Program KPIs*

The period to achieve the target (2018-2019) year.

No	KPIs Code	KPIs	Target	Measurement Methods	Measurement Time
1	**KPI-P-01**	Percentage of achieved indicators of the program operational plan objectives	75%	Data regarding the achievement rate of all the indicators as in the program operational plan should be collected and the overall achievement percentage should be calculated.	End of the academic year
2	**KPI-P-02**	Students' Evaluation of quality of learning experience in the program	75%≈ 3.75 (on a five-point scale)	Exit survey should be conducted among the final year students to assess the quality of learning experiences. The percentage of students who strongly agree or agree to the statements in the survey is to be calculated	
3	**KPI-P-03**	Students' evaluation of the quality of the courses	80%≈ 4 (on a five-point scale)	Online Course Survey should be conducted to the students towards the end of the semester to assess their registered courses. The percentage of respondents who strongly agree or agree is to be calculated from the survey	End of each semester

4	**KPI-P-04**	Completion rate	70%	Data regarding the number of students who registered in the 2nd semester of the year 2015-16 and number of students who completed the graduation in the end of the year 2018-2019 is to be collected. The percentage of number of students who completed the graduation in the end of the year 2018-2019 successfully out of the number of students who registered in the 2nd semester of the year 2015-2016 is to be calculated	End of academic year
5	**KPI-P-05**	First-year students retention rate	70%	Data regarding the number of students who registered in the start of the year 2018-19 and number of students who completed that year successfully is to be collected. The percentage of number of students who completed that year successfully out of the number of students who registered in the start of the year 2018-19 is to be calculated	End of academic year
6	**KPI-P-06**	Students' performance in the professional and/or national examinations	N/A	N/A	N/A
7	**KPI-P-07**	Graduates' employability and	a) 30% b) 10%	Data regarding the employment status	End of the academic year

		enrolment in postgraduate programs		and further study details of the students who graduated in the 1st semester 2017-18 from the alumni unit of the college should be collected. The percentage of students who are employed, undergo further study and who are still unemployed or not in further study out of the total number of students is to be calculated	
8	**KPI-P-08**	Average number of students in the class	12	Collecting the statistical data of the number of students in each course and find the average (ratio of number of students and number of courses)	End of the semester
9	**KPI-P-09**	Employers' evaluation of the program graduate's proficiency	80%	Employer survey should be conducted to assess the proficiency of the graduates. The percentage of employers who strongly agree or agree to the statements in the survey is to be calculated	End of the academic year
10	**KPI-P-10**	Students' satisfaction with the offered services	75%≈ 3.75 (on five-point scale	A survey should be conducted among the students to assess their satisfaction level with the offered services. The percentage of students	End of the academic year

				who strongly agree or agree to the statements in the survey is to be calculated	
11	**KPI-P-11**	Ratio of students to teaching staff	1:20 Theoretical and Practical courses	Data should be collected regarding the number of faculty members and the number of students assigned for each theory and practical courses. The ratio between the number of teachers and the students assigned for each theory and practical courses is to be calculated.	End of the academic year
12	**KPI-P-12**	Percentage of teaching staff distribution	70% (Ph.D Holders - 70% and Non-Ph.D Holders-30%)	Data is to be collected regarding the number of teaching staff based on the gender (male/female), based on the branches (CS,IS), based on academic rankings (lecturers, associate prof., asst prof) and the percentage has to be calculated out of the total teaching staff	Start of the academic year
13	**KPI-P-13**	Proportion of teaching staff leaving the program	10%	Data is to be collected from the HoD regarding the number of teaching staff leaving the institution for reasons other than age retirement and the total number of teaching staff in the department. Percentage of number of teaching staff	End of the academic year

				leaving the institution out of the total number of teaching staff is to be calculated	
14	**KPI-P-14**	Percentage of publications of faculty members	40%	Data regarding the total number of teaching staff and number of teaching staff who have at least one research publications should be collected and thereby percentage is calculated	End of the academic year
15	**KPI-P-15**	Rate of published research per faculty member	2:1	Data regarding the total number of teaching staff and the total number of research publications should be collected and percentage should be calculated	End of the academic year
16	**KPI-P-16**	Citations rate in refereed journals per faculty member	1:4	Data regarding the total number of teaching staff who have research publications and the total number of citations in research publications should be collected and percentage should be calculated.	End of the academic year
17	**KPI-P-17**	Satisfaction of beneficiaries with the learning resources	70%	Survey should be conducted among the students to assess the satisfaction level with the learning resources. The percentage of students who strongly agree or agree to the statements in the	End of the academic year

				survey is to be calculated	
18	**KPI-P-I-1** (additional)	The proportion of full-time teaching and other staff actively engaged in community service activities	1:5 (minimum of one community service activity from five staff members)	Data regarding the total number of teaching staff and the community service activities of the teaching staff should be collected and ratio should be calculated.	End of academic year

* including KPIs required by NCAAA