



A COMPLETE REPORT ON
KEY PERFORMANCE INDICATORS
(KPIs)
SAMTAH UNIVERSITY COLLEGE
JAZAN UNIVERSITY
PROGRAM:2020-2021

KINGDOM OF SAUDI ARABIA

KPI: 1

NCAAA KPI Code: KPI-P-1

Percentage of achieved indicators of the program operational plan objectives.

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
23.7%	NA	NA	78.05%		30%

Analysis (strengths and recommendations):

The above table indicates the achievement and implementation of program operational plan objectives for the year 2021. The English program at JU selected 17 KPIs in order to measure the objectives of the program and follow up of the strategic plan implementation annually. The strategic plan consists of 3 main strategic directions, 9 strategic goals, 28 action steps and several initiatives and performance indicators.

As per the recommendations of NCAAA, this is a newly introduced KPI during the academic year 2019-2020. The data was not available for 2018 & 2019 and hence, the achievement of performance indicators was not measured. Although, it was not practiced in the previous years, the KPI indicated significant progress and achieved an average value of 23.7%. Yet, it is important to concentrate on the fact that the evaluation of University College, Samtah’s operational plan objectives is much lower than the external benchmark provider (University of Tabuk). The department needs to travel a long way to achieve the external benchmark.

Strengths:

- A clear mission and the involvement of the faculty members and students.
- Students’ satisfaction over the courses offered, the facilities and services available to them.
- Program advisory committees evaluate the program and recommend updates in order to measure the extent of the performance in accordance with the strategic plan.

Recommendations:

- The involvement of the program alumni with the job market should be encouraged.
- Actual performance should be improved based on the suggested improvement plans.

*Explanation: Internal Benchmark

1. Name of the internal benchmark provider.

The program has taken its own performance for the past two years as an internal benchmark.

2. Why was this internal benchmark provider chosen?

As it is the only foreign language program at Jazan University, the program has taken the average of its own performance indicators during the last two years (2018-2019)

3. How was the benchmark calculated?

Number of selected performance indicators for follow up of the operational plan objectives of the program that achieved the target annual level / the total number of indicators target for the objectives in the same year x 100.

****Explanation: External Benchmark**

1. Name of the external benchmark provider.

English Language (Bachelor), Imam Abdul Rahman bin Faisal)

2. Why were this external benchmark providers chosen?

The English language program at Faisal University has been chosen as an external benchmark because:

a. It has been fully accredited by NCAAA.

b. JU has an agreement with the university.

3. How was the benchmark calculated?

The KPI is calculated on the basis of surveys conducted for internal and external stakeholders, key performance indicators in the achievement of program goals, available evidence, and an increase of 5% as decided by the steering committee.

KPI: 2**NCAAA KPI Code: KPI-P-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)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
3.2	3.5	3.5	3.5		3.7

Analysis (strengths and recommendations):

Based on the table above, this indicator requires more work from the English department to reach the rate of the internal and external benchmark.

Strengths:

- The students' response regarding this indicator is satisfactory.
- The availability of teachers and advisors for guidance.
- The program has developed the ability of the students to work effectively within groups.
- The program has improved the communication skills of the students.

Recommendations:

- Samtah campus needs to improve on the quality of learning experience given to the students.
- The program should improve the facilities like classrooms, laboratories, library etc.
- The students need to have a fixed break-time for meals.

***Explanation:**

1. Name of the internal benchmark provider.

The program has taken its own performance for the past two years as an internal benchmark.

2. Why this internal benchmark provider was chosen?

As it is the only foreign language program at Jazan University, the program has taken the average of its own performance indicators during the last two years (2018-2019).

3. How was the benchmark calculated?

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 (Program Evaluation Survey).

****Explanation:**

1. Names of external benchmark providers.

English Language (Bachelor), Imam Abdul Rahman bin Faisal

2. Why this external benchmark provider chosen?

The English language program at Faisal University has been chosen as an external benchmark because:

- It has been fully accredited by NCAAA.
- JU has an agreement with the university.

3. How was the *KPI* calculated?

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 (Program Evaluation Survey).

KPI: 3

NCAAA KPI Code: KPI-P-3

Students' evaluation of the quality of the courses. (Average students overall rating for the quality of courses on a five-point scale in an annual survey)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
3.3	3.5	3.5	4		3.7

Analysis (strengths and recommendations):

Strengths:

Registration procedures for courses are easy and efficient.

Motivation offered by the program to students for better learning.

Recommendations:

Samtah campus needs to improve the quality of learning experience offered to the students.

The program should come up with effective plans to make students learn how to work effectively in group activities.

*Explanation:

1. Name of the internal benchmark provider.

The program has taken its own performance for the past two years as an internal benchmark.

2. Why this internal benchmark provider was chosen?

As it is the only foreign language program at Jazan University, the program has taken the average of its own performance indicators during the last two years (2018-2019).

3. How was the benchmark calculated?

Average of students overall rating for the quality of courses in the program on a five-point scale in a survey (Course Evaluation Survey) which is conducted every semester electronically through student portal.

**Explanation:

1. Names of external benchmark providers:

English Language (Bachelor), Imam Abdul Rahman bin Faisal

2. Why this external benchmark provider chosen?

The English language program at Faisal University has been chosen as an external benchmark because:

It has been fully accredited by NCAAA.

JU has an agreement with the university.

3. How was the KPI calculated?

Average of students overall rating for the quality of courses in the program on a five-point scale in a survey (Course Evaluation Survey) which is conducted every semester electronically through student portal.

KPI: 4			NCAAA KPI Code: KPI-P-4		
Completion rate (Proportion of undergraduate students who completed the program in minimum time in each cohort)					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
64%	35%	18%	40%		38%
KPI Analysis (list strengths and recommendations): Strengths: 64% is the actual benchmark of the full-time students commencing undergraduate program who complete their programs in minimum time. Recommendations The program must provide and motivate in the view of services as well as practical skill development to attract the students with high grades as planned in the strategic plan of the Dept. of English.					
*Explanation: 1. Name of the internal benchmark provider. The program has taken its own performance for the past two years as an internal benchmark. 2. Why this internal benchmark provider chosen? The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University. 3. How was the benchmark calculated? Proportion of undergraduate students who completed the program in minimum time in each cohort. It is calculated by taking the number of students who complete the program in 8 semesters / the total number from the same batch who started the program 4 years back X 100 = %.					
**Explanation: 1. Name of the External benchmark provider. English Language (Bachelor), Imam Abdul Rahman bin Faisal) 2. Why this external benchmark provider chosen? The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because: i. It has been fully accredited by NCAAA. ii. JU has an agreement with the university. 3. How was the benchmark calculated?					

Proportion of undergraduate students who completed the program in minimum time in each cohort. It is calculated by taking the number of students who complete the program in 8 semesters / the total number from the same batch who started the program 4 years back X 100 = %.

KPI: 5			NCAAA KPI Code: KPI-P-5		
First-year students retention rate.					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
58%	60%	34%	79.5%		62%
Analysis (strengths and recommendations): It has been observed from the above table that the percentage of the students in English department who successfully completed the first year is more than the internal benchmark but much lower than the external benchmark.					
Recommendation: Revamping of the teaching and learning strategies.					
*Explanation: <div>1. Name of the internal benchmark provider. The program has taken its own performance for the past two years as an internal benchmark.</div> <div>2. Why this internal benchmark provider chosen? The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University.</div> <div>3. How was the benchmark calculated? Percentage of first-year undergraduate students who continue at the program the next year to the total number of first-year students in the same year. It is calculated by taking the number of students who complete first year (two semesters) / the total number from the same batch who started the program in the same year (batch) X 100 = %.</div>					
**Explanation: <div>1. Name of the External benchmark provider. English Language (Bachelor), Imam Abdul Rahman bin Faisal)</div> <div>2. Why this external benchmark provider chosen? The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because:</div>					

- i. It has been fully accredited by NCAAA.
- ii. JU has an agreement with the university.

3. How was the benchmark calculated?

Percentage of first-year undergraduate students who continue at the program the next year to the total number of first-year students in the same year. It is calculated by taking the number of students who complete first year (two semesters) / the total number from the same batch who started the program in the same year (batch) X 100 = %.

KPI: 6			NCAAA KPI Code: KPI-P-6		
Students' performance in the professional and/or national examinations					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
3.6	DNA	DNA	Teachers: mean = 32.9 pass = 9% High Ed.: mean = NA		DNA
Analysis (strengths and recommendations):					
Strengths:					
1. The program alumni emphasized the importance of continuous long-life learning.					
2. The students are well aware of the program policies.					
3. The students are prepared for the job market.					
4. The students are provided with a manual on code of ethics.					
5. Updated Computer labs are available to the students.					
Recommendations:					
1. Special attention should be paid to disabled students.					
2. More facilities should be provided for extracurricular activities.					
*Explanation:					
1. Name of the internal benchmark provider.					
The program has taken its own performance for the past two years as an internal benchmark.					
2. Why this internal benchmark provider chosen?					
The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University.					
3. How was the benchmark calculated?					

****Explanation:**

1. Name of the External benchmark provider.
English Language (Bachelor), Imam Abdul Rahman bin Faisal)
2. Why this external benchmark provider chosen?
The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because:
 - i. It has been fully accredited by NCAAA.
 - ii. JU has an agreement with the university.
3. How was the *KPI* calculated?

KPI: 7**NCAAA KPI Code: KPI-P-7**

Graduates' employability and enrolment in postgraduate programs (Percentage of graduates from the program 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)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
29.1%	DNA	39.5%	Employed- 39.73%	Post grad- 13.01%	50%

Analysis (strengths and recommendations):**Average of the result of Alumni survey****Strengths:****Recommendation:**

1. The students should be motivated by the teachers from level 6 , 7 and 8 to prepare themselves to go for higher studies.
2. Focus should be given to the development of a graduate's abilities.

Explanation:*1. Name of the internal benchmark provider.**

The program has taken its own performance for the past two years as an internal benchmark.

2. Why this internal benchmark provider chosen?

The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University. Since data has not been collected for the past two years, there is no internal benchmark for this KPI.

3. How was the benchmark calculated?

Percentage of graduates from the program 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.

****Explanation:**

1. Name of the External benchmark provider.

English Language (Bachelor), **Imam Abdul Rahman bin Faisal**)

2. Why this external benchmark provider chosen?

The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because:

- i. It has been fully accredited by NCAAA.
- ii. JU has an agreement with the university.

3. How was the benchmark calculated?

Percentage of graduates from the program 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: 8

NCAAA KPI Code: KPI-P-8

Average number of students in the class

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
43	30	31	24		25

Analysis (strengths and recommendations):

Based on the table above the actual benchmark is more than the target benchmark as well as the internal benchmark.

Strengths:

Recommendation:

Scheduling committee needs to negotiate college administrations for more classrooms to accommodate English department students.

*Explanation:

*Explanation:

1. Name of the internal benchmark provider.

The program has taken its own performance for the past two years as an internal benchmark.

2. Why this internal benchmark provider chosen?

The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University. Since data has not been collected for the past two years, there is no internal benchmark for this KPI.

3. How was the benchmark calculated?

The total number of students enrolled in all sections / total number of sections.

**Explanation:

1. Name of the External benchmark provider.

English Language (Bachelor), Imam Abdul Rahman bin Faisal)

2. Why this external benchmark provider chosen?

The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark as – i. It has been fully accredited by NCAAA.

ii. JU has an agreement with the university.

3. How was the benchmark calculated?

The total number of students enrolled in all sections / total number of sections.

KPI: 9 NCAAA KPI Code: KPI-P-9 Employers' evaluation of the program graduate's proficiency.					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
3.1	3.1	3.4	4		3.3
Analysis (strengths and recommendations): Recommendation: The students can be motivated by the teachers from Level 6,7 & 8, so that the students prepare themselves to go for post-graduate studies with or outside the kingdom. It needs to prepare survey to get the percentage of graduates from the program who within a year of graduation were, employed or enrolled in post-graduation during the first year of their graduation.					
*Explanation: 1. Name of the internal benchmark provider. The program has taken its own performance for the past two years as an internal benchmark. 2. Why this internal benchmark provider chosen? The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University. Since data has not been collected for the past two years, there is no internal benchmark for this KPI. 3. How was the benchmark calculated? Average of overall rating of employers for the proficiency of the program graduates on a five-point scale in an annual survey					
**Explanation: 1. Name of the External benchmark provider. English Language (Bachelor), Imam Abdul Rahman bin Faisal) 2. Why this external benchmark provider chosen? The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because: i. It has been fully accredited by NCAAA. ii. JU has an agreement with the university. 3. How was the benchmark calculated?					

Average of overall rating of employers for the proficiency of the program graduates on a five-point scale in an annual survey.

Total scores of responses to the last item in the employers 'evaluation survey for graduates' performance. (I am generally satisfied with the performance of a graduate of Jazan University and would recommend employing graduates from this institution again "/ number of respondents to the item).

KPI: 10 **NCAAA KPI Code:**
KPI-P-

Students' satisfaction with the offered services

Actual Benchmark	Target Benchmark	Internal Benchmark	External Benchmark**		New Target Benchmark
3.4	3.5	3.6	3.7		4

Analysis (strengths and recommendations):

As the actual benchmark is less than the internal and external benchmark, the dept. has to improve the offered services for the students' satisfaction.

Strengths:

1. The admission and registration processes are in accordance with the nature of the program.
2. Ample number of extracurricular activities are conducted to enhance the skills among the students.
3. Active participation of the students in student council.

Recommendations:

1. Attention should be paid to special needs students.
2. Alumni association should be formed.
3. Establish a Career counselling center.
4. Provide training course for the students regarding using any Digital platforms.

***Explanation:**

1. Name of the internal benchmark provider.

The program has taken its own performance for the past two years as an internal benchmark.

2. Why this internal benchmark provider chosen?

The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University.

3. How was the benchmark calculated?

Average the last three past years students' satisfaction rate with the various services (counseling and learning resources services) offered by the program

****Explanation:**

1. Name of the external benchmark provider.

English Language (Bachelor), **Imam Abdul Rahman bin Faisal**

2. Why this external benchmark provider chosen?

The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because:

- a. It has been fully accredited by NCAAA.
- b. JU has an agreement with the university.

3. How was the benchmark calculated?

Total scores of responses to item 22 in the student experience survey.

"I feel satisfied with other services (restaurants, transportation, sports facilities, etc. / Number of respondents to the item).

KPI: 11 NCAAA KPI Code: KPI-P-11

Ratio of students to teaching staff

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
33:1	25:1	22:1	18:1		22:1

Analysis (strengths and recommendations):

This is to notify that the ratio of students to teaching staff in English department of Samtah University College is higher than ratio of the internal and external benchmark. This should be taken into consideration to improve the teaching learning process.

Strength:

Recommendation:

- 1- Increase the number of teaching staff.

***Explanation:**

1. Name of the internal benchmark provider.

English Department

2. Why this internal benchmark provider was chosen?

The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University.

3. How was the benchmark calculated?

The benchmark was calculated by dividing the number of students to the actual number of the Teaching staff. (Ratio of students to teaching staff)
<p>**Explanation:</p> <p>1. Names of external benchmark provider. Faisal University</p> <p>2. Why these external benchmark providers were chosen? The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because:</p> <ol style="list-style-type: none"> It has been fully accredited by NCAAA. JU has an agreement with the university. <p>3.. How was the KPI calculated? Ratio of the total number of students to the total number of full-time and fulltime equivalent teaching staff in the program.</p>

KPI: 12 NCAAA KPI Code: KPI-P-12					
Percentage of teaching staff distribution					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
Gender: M: 0 F :22 Average:22% Rank PHD: 2 Average:9.09% BA. MA F :20 Average: 90.9	M: 0 F :26 Percent:26% Rank PHD: 6 Percent:23% BA. MA M: 0 F :20 Percent: 76%	M: 25% F :75% Rank PHD: 50% BA. MA 50%	Prof:1.53% Assoc.P 3.82% Assi P. 29.01% Lecturer 49.62% TA 16.03%		M: 0 F :26 Percent:26% Rank PHD: 6 Percent:23% BA. MA M: 0 F :20 Percent: 76%
<p>Analysis (strengths and recommendations): The actual benchmark is far behind the target and internal benchmark as there are a smaller number of Doctorate teachers in the Dept.</p> <p>Strengths:</p>					

Recommendation:

- 1- Recruit teaching staff with Doctoral qualifications.
- 2- Encourage faculty to pursue higher education.

***Explanation:**

1. Name of the internal benchmark provider.

English Department

2. Why this internal benchmark provider was chosen?

The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University

3. How was the benchmark calculated?

Percentage of teaching staff distribution based on Academic Ranking.

****Explanation:**

1. Name of external benchmark provider.

Faisal University

2. Why these external benchmark provider chosen?

The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because:

- a. It has been fully accredited by NCAAA.
- b. JU has an agreement with the university.

2. How was the *KPI* calculated?

Percentage of teaching staff distribution based on Academic Ranking.

KPI: 13 NCAAA KPI Code: KPI-P-13					
Proportion of teaching staff leaving the program					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
16%	0%	0%	2.86%		0%
<p>Analysis : The proportion of teaching staff leaving the program in Samtah UC is higher than the external and internal benchmark.</p> <p>Strengths: -----</p> <p>Recommendation:</p> <ol style="list-style-type: none"> 1. The distinguished and experienced staff in the department should be retained. . 2. The department should provide conducive environment for better working experience. 3. The department should award the best faculty members. 					
<p>*Explanation:</p> <p>1. Name of the internal benchmark provider.</p> <p>English Department</p> <p>2. Why this internal benchmark provider was chosen?</p> <p>The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University</p> <p>3. How was the benchmark calculated?</p> <p>Proportion of teaching staff leaving the program annually for reasons other than age retirement to the total number of teaching staff.</p>					
<p>**Explanation:</p> <p>1. Name of the external benchmark provider.</p> <p>Faisal University</p> <p>2. Why this external benchmark provider chosen?</p> <p>The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because:</p> <ol style="list-style-type: none"> a. It has been fully accredited by NCAAA. b. JU has an agreement with the university. <p>3. How was the KPI calculated?</p> <p>The number of staff who leave the program annually for reasons other than reaching retirement age / total faculty members in the dept. X 100 = %</p>					

KPI: 14 NCAAA KPI Code: KPI-P-14					
Percentage of publications of faculty members					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
9%	30%	83%	22.22%		35%
Analysis (strengths and recommendations): The data calculation showed that the number of publications is very low as compared to internal and external benchmarks. Strengths: Recommendation: The department has to encourage the staff for more publications.					
*Explanation: 1. Name of the internal benchmark provider. English Department 2. Why this internal benchmark provider was chosen? The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University 3. How was the benchmark calculated? The benchmark was calculated by number of full-time faculty members who published at least one research during the year / total faculty members in the dept. = % of publications of faculty.					
**Explanation: 1. Name of external benchmark provider. Faisal University 2. Why these external benchmark provider chosen? The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because: a. It has been fully accredited by NCAAA. b. JU has an agreement with the university. 2. How was the KPI calculated? The benchmark was calculated by considering the publications indexed in web of science and Scopus and the teaching staff of external benchmark. Calculated by keeping total number of publications as numerator and total number of teaching staff as denominator.					

KPI: 15		NCAAA KPI Code: KPI-P-15			
Rate of published research per faculty member					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
DNA	1	1	0.2		1
Analysis : Data calculation showed that number of published research is not available. Recommendation: The department has to encourage the staff for research publication.					
*Explanation:					
**Explanation: 1. Name of external benchmark provider. Faisal University 2. Why this external benchmark provider chosen? The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because: a. It has been fully accredited by NCAAA. b. JU has an agreement with the university. 2. How was the <i>KPI</i> calculated? The benchmark was calculated by considering the publications indexed in web of science and Scopus and the teaching staff of external benchmark. Calculated by keeping total number of publications as numerator and total number of teaching staff as denominator.					

KPI: 16 NCAAA KPI Code: KPI-P-16					
Citations rate in refereed journals per faculty member.					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
DNA	DNA	DNA	2.31		DNA
<p>Analysis (strengths and recommendations): This has not been possible for any faculty member due to the following reasons: Citations can be found out only from paid sites like Academia.edu or free sites like Google Scholar. But sites like Google Scholar expect researchers to register with their institutional email ID. An OTP is sent to the registered institutional email ID. Since Jazan University's firewall is very strong, it doesn't allow any emails from Google Scholar. As a result, Google Scholar does not provide citations for unverified profiles. A solution to this would be to make the administrative personnel aware of the fact that Google Scholar is not a spam site and that they can allow emails from Google Scholar.</p> <p>Strengths: ---NIL--</p> <p>Recommendation: To make the administrative personnel aware of the fact that Google Scholar is not a spam site and that they can allow emails from Google Scholar.</p>					
<p>*Explanation:</p> <p>1. Name of the internal benchmark provider. English Department</p> <p>2. Why this internal benchmark provider chosen? The program has taken the average of its own performance indicators in the last two years (2018-2019) Because it is the only foreign language program at Jazan University.</p> <p>3. How was the benchmark calculated? The benchmark was calculated by keeping total number of publications as numerator and total number of teaching staff as denominator.</p>					
<p>**Explanation:</p> <p>1. Name of external benchmark provider. Faisal University</p> <p>2. Why this external benchmark provider chosen? The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark as: a) It has been fully accredited by NCAAA. b) JU has an agreement with the university.</p> <p>3. How was the KPI calculated? The average number of refereed and/or published research per each 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).</p>					

KPI: 17			NCAAA KPI Code: KPI-P-17		
Satisfaction of beneficiaries with the learning resources					
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
3.7	4	3.8	3.37		4
Analysis (strengths and recommendations): It has been observed from the table above that the actual benchmark is less than the internal and less than the external benchmark.					
Strengths: <ul style="list-style-type: none">• Adequacy of library and media center.• Digital library availability, accessibility, and adequacy of research resources					
Recommendations: <ul style="list-style-type: none">• There is an urgent need to prepare the paper library with the necessary sources and references• Provide the library's trustees with sufficient technical expertise; and• Building cooperative relations between the library and other academic libraries.					
*Explanation: 1. Name of the internal benchmark provider. The program has taken its own performance for the past two years as an internal benchmark. 2. Why this internal benchmark provider was chosen? The program has taken the average of its own performance indicators in the last two years (2018-2019) because it is the only foreign language program at Jazan University. 3. How was the benchmark calculated? Average of beneficiaries’ satisfaction rate with the adequacy and diversity of learning resources on a five- point scale in an annual survey.					
**Explanation: 1. Name of external benchmark provider. English Language (Bachelor), Imam Abdul Rahman bin Faisal 2. Why this external benchmark provider chosen? The English language program at Imam Abdul Rahman bin Faisal has been chosen as an external benchmark because: <ul style="list-style-type: none">i. It has been fully accredited by NCAAA.ii. JU has an agreement with the university. 3. How was the benchmark calculated? Average of beneficiaries’ satisfaction rate with the adequacy and diversity of learning resources (references, journals, databases... etc.) on a five-point scale in an annual survey.					

Authorized Signatures

	Name	Title	Signature	Date
Head Department, Main Campus				