

Program Key Performance Indicators

No	KPI	Target benchmark	Actual value	Internal benchmark	External benchmark	Analysis	New target benchmark
KPI-p-01	Percentage of achieved indicators of the program operational plan objectives	80%	76%	45%	95	A reasonable percentage considering the human and material resources allocated to the department	80%
KPI-p-02	Students evaluation of quality of learning experience in the program	4.1	3.76	4.1	3.7	A percentage that can be improved by more effective communication with students	4
KPI-p-03	Students evaluation of quality of the courses	4	4.05	3.8	4.08	It is possible to improve this ratio by working on weaknesses in students survey	4.1
KPI-p-04	Completion rate	60%	30.7%	56.7%	83.25	According to the databases from the Student Affairs Unit in the college, the percentage was weak, due to a number of reasons, the most important of which is the university dropout for girls from remote rural areas, transportation with their relatives to other regions, or transfer to other colleges	50%
KPI-p-05	First year students retention rate	80%	90.04%	84%	5	It is possible to improve this ratio by working on reasons for university dropout among some students	80%
KPI-p-06	students performance in the	-	-	91.7%	NA	-	-

	professional and/or national examinations						
KPI-p-07	Graduates employability and enrolment in postgraduate programs	50%	-	0%	.	-	-
KPI-p-08	Average number of students in the class	30	30	12	50	The rate is fairly acceptable	25
KPI-p-09	Employers evaluation of the program graduates proficiency	-	-	4.6	68		-
KPI-p-10	Students satisfaction with the offered services	3	3.32	3.6	69.6	the result has proved compared to the previous year and could be further improved	3.5
KPI-p-11	Ratio of students to teaching staff	1/30	1/33	1/20	28	Compared to the internal benchmark, it is considered a weak percentage, because the college's nursing department is new in origin	1/30
KPI-p-12	Percentage of teaching staff distribution	75% master 25% PHD	78% female 22% male 78% master 22% PHD	100% female 50% master 50% PHD	41.9	The percentage of PhD holders among members is lower than the internal benchmark. By referring to the department's databases, it is shown that -The percentage of PhD holders approved by the faculty is very low -There are some members who have obtained doctorate degrees while they are in the process of accreditation -The general result is very weak and it is the	75% master 25% PHD

						most prominent weakness of the department	
KPI-p-13	Proportion of teaching staff leaving the program	0	0%	9.1%	12	Excellent conditions for working within the college.	0
KPI-p-14	percentage of publications of faculty members	20%	0	20%	41.1	A very weak percentage, which requires improvement measures and commitments	20%
KPI-p-15	Rate of published research per faculty member	1	0	1/10	41	A very weak percentage, which requires improvement measures and commitments	1/10
KPI-p-16	Citations rate in refereed journals per faculty member	1	0	1/10	6.3	A very weak percentage, which requires improvement measures and commitments	1/10
KPI-p-17	Satisfaction of beneficiaries with the learning resources	4	3.8	3	3.91	Good ratio compared to the internal benchmark	4

Through the table of performance indicators, the results are generally good for the Department compared to the results for the Nursing Department. However, there are some weaknesses that require improvement, especially indicators related to scientific research, and can be improved as follows:

- Encourage members to conduct a research group according to the needs of the region and the plan of the scientific research unit in the college.
- Facilitate the publication of member research in international peer-reviewed journals and bear publication costs.
- Determining financial rewards for published research.