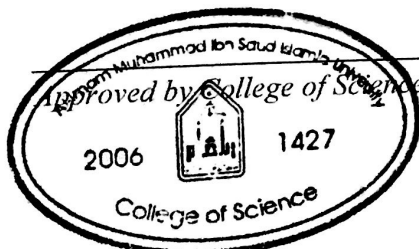




## Program Key Performance Indicators

NCAAA Standards	NCAAA KPI Code # (if any)	Key Performance Indicator	Data separately for male and female sections and combined for all.
<b>Standard 1 - Mission &amp; Objectives</b>	<b>S1.1</b>	1. Stakeholder evaluation ratings of the Mission Statement and Objectives ( <i>Average rating on how well the mission is known or the proportion of policy decisions that refer to the mission among criteria for the decision made the on a five point scale</i> ).	
<b>Standard 2 Governance Administration</b>	<b>S2.1</b>	2. Stakeholder evaluation of the Policy Handbook, including administrative flow chart and job responsibilities ( <i>Average rating on the adequacy of the Policy Handbook on a five point scale</i> ).	
<b>Standard 3 Management of Quality Assurance and Improvement</b>	<b>S3.1</b>	3. Students overall evaluation on the quality of their learning experiences at the institution ( <i>Average rating of the overall quality of their program on a five point scale</i> ).	
	<b>S3.2</b>	4. Proportion of courses in which student evaluations were conducted during the year.	
		5. The proportion of teaching staff supporting strategies adopted by the program to improve the quality assurance and improvement.	
<b>Standard 4 Learning and Teaching</b>	<b>S4.1</b>	6. Ratio of students to teaching staff. ( <i>Based on full time equivalents</i> )	✓
	<b>S4.2</b>	7. Students overall rating on the quality of their courses. ( <i>Average rating of students on a five point scale on overall evaluation of courses.</i> )	✓
	<b>S4.3</b>	8. Proportion of teaching staff with verified doctoral qualifications.	✓
	<b>S4.4</b>	9. Percentage of students entering programs who successfully complete first year.	✓
	<b>S4.5</b>	10. Proportion of students entering undergraduate programs who complete those programs in minimum time.	✓
	<b>S4.6</b>	11. Proportion of students entering post graduate programs who complete those programs in specified time.	✓
	<b>S4.7</b>	12. 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	✓





NCAAA Standards	NCAAA KPI Code # (if any)	Key Performance Indicator	Data separately for male and female sections and combined for all.
<b>Standard 5 - Student Administration and Support Services</b>	S5.3	13. Student evaluation of academic and career counselling. (Average rating on the adequacy of academic and career counselling on a five point scale).	✓
<b>Standard 6 Learning Resources</b>	S6.4	14. Stakeholder evaluation of library services (Average rating on adequacy of library services on a five point scale).	
<b>Standard 7 Facilities and Equipment</b>	S7.2	15. Number of accessible computer terminals per student.	✓
	S7.3	16. Average overall rating of adequacy of facilities and equipment in a survey of teaching staff.	✓
	S7.4	17. Stakeholder evaluation of websites, web-based electronic data management system or electronic resources (for example: institutional website provides resource sharing, networking & relevant information, including e-learning inter-active learning & teaching between students & faculty on a five point scale of an annual survey).	
<b>Standard 9 Faculty and Staff Employment Processes</b>	S9.1	18. Proportion of teaching staff leaving the institution in the past year for reasons other than age retirement.	
	S9.2	19. Proportion of teaching staff participating in professional development activities during the past year.	
<b>Standard 10 Research</b>	S10.1	20. 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)	
	S10.2	21. Number of citations in refereed journals in the previous year per full time equivalent teaching staff.	
	S10.3	22. Proportion of full time member of teaching staff with at least one refereed publication during the previous year.	
	S10.4	23. Number of papers or reports presented at academic conferences during the past year per full time equivalent members of teaching staff.	
	S10.5	24. Research income from external sources in the past year as a proportion of the number of full time teaching staff members.	
<b>Standard 11 Community Service</b>	S11.1	25. Proportion of full time teaching and other staff actively engaged in community service activities.	

