shows computer science department did not achieve the goal.

Result assessment:

students online survey result second semester 2015/2016	CS Male	CS Female
	3.86	3.50
% of Male and Female	76.6 %	70 %
Average of CS male and female	3.66	
% of achievement	73.3%	

We have to take some action to fulfill the target.

KPI : Proportion of teaching staff with verified doctoral qualifications.

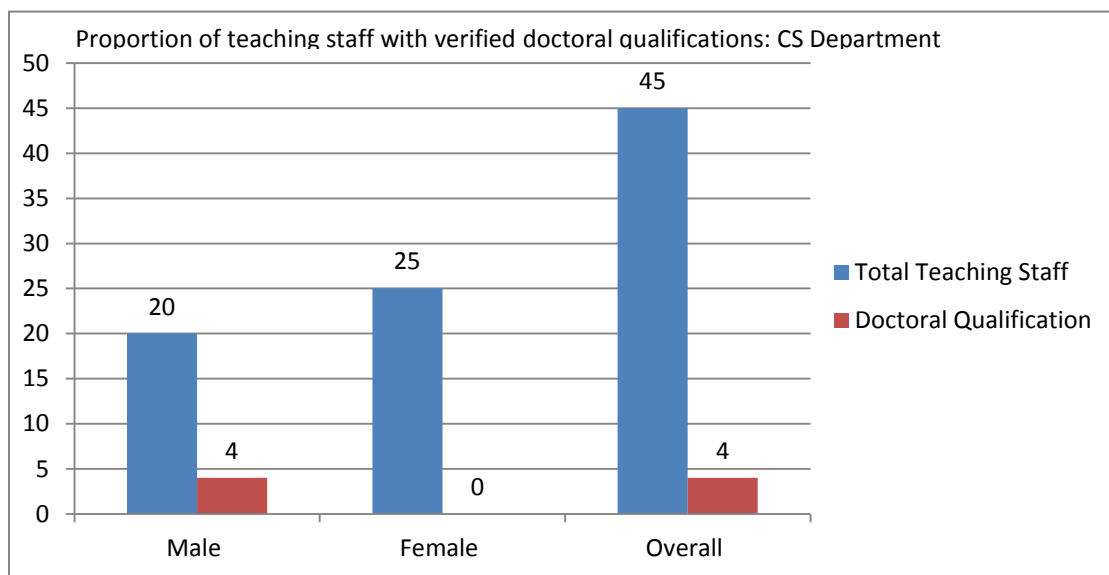
Target Benchmark	$\geq 70\%$		
Actual Benchmark (Data Collected in May 2016)	Male	Female	Overall
	Doctor/teaching staff%=4/ 20= 20%	0/25=0%	4/45=8.8≈9%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	Doctor/teaching staff %=7/ 24= 29%	0/22=0%	7/46=15.2≈15%
External Benchmark	N/A		
New Target Benchmark	50 %		

Analysis:

There are total 20 faculty in CS male section, 4 out of 20 have doctoral qualification which 20%. In CS female section there are 25 faculties, but there is no Ph.D. holder. The proportion of teaching staff with doctoral qualification is 9% in both male and female sections. According to the above information, we found that the College of CSIS is behind from the target. We have to set an improvement plan to achieve this target.

Evaluation:

Proportion of teaching staff with verified doctoral qualifications: CS Department				
	Male	Female	Overall	%
Total Teaching Staff	20	25	45	9%
Doctoral Qualification	4	0	4	



KPI : Percentage of students entering programs who successfully complete first year.

Target Benchmark	≥ 80%		
Actual Benchmark (Data Collected in	Male	Female	Overall

September 2016)	28%		28%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	20%	60.87%	40%
External Benchmark	N/A		
New Target Benchmark	70 %		
Analysis:			
Did not achieve the target. Need some actions to accomplish the goal.			
Assessment:			
	Male	Female	Average
Started in FS 2015/2016	25		25
Completed this year successfully	7		7
%	28%		28%

KPI: Proportion of students entering undergraduate programs who complete those programs in minimum time.			
Target Benchmark	$\geq 70\%$		
Actual Benchmark (Data Collected in August 2016)	Male	Female	Overall
	38.46%	80%	76.47%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	54.55%	80%	74%
External Benchmark	N/A		
New Target Benchmark	70%		

Analysis: The number of male and female students who entered in the first level and graduated on time is fulfilled our target in computer science department. But still we need some actions to achieve the target in male section of CS department.

Data Evaluation:

		Male	Female	Overall
Starting	FS 13/14, SS 13/14	13	21	34
Graduated	FS 15/16, SS 15/16	5	21	26
		38.46%	100%	76.47%

KPI: Levels of attainment for each student's outcomes

Target Benchmark	$\geq 65\%$		
Actual Benchmark (Data Collected in August 2016)	Male	Female	Overall
	44.69%	62.84%	53.77%\approx54%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	59.01%	69.59%	64.10%\approx64%
External Benchmark	N/A		
New Target Benchmark	$\geq 65\%$		

KPI: Overall achievement of course learning outcomes of all program's courses

Target Benchmark	$\geq 80\%$		
Actual Benchmark (Data Collected in August 2016)	Male	Female	Overall
	46.35%	67.5%	56.52%\approx 57%
Internal Benchmark	Male	Female	Overall

(Data Collected in February 2015)	47.26%	71.12%	59.19% ≈ 59%
External Benchmark	N/A		
New Target Benchmark	≥ 65%		
<p>Analysis: CLOs and SOs assessment result of male and female sections is collected from the Overall Review Report of all CS Courses.</p> <p>SOs assessment result based on Male students' performance is 47.26%, and Female's is 71.12%. Overall SOs attainment based on students' performance both in male section in female section is: $(47.26\% + 71.12\%) / 2 = 59.19\%$</p> <p>The overall SOs assessment result based on students' performance current student's survey is 59.19% which is less than 65%.</p>			

KPI: Proportion of graduates from undergraduate programs who within six months of graduation are:(a) employed , (b) enrolled in further study or (c) not seeking employment or further study			
Target Benchmark	a) ≥ 30% b) ≥ 10% c) ≥ 10%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	a) 14% b) 14% c) 72%	a) 0% b) 0% c) 100%	a) 7% b) 7% c) 86%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	a) 95% b) 30% c) 5 % or 70%	a) 95% b) 30% c) 5 % or 70%	a) 95% b) 30% c) 5 % or 70%
External Benchmark	N/A		
New Target Benchmark	a) ≥ 30%		

	b) $\geq 10\%$			
	c) $\geq 10\%$			
<p>Analysis: The data was collected through the Alumni committee from the college of CSIS. Total number of alumni in 2015-2016 were 16, where, 7 male and 9 female. It is important to collect data from at least 75% of the alumni graduated in the last two years. The completion rate of students can be used as a good indicator of the quality of the program.</p> <p>Assessment:</p>				
Alumni	Number	Employed	Enrolled in further study	Not seeking employment or further study
Male	7	1	1	5
Assessment		14%	14%	72%
Female	9	0	0	9
Assessment		0%	0%	100%
Total	16	1	1	14
Overall Assessment		7%	7%	86%

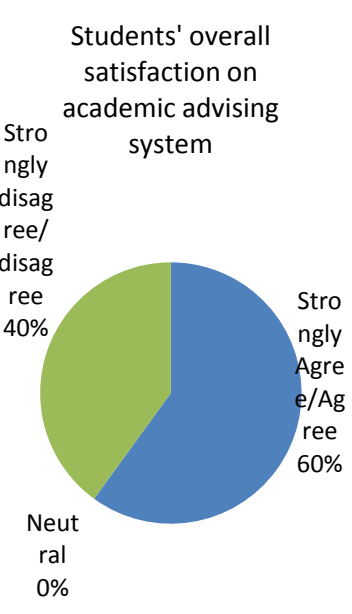
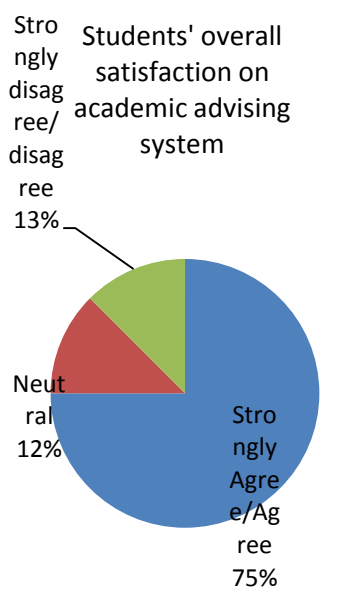
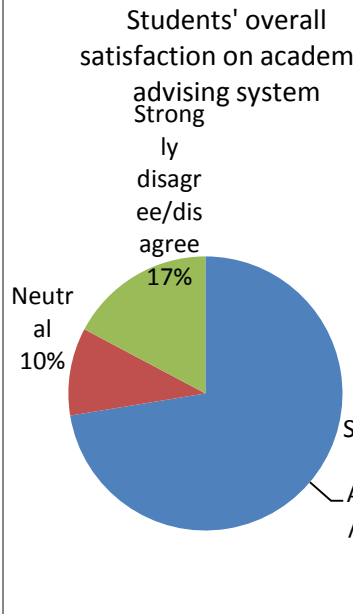
Standard 5 : Student Administration and Support Services

KPI : Percentage of students' satisfaction on academic and career counselling mechanisms.			
Target Benchmark	$\geq 75\%$		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	73%		73%
Internal Benchmark (Data Collected in February 2015) (If available!!)	Male	Female	
	Not Available	Not Available	Not Available

External Benchmark	N/A
New Target Benchmark	≥ 78%

Analysis:

The figure shows that 73% of the students from the both campuses (Male and female) are satisfied about the student advising system. Only 17% students are dissatisfied and 10% student responded neutral about it.

Outcomes of Male campus	Outcomes of female campus	Average outcomes of this indicator																								
<p>Students' overall satisfaction on academic advising system</p>  <table border="1"> <caption>Male Campus Satisfaction Data</caption> <tr><th>Satisfaction Level</th><th>Percentage</th></tr> <tr><td>Strongly Agree/Agree</td><td>60%</td></tr> <tr><td>Strongly disagree/disagree</td><td>40%</td></tr> <tr><td>Neutral</td><td>0%</td></tr> </table>	Satisfaction Level	Percentage	Strongly Agree/Agree	60%	Strongly disagree/disagree	40%	Neutral	0%	<p>Students' overall satisfaction on academic advising system</p>  <table border="1"> <caption>Female Campus Satisfaction Data</caption> <tr><th>Satisfaction Level</th><th>Percentage</th></tr> <tr><td>Strongly Agree/Agree</td><td>75%</td></tr> <tr><td>Strongly disagree/disagree</td><td>13%</td></tr> <tr><td>Neutral</td><td>12%</td></tr> </table>	Satisfaction Level	Percentage	Strongly Agree/Agree	75%	Strongly disagree/disagree	13%	Neutral	12%	<p>Students' overall satisfaction on academic advising system</p>  <table border="1"> <caption>Average Outcomes Satisfaction Data</caption> <tr><th>Satisfaction Level</th><th>Percentage</th></tr> <tr><td>Strongly Agree/Agree</td><td>73%</td></tr> <tr><td>Strongly disagree/disagree</td><td>17%</td></tr> <tr><td>Neutral</td><td>10%</td></tr> </table>	Satisfaction Level	Percentage	Strongly Agree/Agree	73%	Strongly disagree/disagree	17%	Neutral	10%
Satisfaction Level	Percentage																									
Strongly Agree/Agree	60%																									
Strongly disagree/disagree	40%																									
Neutral	0%																									
Satisfaction Level	Percentage																									
Strongly Agree/Agree	75%																									
Strongly disagree/disagree	13%																									
Neutral	12%																									
Satisfaction Level	Percentage																									
Strongly Agree/Agree	73%																									
Strongly disagree/disagree	17%																									
Neutral	10%																									

KPI: Percentage of courses available for our program (in blackboard)			
Target Benchmark	≥ 70%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	100%	100%	100%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A
External Benchmark	N/A		
New Target Benchmark	≥ 65%		

KPI: Percentage of students received hand book, explained about academic advisors' role, know the name and location of academic advisor during orientation program.			
Target Benchmark	100%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	100%	100%	100%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A
External Benchmark	N/A		
New Target Benchmark	100%		

KPI: Percentages of students received application form to open student file and explained the procedure of add and drop courses, exam reviewing absent excuses and credit transfer to another program during orientation program			
Target Benchmark	≥ 90%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	100%	93%	94%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A

External Benchmark	N/A
New Target Benchmark	≥ 90%

KPI: Percentages of students understood NU academic policies (plagiarism/cheating academic misconduct, examination system, grading system, graduation requirements, appeal & complaints, classroom rules) during orientation program.			
Target Benchmark	100%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	100%	93%	93%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A
External Benchmark	N/A		
New Target Benchmark	100%		

KPI: Percentage of student familiar with appeal procedure.			
Target Benchmark	70%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	100%	69%	74%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A
External Benchmark	N/A		
New Target Benchmark	80%		

KPI: Percentage of students' appeal outcome announced in 7 days			
Target Benchmark	70%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	60%	61%	61%

Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A
External Benchmark	N/A		
New Target Benchmark	70%		

KPI: Percentage of students who are familiar & follow misconduct rules			
Target Benchmark	80%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	81%	60%	77%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A
External Benchmark	N/A		
New Target Benchmark	80%		

KPI: Percentage of students those received effective academic counselling concerning their difficulties			
Target Benchmark	85%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	81%	80%	81%

Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A
External Benchmark	N/A		
New Target Benchmark	85%		

KPI: Percentage of students those received effective career counselling to determine their future goal

Target Benchmark	80%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	60%	47%	50%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A
External Benchmark	N/A		
New Target Benchmark	80%		

KPI: Percentage of students academic and personal issues kept confidential

Target Benchmark	75%		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	80%	65%	64%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	N/A	N/A	N/A
External Benchmark	N/A		
New Target Benchmark	75%		

Standard 6: Learning Resources

KPI :Number of book titles held in the library as a proportion of the number of students.			
Target Benchmark	1: 10		
Actual Benchmark (Data Collected in May 2016)	Male	Female	Overall
	1: 250.86	1:90.811	1:72
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	1:151.4	1:95.3	1:58
External Benchmark	NA		
New Target Benchmark	NA		
Analysis: According to the evaluation of this KPI, the computer science department has not only meets the requirements but also exceeds the benchmark (indicator).			
Total number of CS and IS Books available in the University Library = 7719			
	CS Students Male= 22	CS Students Female= 85	
Books per Student in CS Male and CS Female	7719/22=1: 250.86	7719/85= 1:90.811	
Total CS Students	22+85= 107		
Books per Student in CS	7719/ 107= 1: 72.14 ≈1: 72		

KPI : Overall evaluation of library services. (Average rating on adequacy of library services on a five-point scale in an annual survey of final year students.)			
Target Benchmark	≥ 75%		
Actual Benchmark (Data Collected in May)	Male	Female	Overall
	62.2%	50.4%	56.4%

2016)			
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	62.2%	50.4%	56.4%
External Benchmark	NA		
New Target Benchmark	75%		
Analysis:			
According to the evaluation of this KPI, 62.2% students are satisfied in male campus and 50.4% students are satisfied in female campus according to university annual survey report.			
Average satisfaction is $(62.2+50.4) \%/2=56.3\%$			
According to the above information, we found that the computer science department is behind from the target. We have to set an improvement plan to achieve this target.			
Assessment based on the questionnaire report of University annual survey report:			
	CS Male Students' Satisfaction point out of 5 (total 55 students)	CS Female Students' Satisfaction point out of 5 (total 59 students)	
Library Admin Staffs Support	3.24	2.73	
Acceptance of Quality of Education	2.98	2.31	
Time of Library Services	3.13	2.53	
Average Satisfaction Level of CS Students in Male and Female separately	3.11666667	2.52333333	
Average Satisfaction Level of total CS Students	$3.1167+2.5133/2= 2.82$		
% out of 5	56.4%		

KPI: Stakeholder evaluation of library and media centre(Adequacy of library and media centre including staff assistance Current and up-to-date, Copy & print

facilities, functionality of equipment, Atmosphere or climate for studying Availability of study sites)			
Target Benchmark	NA		
Actual Benchmark (Data Collected in April 2016)	CS Faculty	CS Students	Overall
	63.66%	41.66%	52.66%
Internal Benchmark	Male	Female	Overall
	NA	NA	NA
External Benchmark	NA		
New Target Benchmark	65%		
Analysis:			
<p>According to the evaluation of this KPI, 63.66% CS Faculty are satisfied and 41.66% students are satisfied in both male and female campus according to Unified survey report. Average satisfaction is $(63.66+41.66) \% / 2 = 52.66\%$</p> <p>According to the above information, we found that the computer science department has set the new target. We have to set an improvement plan to achieve this target.</p> <p>Assessment based on the questionnaire report of Faculty Unified survey and Student Survey report:</p>			
	CS Faculty (total 26 Faculty)	CS Students' (total 48 students)	
Published and printed sources of information in the library	65%	50%	
Reading materials in reserve collections	54%	29%	
Usability of Library Services	72%	46%	
Average Satisfaction Level of CS Faculty and CS Students in Male and Female section	63.666%	41.666%	
Average Satisfaction Level of total CS Faculty	$63.666+41.666/2= 52.666\%$		

and CS Students	
	52.666%

KPI: Stakeholder evaluation of the digital library. (Average overall rating of the adequacy of the digital library, including: User friendly website, Availability of the digital databases, Accessibility for users, Library skill training.

Target Benchmark	NA		
Actual Benchmark (Data Collected in April 2016)	CS Faculty	CS Students	Overall
	62.66%	49.33%	55.99%
Internal Benchmark	Male	Female	Overall
	NA	NA	NA
External Benchmark	NA		
New Target Benchmark	65%		

Analysis:

According to the evaluation of this KPI, 62.66% CS Faculty are satisfied and 49.33% students are satisfied in both male and female campus according to Unified survey report.

Average satisfaction is $(62.66+49.33) \% / 2 = 55.99\%$

According to the above information, we found that the computer science department has set the new target. We have to set an improvement plan to achieve this target.

Assessment based on the questionnaire report of Faculty Unified survey and Student Survey report:

	CS Faculty (total 26 Faculty)	CS Students' (total 48 students)
Accessibility of University educational resources e.g. databases, research and journal material	56%	58%
Published learning resources of university library	64%	44%

electronic learning resources of university library	68%	46%
Average Satisfaction Level of CS Faculty and CS Students in Male and Female section	62.66%	49.33%
Average Satisfaction Level of total CS Faculty and CS Students	$62.66+49.33/2= 55.99\%$	
	55.99%	

Standard 7: Facilities and Equipment

KPI : Number of accessible computer terminals per student.			
Target Benchmark	1: 25		
Actual Benchmark (Data Collected in April 2016)	Male	Female	Overall
	17:1	3:1	6:1
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	7:1	4:1	5:1
External Benchmark	Not Available		
New Target Benchmark	1:25		
Analysis:			
According to the evaluation of this KPI, the department of computer science has not only meets the requirements but also exceeds the benchmark (target).			
Evaluation Result:			
	Male CSIS	Female CS	Total
Total Computers	375	220	595
Total Students in CS	22 (CS)	85	107
Computer terminal per student in CS Male and CS Female	17:1	3:1	6:1

Computers per Student	595/107= 1:5.56≈ 1:6
Overall Computer : Student	6: 1

Both CS and IS students of the College of CSIS are using the same Computing resources in Labs activities in Male section.

KPI : Average overall rating of adequacy of facilities and equipment in a survey of teaching staff.

Target Benchmark	≥ 80%		
Actual Benchmark(Data Collected in April 2016)	CS & IS Male and CS Female Faculty (Overall)		
	68.4%		
Internal Benchmark(Data Collected in February 2015)	Male	Female	Overall
	82.58%	77.74%	80.16%
External Benchmark	Not Available		
New Target Benchmark	85%		

Analysis:

According to the evaluation of this KPI, only 68.4% teaching staffs are satisfied with adequacy of facilities and equipment. According to the evaluation of Faculty Unified Survey that was conducted by the DQU unit of the College, we found that the Computer Science department has not achieved the target and some actions are needed.

Assessment:

Questions	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Average
CS & IS Male & CS Female Faculty Satisfaction Level	65.38%	57.69%	65.36%	80.76%	50%	65.38%	80.76%	73.07%	73.07%	76.92%	73.07%	69.23%	80.76%	46.15%	68.40%

Faculty members from CS and IS Departments are conducting the courses of both departments, so we considered IS faculty members to participate in Survey responses to attain the overall result.

KPI : Overall student satisfaction of lecture halls and labs.

Target Benchmark	≥ 75%		
Actual Benchmark (Data Collected in April 2016)	Male	Female	Overall
	87.95%	51.05%	69.5%
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	68.9%	55.6%	62%
External Benchmark	NA		
New Target Benchmark	75%		

Analysis:

According to the evaluation of this KPI, 69.5% students are satisfied with lecture halls and lab facilities in computer science department according to students' survey conducted by FRC of the DQU unit of the college.

According to the above information, we found that this KPI is not achieved and some action is needed.

Assessment:

Sl.No.	Questions	Male (CS & IS)	CS Female	Overall Satisfaction %
Q1.	Students' Computing/IT and labs facilities including hardware and software are sufficient for their needs	90.90%	52.10%	
Q2.	Classroom facilities (for lectures, laboratories, tutorials etc.) are of good quality (attractive and comfortable)	85%	50%	
	Average	87.95%	51.05%	

Both CS and IS Students are using the same Lecture Halls and Labs in Male Section, so we considered IS Students to participate in Survey responses for attaining the result.

KPI: Stakeholder evaluation of the IT services (Average overall rating of the adequacy of on a five- point scale of an annual survey).a) IT availability ,b) Website ,c) e-learning services d) IT Security e) Maintenance (hardware & software), f) Accessibility g) Support systems, h) Hardware, software & up-dates.

Target Benchmark	NA		
Actual Benchmark (Data Collected in April 2016)	CS Faculty	CS Students	Overall
	72.80%	51.64%	62.22%
Internal Benchmark	Male	Female	Overall
	NA	NA	NA
External Benchmark	NA		
New Target Benchmark	70%		

Analysis:

According to the evaluation of this KPI, 72.80% CS Faculty are satisfied and 51.64% students are satisfied in both male and female campus according to Unified survey report.

Average satisfaction is $(72.80+51.64) \% / 2 = 62.22\%$

According to the above information, we found that the computer science department has set the new target. We have to set an improvement plan to achieve this target.

Assessment based on the questionnaire report of Faculty Unified survey and Student Survey report:

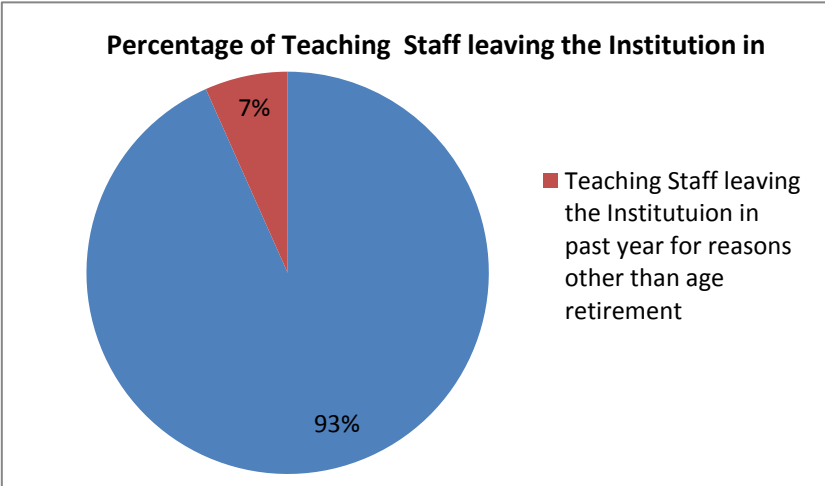
Evaluation Result:

	CS Faculty (total 25 Faculty)	CS Students' (total 48 students)
Adequate facilities are available for meetings between the teaching staff and students.	80%	54.16%
Students' computing/IT and labs facilities including hardware and software	52%	52.08%

are sufficient for their needs.			
E-Learning educational course contents are accessible anywhere, any time.	80%	56%	
Electronic courses adaptable to meet the needs of faculty and students	80%	42%	
Electronic courses achieve higher productivity through reducing learning time and educational process burdens.	72%	54%	
Average Satisfaction Level of CS Faculty and CS Students in Male and Female section	72.80%	51.64%	
Average Satisfaction Level of total CS Faculty and CS Students	$72.80+51.64/2= 62.22\%$		
	62.22%		

Standard 9: Faculty and Staff Employment Processes

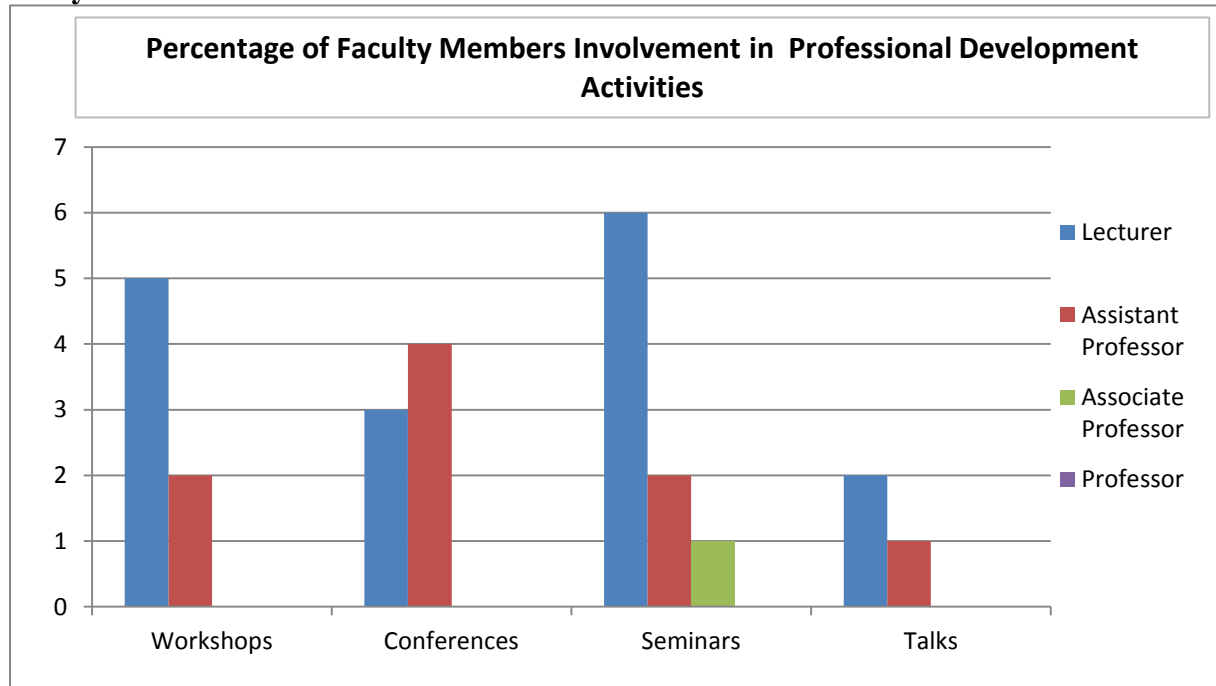
KPI :Proportion of teaching staff leaving the institution in the past year for reasons other than age retirement	
Target Benchmark	$\leq 10\%$
Actual Benchmark (Data Collected in September 2016)	7%
Internal Benchmark	2%

External Benchmark	N/A
New Target Benchmark	N/A
<p>Analysis:</p> <div style="text-align: center;">  <p>Percentage of Teaching Staff leaving the Institution in</p> <p>■ Teaching Staff leaving the Institution in past year for reasons other than age retirement</p> </div> <p>The figure above shows that very few staff left the college for personal issues. Moreover, it is noted that the ratio of teaching staff leaving the institution in the past year for reasons other than age retirement is more than what was in the year before because of the unstable security situation inside the Najran City. However, the target KPI is achieved in both years, which shows the stability in the program.</p>	

KPI :Proportion of teaching staff participating in professional development activities during the past year.	
Target Benchmark	$\geq 1:4$
Actual Benchmark (Data Collected in September 2016)	1:2
Internal Benchmark	2:4
External Benchmark	N/A

New Target Benchmark	$\geq 1:4$
----------------------	------------

Analysis:



The graph above shows the proportion of teaching staff involvement in professional development activities during the last year. Analysis is showing that each faculty member participated in two professional development activities during the last Year. These activities conducted through several levels such as program, faculty, deanship of development and quality, and National Commission for Academic Accreditation & Assessment level. Moreover, it is noted that although the KPI cannot be achieved because of the unstable security situation inside Najran City but still current level is acceptable.

KPI: Percentage of new staff getting orientation program			
Target Benchmark	$\geq 70\%$		
Actual Benchmark (Data Collected in September 2016)	Male	Female	Overall
	100%		100%

Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	33%		33%
External Benchmark	N/A		
New Target Benchmark	N/A		

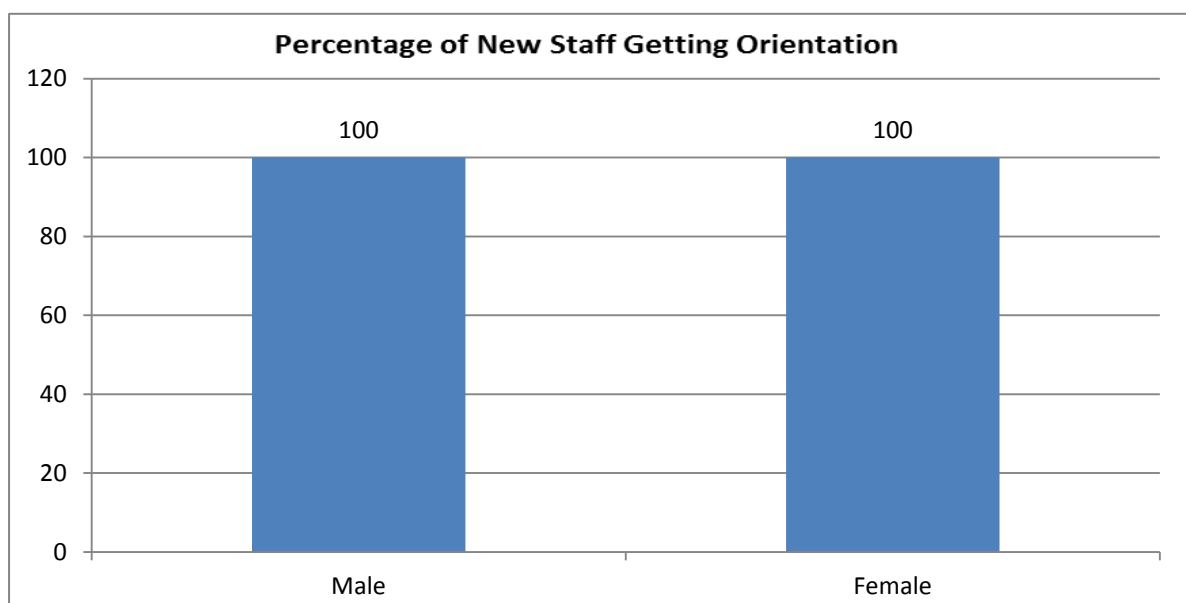


Figure 9.4 Percentage of new staff getting orientation program

The figure above shows that 100% of the new staff got orientation program. This result is due to good practice followed by the department for giving a very good orientation program to the new faculty members so that they can get familiar with the policies and environment of the program.

KPI : Percentage of supported services for the new staff received from the administration	
Target Benchmark	≥70%
Actual Benchmark (Data collected in 2016)	100%
Internal Benchmark	80%

External Benchmark	N/A
New Target Benchmark	N/A

Analysis:

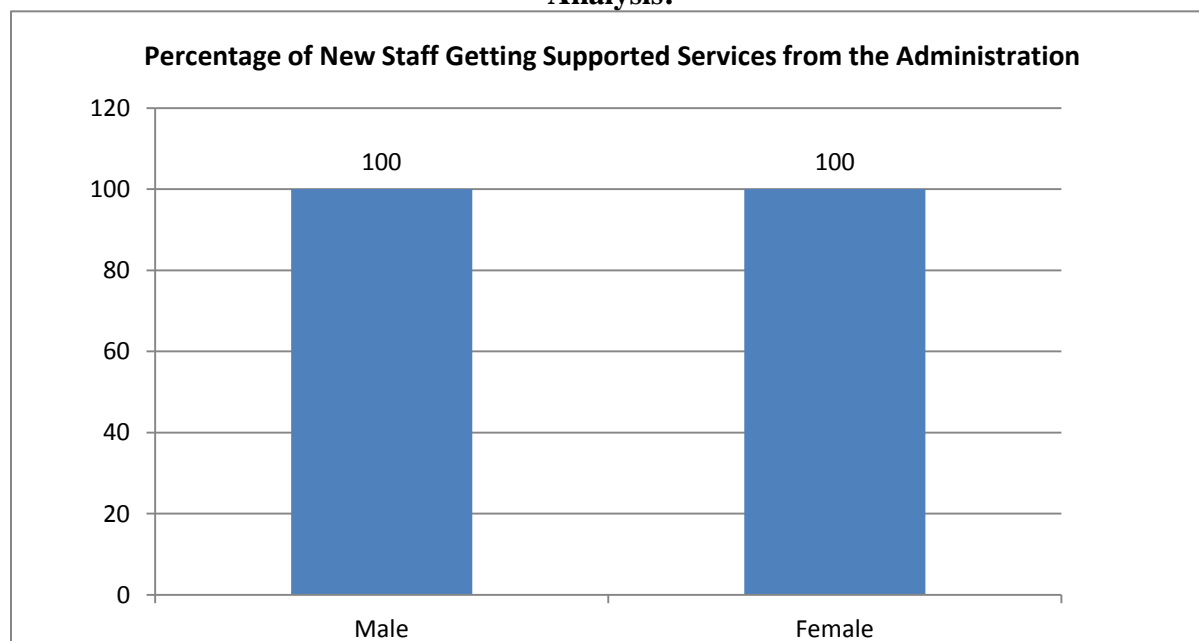


Figure 9.5 Supported services for the new staff received from the administration

The figure above shows that all the new staff get supported services from the administration. Moreover, it is noticeable that the number of services received increased as compare to the last year due to the implementation of the mechansim of program orientation for new faculty members.

Standard 10: Research

KPI : Number of refereed publications in the previous year per full time equivalent member of teaching staff. (Publications based on the formula in the Higher Council Bylaw excluding conference presentations)	
Target Benchmark	1:2
Actual Benchmark	1:0.42

(Data collected in 2016)	
Internal Benchmark	1:1.5
External Benchmark	N/A
New Target Benchmark	1:2
<p>Analysis: Statistics are showing that for achieving the target benchmark of KPI 34, College has published 16 papers in journals. The ratio is decreasing due to the war, college holidays and financial circumstances.</p>	

<p>KPI : Number of papers or reports presented at academic conferences during the past year per full time equivalent members of teaching staff. (3:1)</p>	
Target Benchmark	3:1
Actual Benchmark	0.21: 1
Internal Benchmark	1:1
External Benchmark	N/A
New Target Benchmark	1:1
<p>Analysis: College does not meet the KPI 35 because of the higher education policy is only for Saudi employees and most of the teaching faculties are non-Saudi and they do not have travel funds. Therefore, we have decreased internal benchmark. This year the faculty only published 8 conference papers. Further influence on this KPI is also due the war and environmental constraints.</p>	

<p>KPI : Number of funded research projects per year as a proportion of the number of full time teaching staff members.</p>	
Target Benchmark	10:1
Actual Benchmark	10:0.26

Internal Benchmark	10:1
External Benchmark	N/A
New Target Benchmark	10:1
<p>Analysis: College does not meet KPI 36 because recently Deanship of Scientific Research (DSR) impose the condition that the paper must be published in JCR indexed journals. This is quite hard in a one calendar year to publish a paper in JCR indexed journals. Furthermore, the publication fess is also not covered by the DSR.</p>	

<p>KPI : Proportion of full time member of teaching staff with at least one refereed publication during the previous year.</p>	
Target Benchmark	1:1
Actual Benchmark	1:0.15
Internal Benchmark	1:1
External Benchmark	N/A
New Target Benchmark	1:1
<p>Analysis: College does not meet KPI 37 because of the higher education policy is only for Saudi employees and most of the teaching faculties are non-Saudi and they do not have travel funds and publication fee. This year the faculty only published 6 conference papers out of 38 members. Further influence on this KPI is also due the war and environmental constraints.</p>	

<p>KPI : Number of citations in refereed journals in the previous year per full time equivalent faculty members.</p>		
Faculty Member Name	Number of Citations	Source
Dr. Asadullah Shaikh	46	Google Scholar
Dr. Khairan Rajab	10	Google Scholar
Dr. Ahmed Taleb	16	Google Scholar
SAM Matiur Rahman	9	Google Scholar
Muhammad Akram	1	Google Scholar

Analysis: The total number of citations for CS faculty in 2015 is 82.

Standard 11: Community Service

KPI : Number of community education programs provided as a proportion of the number of departments.			
Target Benchmark	1:6		
Actual Benchmark (Data Collected in April 2016)	Male	Female	Overall
	1:11.25		1:11.25
Internal Benchmark (Data Collected in February 2015)	Male	Female	Overall
	1:4.8		1:4.8
External Benchmark	NA		
New Target Benchmark	1:5		
Analysis: The Department of computer science has not only meets the requirements but also exceeds the benchmark (target).			

KPI : Proportion of full time teaching and other staff actively engaged in community service activities.	
Target Benchmark	(1 : 8)
Actual Benchmark	(1 : 0)
Internal Benchmark	(1 : 16)
External Benchmark	N/A

New Target Benchmark	(1:8)
-------------------------	-------

Analysis:

Community education services may include the workshops, seminar and research which are addressing the actual community needs. According the defined proportion, it is very important that there should be minimum one community service from eight faculty member in college of computer science & information systems.