



Program Key Performance Indicators (Postgraduate Degree)

2019 - 1440

Introduction

Performance indicators are important tools for assessing the quality of Educational 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 19 key performance indicators at the level of postgraduate programs. All of which are in line with the evolving postgraduate program accreditation standards. These performance indicators are the required minimum to be periodically measured, and additional performance indicators can be used to ensure quality of the program.

It is expected that the program measures the key performance indicators and benchmarks itself, internally and externally, 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 a precise and objective identification of points of strength and aspects that need improvement.

Key Performance Indicators for Postgraduate Programs

Standard	Code	Key Performance Indicators	Description
-1- MISSION AND GOALS	KPI-PG-1	Percentage of achieved indicators of the program operational plan objectives	Percentage of performance indicators of the operational plan objectives of the program that have achieved the targeted annual level to the total number of indicators targeted for these objectives in the same year.
	KPI-PG-2	Students' Evaluation of quality of learning experience in the program	Average of overall rating of final year students for the quality of learning experience in the program on a five point scale in an annual survey.
-3- TEACHING AND LEARNING	KPI- PG-3	Students' evaluation of the quality of the courses	Average students' overall rating of the quality of courses on a five- point scale in an annual survey.
	KPI-PG-4	Students' evaluation of the quality of scientific supervision	Average students' overall rating of the quality of scientific supervision on a five- point scale in an annual survey.
	KPI-PG-5	Average time for students' graduation	Average time (in semesters) spent by students to graduate from the program.
	KPI-PG-6	Rate of students dropping out of the program	Percentage of students who did not complete the program to the total number of students in the same cohort.
	KPI-PG-7	Graduates' employability	Percentage of graduates from the program who within a year of graduation were employed to the total number of graduates in the same year.
	KPI-PG-8	Employers' evaluation of the program graduates' competency	Average of overall rating of employers for the competency of the program graduates on a five point scale in an annual survey.
	KPI-PG-9	Students' satisfaction with the provided services	Average of students' satisfaction rate with the various services provided by the program (food, transportation, sport facilities, academic advising, ...) on a five point scale in an annual survey.

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-5- FACULTY MEMBERS	KPI-PG-10	Ratio of students to faculty members	Ratio of the total number of students to the total number of full-time and full-time equivalent faculty members participating in the program.
	KPI-PG-11	Percentage of faculty members' distribution based on academic ranking	Percentage distribution of faculty members participating in the program based on academic ranking.
	KPI-PG-12	Proportion of faculty members leaving the program	Proportion of faculty members leaving the program annually for reasons other than age retirement to the total number of faculty members.
-6- Learning Resources, Facilities, and Equipment	KPI-PG-13	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. The support services provided for their utilization.
	KPI-PG-14	Satisfaction of beneficiaries with research facilities and equipment	Average of beneficiaries' satisfaction rate with research facilities and equipment (depending on the nature of the program) on a five-point scale in an annual survey.
-7- RESEARCH AND PROJECTS	KPI-PG-15	Percentage of publications of faculty members	Percentage of faculty members participating in the program with at least one research publication during the year to total faculty members in the program.
	KPI-PG-16	Rate of published research per faculty member	The average number of refereed and/or published research per each faculty member participating in the program during the year (total number of refereed and/or published research to the total number of faculty members during the year)
	KPI-PG-17	Citations rate in refereed journals per faculty member	The average number of citations in refereed journals from published research (total number of citations in

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			refereed journals from published research for faculty members to the total published research)
	KPI-PG-18	Percentage of students' publication	Percentage of students who: a. published their research in refereed journals b. presented papers in conferences to the total number of students in the program during the year.
	KPI-PG-19	Number of patents, innovative products, and awards of excellence	Number of: a. Patents and innovative products b. National and international excellence awards obtained annually by the students and staff of the program.