



**Ministry of Education**  
**Jazan University**  
Deanship of Academic Development  
(DAD)  
KPI Report Template



**KPI Report**

**College: Darb Univ. College.**

**Program: Mathematics, B.A.**

**Year: 2023**



**Ministry of Education**  
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## 1. Introduction

Maintaining academic standards and striving to improve continuously is the prime objective of the English Language Program at Jazan University. In this process various standards are adopted by the university and the Program as per the guidelines of NCAAA. As part of that, Key performance indicators are calculated using different academic and administrative elements. From the list of KPIs recommended by NCAAA, the program has taken 17 KPIs to measure its standards, progress and improvement. The analysis and their level of performance is observed in the form of trend graphs through the years.

For the purpose of measurement of its operational goals for the strategic plan 2021-2025, the program has approved 9 more KPIs in alignment of Jazan University's institutional ones. In order to establish a baseline for targets in 2021, these KPIs have been measured retrospectively for the two previous years (2019, and 2020). The previous strategic plan (2015-2019) has already completed and JU approved its new mission and goals. All colleges and programs have to align with new plan.

This report provides an analytical description based on the data provided acquired from the institutional systems. The tabulated data was visualized in graphical form and analyzed accordingly. On one hand, it is to compare and contrast the actual benchmark with internal and external benchmarks, consequently there will be a scope to set new target for the future. On other hand, the data got analyzed using two sets of variables i.e., male vs. female and main campus vs. branches. The provided values were tabulated using the data collected from the academic years 2018, 2019, and 2020. Main data sources include student, faculty, alumni, and employer surveys. Other sources include the main university student information system (e-register), and other related systems. The university has recently turned most of its services into digitalized systems linked and made available for colleges.

The following table includes data for the program KPIs.

## 2. Tabulated data

(Please add program strategic plan KPIs below the NCAAA ones)

Code	Indicator	Actual Benchmark			Benchmarks											
		2021	2022	Current 2023	Target (Last year)	Internal Darb -Bio-Dept.-	New Target Benchmark									
KPI-P-01 STD1	Percentage of achieved indicators of the program operational plan objectives	64%	80%	80%	80%	80%	85%									
KPI-P-02 STD3	Students' Evaluation of quality of learning experience in the program	4.28	4.40	4.14	4.5	4.06	4.2									
KPI-P-03 STD3	Students' evaluation of the quality of the courses	3.93	4	4.08	4.2	4.01	4.2									
KPI-P-04 STD3	Completion rate	27.5%	15%	<table border="1"> <tr> <td>Term1</td> <td>Term2</td> <td>Term3</td> </tr> <tr> <td>0%</td> <td>13%</td> <td>59%</td> </tr> <tr> <td colspan="3">Average=24%</td> </tr> </table>	Term1	Term2	Term3	0%	13%	59%	Average=24%			20%	89%	25%
Term1	Term2	Term3														
0%	13%	59%														
Average=24%																
KPI-P-05 STD3	First-year students retention rate	70%	4%	4/27≈ 15%	5%	54%	16%									
KPI-P-06 STD3	Students' performance in the professional and/or national examinations	(NDA) No data available	0.0	0.0	5%	11%	5%									
4KPI-P-07 STD3	Graduates' employability and enrolment in postgraduate programs		NDA	NDA		ND	1%									
KPI-P-08 STD3	Average number of students in the class	24	27	<table border="1"> <tr> <td>Term1</td> <td>Term2</td> <td>Term3</td> </tr> <tr> <td>20</td> <td>22</td> <td>22</td> </tr> <tr> <td colspan="3">Average=21</td> </tr> </table>	Term1	Term2	Term3	20	22	22	Average=21			24	30	20
Term1	Term2	Term3														
20	22	22														
Average=21																
KPI-P-09 STD3	Employers' evaluation of the program graduate's proficiency	NDA	NDA	NDA		5										
KPI-P-10 STD4	Students' satisfaction with the offered services	3.0	3.56	2.93	4	3.28	3									
KPI-P-11 STD5	Ratio of students to teaching staff	20:1	20:1	17:1	20:1	32:1	15:1									
KPI-P-12 STD5	Percentage of teaching staff distribution	Male 0% Female 100% Academic Rank: PhD = 45.5% Lecturer= 45.5% Others= 9%	PhD 30%	Male 0% Female 100% Academic Rank: Prof.=0% A.Pof=0% Ph.D. = 36% Lecturer= 45% Others= 9%	PhD 40%	Prof: 0 Assoc: 15% Assist: 70% Lecturer:15% TA: 0	Male 0% Female 100% Academic Rank: Prof.=10% A.Pof=10% Ph.D. = 40% Lecturer= 40%									
KPI-P-13 STD5	The proportion of teaching staff leaving the program	18%	0	2/11=0.18	0	0	0									
KPI-P-14 STD5	Percentage of publications of faculty members نسبة منشورات أعضاء هيئة التدريس	10%	0	3/9=33%	10%	41%	35%									
KPI-P-15 STD5	Rate of published research per faculty member معدل منشورات أعضاء هيئة التدريس	1:10	0	3 : 9	1:10	1:2	5:9									

	البحوث المنشورة لكل عضو هيئة تدريسي						
KPI-P-16 STD5	Citations rate in refereed journals per faculty member	0	0	11.6	0.1	31.2	12
KPI-P-17 STD6	Satisfaction of beneficiaries with the learning resources	3.65	3.42	3.37	3.8	3.85	3.5

### 3. Strategic plan KPI-23


Code	Indicator	2021	2022	2023	Target (For Last year)	Internal Darb -Bio- Dept.-	New Target (For next year)
KPI-P-18	نسبة الاشغال في القاعات والمعامل Occupation time of classrooms and laboratories	Al Darb Math: 22.5:40 56%	20:40, Average=50% Laboratories 15:31, average=48%	21:40 ,Average=52.5%	55%	67%	53%
KPI-P-19	رضا أعضاء هيئة التدريس والموظفين عن الخدمات المساندة Satisfaction of faculty and staff with support services	Al Darb Math: 4.85	(4.41+4.33)/2=4.37	3.93	4.4	3.69	4
KPI-P-20	رضا المستفيدين عن تقنية المعلومات Beneficiary satisfaction about IT services	Al Darb Math: 5=100%	(4+4.75)/2=4.375=87.5%	4=80%	4.4=88%	3.64	4.25=85%
KPI-P-21	نسبة الوعي بالحقوق والواجبات	Al Darb Math:	(4+4.5)/2=4.25		4.3=86%	3.85	

Code	Indicator	2021	2022	2023	Target (For Last year)	Internal Darb -Bio- Dept.-	New Target (For next year)																					
	Percentage of awareness of rights and duties	4.1=80.2%	85%	3.89=77.8%			4=80%																					
KPI-P-22	رضا أعضاء هيئة التدريس عن التطوير المهني. Satisfaction of faculty members about professional development.	Al Darb Math: 3.69=73.8%	3.5=85%	4.0=80%	4.3=86%	3.64	3.5=85%																					
KPI-P-23	مستوى رضا المستفيدين عن الخدمات الإدارية. Satisfaction of beneficiaries with administrative services.	Al Darb Math: 4.23=84.6%	(4.4+4.5)/2=89%	(4.67+4.22)/2=4.45=89%	4.5=90%	4.02	4.2=92%																					
KPI-P-24	متوسط عدد ساعات التطوير المهني التي استكمالها أعضاء هيئة التدريس Average number of professional development activities completed by the faculty.	Al Darb Math: 8 hours per month	30	40	35	216	30																					
KPI-P-25	إجمالي عدد ساعات التطوع التي قام بها طلبة التعليم الجامعي Total number of volunteer hours performed by university students.	Al Darb Math: DNA Data not Available	8	5	10	376	7																					
KPI-P-26	نسبة تسرب الطلبة من البرنامج. Students' dropout rate from the program	Al Darb: Average=2/250 <table border="1"> <tr> <th>Term1</th> <th>Term2</th> </tr> <tr> <td>3/209</td> <td>0/294</td> </tr> <tr> <td>1%</td> <td>0</td> </tr> </table>	Term1	Term2	3/209	0/294	1%	0	Average=5/306 <table border="1"> <tr> <th>Term1</th> <th>Term2</th> </tr> <tr> <td>7/210</td> <td>3/191</td> </tr> <tr> <td>3.33%</td> <td>1.57</td> </tr> </table>	Term1	Term2	7/210	3/191	3.33%	1.57	Average=15/178 <table border="1"> <tr> <th>Term1</th> <th>Term2</th> <th>Term3</th> </tr> <tr> <td>6/193</td> <td>7/181</td> <td>2/160</td> </tr> <tr> <td>3.11%</td> <td>3.87%</td> <td>1.25%</td> </tr> </table>	Term1	Term2	Term3	6/193	7/181	2/160	3.11%	3.87%	1.25%	0	27%	1%
Term1	Term2																											
3/209	0/294																											
1%	0																											
Term1	Term2																											
7/210	3/191																											
3.33%	1.57																											
Term1	Term2	Term3																										
6/193	7/181	2/160																										
3.11%	3.87%	1.25%																										

4.

### 5. KPI Analysis

<b>KPI: 1</b>			<b>Code: KPI-P-1</b>			
Percentage of achieved indicators of the program operational plan objectives						
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2021	2022	2023				

<b>64%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>		<b>85%</b>												
 <p><b>KPI-P-1</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>64%</td> </tr> <tr> <td>2022</td> <td>80%</td> </tr> <tr> <td>2023</td> <td>80%</td> </tr> <tr> <td>Target Bench.</td> <td>80%</td> </tr> <tr> <td>Internal Bench.</td> <td>80%</td> </tr> </tbody> </table>							Year	Value	2021	64%	2022	80%	2023	80%	Target Bench.	80%	Internal Bench.	80%
Year	Value																	
2021	64%																	
2022	80%																	
2023	80%																	
Target Bench.	80%																	
Internal Bench.	80%																	
<p><b>Strengths:</b> It is clear shown that the actual <b>value</b> meets the target benchmarks.</p> <p><b>Recommendations:</b> Published Research Ratio is achieved but it is not satisfactory. So, we have to encourage for more research</p>																		
<p><b>*Explanation:</b> We have used Darb-Bio-Department 2023 actual benchmarking as Internal benchmarking The actual <b>value</b> is calculated by achievement some of the action plain targets (<math>\frac{12}{14} = 80\%</math>).</p>																		

<b>KPI: 2</b>			<b>Code: KPI-P-2</b>				
Students' Evaluation of quality of learning experience in the program.							
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
2021	2022	2023					
4.28	4.40	4.14	4.5	4.06			4.2



**Strengths:**

Good number of Student 's department that Evaluate the Student Experience Survey.

**Recommendations:**

Establishment of different clubs to provide scientific and social services for the students.

**Explanation:**

This indicator is the average rating of the answer on Student program Evaluation Survey of Q22.

This percentage is Less than our department last year but exceeds Darb-Bio-Department 2023 internal benchmark and it is not satisfactory.

**\*\*Explanation:**

1. Names of external benchmark providers:NDA
2. Why these external benchmark providers were chosen?
3. How was the *KPI* calculated?

***KPI: 3***

Students' evaluation of the quality of the courses.

**Code: KPI-P-3**



Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2021	2022	2023				
3.93	4	4.08	4.2	4.01	NDA	4.2



**Strengths:**


The department has good average of the student evaluation of the quality of the Course.

**Explanation:**

This indicator is the average rating of the answer on the Course Evaluation Survey (CES). The actual benchmark for this KPI was 4.08, It is clear that the actual benchmark is better than last year and exceeds Darb-Bio-Department 2023 internal benchmark.

**\*\*Explanation:**

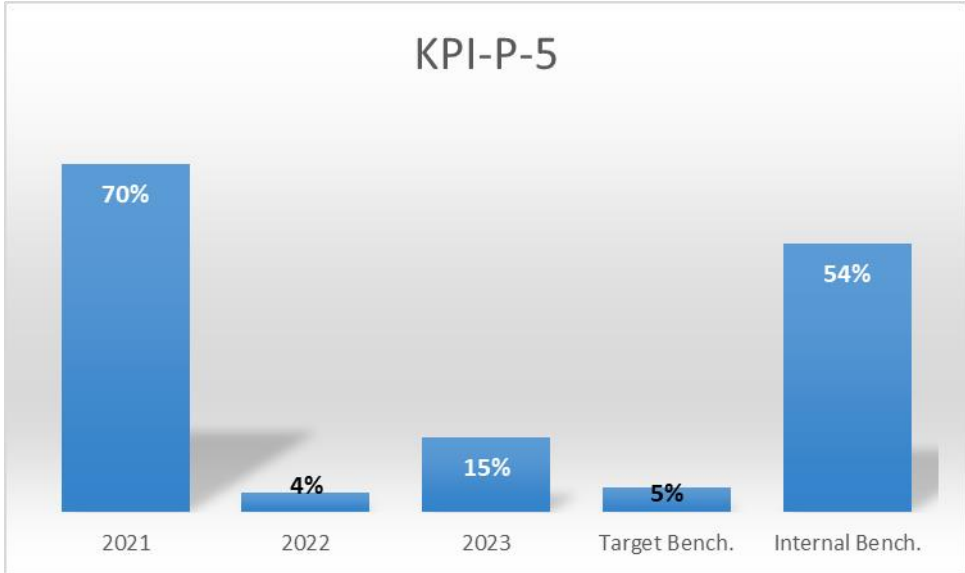
1. Names of external benchmark providers:
2. Why these external benchmark providers were chosen?
3. How was the *KPI* calculated?

<b>KPI: 4</b>			<b>Code: KPI-P-4</b>															
Completion rate																		
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark												
2021	2022	2023																
27.5%	15%	24%	20%	89%	NDA	25%												
 <p><b>KPI-P-4</b></p> <table border="1"> <caption>Data for KPI-P-4 Bar Chart</caption> <thead> <tr> <th>Year/Benchmark</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>27.50%</td> </tr> <tr> <td>2022</td> <td>15%</td> </tr> <tr> <td>2023</td> <td>24%</td> </tr> <tr> <td>Target Bench.</td> <td>20%</td> </tr> <tr> <td>Internal Bench.</td> <td>89%</td> </tr> </tbody> </table>							Year/Benchmark	Value	2021	27.50%	2022	15%	2023	24%	Target Bench.	20%	Internal Bench.	89%
Year/Benchmark	Value																	
2021	27.50%																	
2022	15%																	
2023	24%																	
Target Bench.	20%																	
Internal Bench.	89%																	
<b>Strengths:</b>																		
<p>It is clear that the actual benchmark is more than both last year and the target benchmark but it is not satisfactory as the department has a small number of students who complete program in minimum time.</p>																		
<b>*Explanation:</b>																		
<p>The average actual value for this KPI was 24%, less than Darb-Bio-Department 2023 internal benchmark.</p>																		
<b>**Explanation:</b>																		
<ol style="list-style-type: none"> <li>Names of external benchmark providers:</li> <li>Why these external benchmark providers were chosen?</li> <li>How was the <i>KPI</i> calculated?</li> </ol>																		

<b>Actual Benchmark</b>			<b>Target Benchmark</b>	<b>Internal Benchmark*</b>	<b>External Benchmark**</b>	<b>New Target Benchmark</b>
<b>2021</b>	<b>2022</b>	<b>2023</b>				
<b>70%</b>	<b>4%</b>	<b>15%</b>	<b>5%</b>	<b>54%</b>	<b>NDA</b>	<b>100%</b>

**KPI-P-5**



Year/Benchmark Type	Value
2021	70%
2022	4%
2023	15%
Target Bench.	5%
Internal Bench.	54%

**Strengths:**

It is clear that the actual benchmark exceeds the target benchmarks.

**Recommendations:**

Establishment of different clubs to provide scientific and social services for the students.


**\*Explanation:**

First-year students retention rate KPI was 15% which is not satisfactory but it is more than our dept. last year.

**\*\*Explanation:**


- Names of external benchmark providers:
- Why these external benchmark providers were chosen?

3. How was the *KPI* calculated?

<b>KPI: 6</b>			<b>Code: KPI-P-6</b>				
Students' performance in the professional and/or national examinations							
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
2021	2022	2023					
NDA	0.0	0.0	5%	11%			5%
 <p style="text-align: center;">KPI-P-6</p> <p style="text-align: center;">NDA</p>							
<b><u>Recommendations:</u></b>							
Establishment of different clubs to provide scientific services for the students.							
<b>Explanation:</b>							
<ol style="list-style-type: none"> <li>1. This indicator was estimated based on the Student standard exam Evaluation results.</li> <li>2. This indicator is less than both the target benchmark and the internal benchmark.</li> </ol>							

<b>KPI: 7</b>			<b>Code: KPI-P-7</b>				
Graduates' employability and enrolment in postgraduate programs							
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark

2021	2022	2023					
NDA							
<p><b>*Explanation:</b></p> <ol style="list-style-type: none"> <li>1. Name of the internal benchmark provider.</li> <li>2. Why this internal benchmark provider was chosen?</li> <li>3. How was the benchmark calculated?</li> </ol>							
<p><b>**Explanation:</b></p> <ol style="list-style-type: none"> <li>1. Names of external benchmark providers:</li> <li>2. Why these external benchmark providers were chosen?</li> <li>3. How was the <i>KPI</i> calculated?</li> </ol>							

<b>KPI: 8</b>			<b>Code: KPI-P-8</b>														
Average number of students in the class																	
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark										
2021	2022	2023															
24	27	21	24	25			25										
 <p align="center"><b>KPI-P-8</b></p> <table border="1"> <tr> <td>2021</td> <td>2022</td> <td>2023</td> <td>Target Bench.</td> <td>Internal Bench.</td> </tr> <tr> <td align="center">24</td> <td align="center">27</td> <td align="center">21</td> <td align="center">24</td> <td align="center">25</td> </tr> </table>								2021	2022	2023	Target Bench.	Internal Bench.	24	27	21	24	25
2021	2022	2023	Target Bench.	Internal Bench.													
24	27	21	24	25													
<b><u>Strengths:</u></b>																	

The College has appropriate number of classrooms, and the department has fair number of Teaching Staff, but the number of student/class is less than both, last year and Darb-BIO-Dept-23 internal bench mark.

**Recommendations:**

Average number of students/class is satisfactory.

**\*\*Explanation:**

1. Names of external benchmark providers:
2. Why these external benchmark providers were chosen?
3. How was the *KPI* calculated?

<b>KPI: 9</b>			<b>Code: KPI-P-9</b>				
Employers' evaluation of the program graduates proficiency							
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
2021	2022	2023					
NDA							
<b>**Explanation:</b>							
<ol style="list-style-type: none"> <li>1. Names of external benchmark providers:</li> <li>2. Why these external benchmark providers were chosen?</li> <li>3. How was the <i>KPI</i> calculated?</li> </ol>							

<b>KPI: 10</b>			<b>Code: KPI-P-10</b>				
Students' satisfaction with the offered services							
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
2021	2022	2023					

<b>3.0</b>	<b>3.56</b>	<b>2.93</b>	<b>3.0</b>	<b>3.28</b>			<b>3</b>
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**\*Explanation:**

This indicator was estimated based on the Student Experience Evaluation Survey. Students Level 5, 6 and 7. This indicator is the average rating of the answer on questions Q21 and Q22. It is not better than both the last year and Darb-BIO-Dept-23, internal benchmark.

**\*\*Explanation:**

1. Names of external benchmark providers:
2. Why these external benchmark providers were chosen?
3. How was the *KPI* calculated?

<b>KPI: 11</b>			<b>Code: KPI-P-11</b>				
Ratio of students to teaching staff							
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
2021	2022	2023					
<b>20:1</b>	<b>20:1</b>	<b>17:1</b>	<b>20:1</b>	<b>32:1</b>			<b>1:15</b>



**Analysis:**

The number of teaching staff includes teaching assistant, lecturers and assistant professors. This indicator was done using the ratio of teaching staff to student. In average, the ratio 17:1 less than the last year, as well as the target benchmark.

**Strengths:**

- 1-The teaching staff will have more time for student.
- 2- The students will have more hands-on time with his teacher  
Different teaching strategies and learning styles can be accommodated.
- 3- Increasing the social and mental Student-teacher values.

**Recommendations:**

Increasing this ratio to meet the target benchmarks.

**\*Explanation:**


1. Name of the internal benchmark provider.
2. Why this internal benchmark provider was chosen?
3. How was the benchmark calculated?


**\*\*Explanation:**

1. Names of external benchmark providers:
2. Why these external benchmark providers were chosen?



3. How was the *KPI* calculated?

<b>KPI: 12</b>			<b>Code: KPI-P-12</b>				
Percentage of teaching staff distribution							
<b>Actual Benchmark</b>			<b>Target Benchmark</b>	<b>Internal Benchmark*</b>	<b>External Benchmark**</b>		<b>New Target Benchmark</b>
<b>2021</b>	<b>2022</b>	<b>2023</b>					
<b>45%</b>	<b>30%</b>	<b>36%</b>	<b>40%</b>	<b>70%</b>			<b>0.38</b>
 <p style="text-align: center;"><b>KPI-P-12</b></p>							
<b><u>Strengths:</u></b>							
Varity of specified PHD staff give a good chance for student experience.							
<b>*Explanation:</b>							
This indicator shows that the actual number of PhD benchmark (36%), is less than our Darb-BIO-Dept-23 internal benchmark .							
<b>**Explanation:</b>							
<ol style="list-style-type: none"> <li>1. Names of external benchmark providers:</li> <li>2. Why these external benchmark providers were chosen?</li> <li>3. How was the <i>KPI</i> calculated?</li> </ol>							

<b>KPI: 13</b>			<b>Code: KPI-P-13</b>																
Proportion of teaching staff leaving the program																			
<b>Actual Benchmark</b>			<b>Target Benchmark</b>	<b>Internal Benchmark*</b>	<b>External Benchmark**</b>		<b>New Target Benchmark</b>												
<b>2021</b>	<b>2022</b>	<b>2023</b>																	
<b>18%</b>	<b>0</b>	<b>18%</b>	<b>18%</b>	<b>0%</b>			<b>0</b>												
 <p><b>KPI-P-13</b></p> <table border="1"> <caption>Data for KPI-P-13 Bar Chart</caption> <thead> <tr> <th>Year/Benchmark Type</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>18%</td> </tr> <tr> <td>2022</td> <td>0</td> </tr> <tr> <td>2023</td> <td>18%</td> </tr> <tr> <td>Target Bench.</td> <td>18%</td> </tr> <tr> <td>Internal Bench.</td> <td>0%</td> </tr> </tbody> </table>								Year/Benchmark Type	Value	2021	18%	2022	0	2023	18%	Target Bench.	18%	Internal Bench.	0%
Year/Benchmark Type	Value																		
2021	18%																		
2022	0																		
2023	18%																		
Target Bench.	18%																		
Internal Bench.	0%																		
<b>Strengths:</b>																			
The actual value of 18% exceeds the target benchmark.																			
<b>*Explanation:</b>																			
<ol style="list-style-type: none"> <li>1. Name of the internal benchmark provider.</li> <li>2. Why this internal benchmark provider was chosen?</li> <li>3. How was the benchmark calculated?</li> </ol>																			
<b>**Explanation:</b>																			
<ol style="list-style-type: none"> <li>1. Names of external benchmark providers:</li> <li>2. Why these external benchmark providers were chosen?</li> <li>3. How was the <i>KPI</i> calculated?</li> </ol>																			

<b>KPI: 14</b>	<b>Code: KPI-P-14</b>
Percentage of publications of faculty members	

Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
2021	2022	2023					
0.1	0	0.33	0.555	0.41			50%



**Analysis:**

Through this KPI, it is clearly shown that the actual value more than the last year, but it is less than the internal benchmark our Darb-BIO-Dept-23.

**Recommendations:**

Increasing research.


**\*Explanation:**

1. Name of the internal benchmark provider.
2. Why this internal benchmark provider was chosen?
3. How was the benchmark calculated?

**\*\*Explanation:**

1. Names of external benchmark providers:
2. Why these external benchmark providers were chosen?

3. How was the *KPI* calculated?

<b>KPI: 15</b>			<b>Code: KPI-P-15</b>				
Rate of published research per faculty member							
<b>Actual Benchmark</b>			<b>Target Benchmark</b>	<b>Internal Benchmark*</b>	<b>External Benchmark**</b>		<b>New Target Benchmark</b>
<b>2021</b>	<b>2022</b>	<b>2023</b>					
<b>0.1</b>	<b>0</b>	<b>0.333</b>	<b>100</b>	<b>50</b>			<b>50%</b>
							
<b><u>Analysis:</u></b>							
Through this KPI, it is clear that the actual value is <b>more</b> than last year but it is less than our Darb-BIO-Dept-23; the internal benchmark.							
<b><u>Recommendations:</u></b>							
Increasing research.							
<b>*Explanation:</b>							
1. Name of the internal benchmark provider.							
2. Why this internal benchmark provider was chosen?							

3. How was the benchmark calculated?

**\*\*Explanation:**

1. Names of external benchmark providers:
2. Why these external benchmark providers were chosen?
3. How was the *KPI* calculated?

**KPI: 16**

**Code: KPI-P-16**

Citations rate in refereed journals per faculty member

Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
2021	2022	2023					
0.1	0	11.6	12	31.2			3.5%



**Analysis:**

Through this KPI, it is clear that the actual benchmark is more than last year but it is not satisfactory.


**Recommendations:**

Increasing research.

**\*Explanation:**

1. Name of the internal benchmark provider.

<ol style="list-style-type: none"> <li>2. Why this internal benchmark provider was chosen?</li> <li>3. How was the benchmark calculated?</li> </ol>
<p><b>**Explanation:</b></p> <ol style="list-style-type: none"> <li>1. Names of external benchmark providers:</li> <li>2. Why these external benchmark providers were chosen?</li> <li>3. How was the <i>KPI</i> calculated?</li> </ol>

<b>KPI: 17</b>			<b>Code: KPI-P-17</b>																
Satisfaction of beneficiaries with the learning resources																			
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark												
2021	2022	2023																	
3.65	3.42	3.37	3.8	3.85			3.5												
<div style="display: flex; justify-content: center; align-items: center;"> <div style="text-align: center;"> <p style="font-size: 1.2em; margin-bottom: 10px;">KPI-P-17</p>  <table border="1" style="margin: 10px auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>3.65</td> </tr> <tr> <td>2022</td> <td>3.42</td> </tr> <tr> <td>2023</td> <td>3.37</td> </tr> <tr> <td>Target Bench.</td> <td>3.8</td> </tr> <tr> <td>Internal Bench.</td> <td>3.85</td> </tr> </tbody> </table> </div> </div>								Year	Value	2021	3.65	2022	3.42	2023	3.37	Target Bench.	3.8	Internal Bench.	3.85
Year	Value																		
2021	3.65																		
2022	3.42																		
2023	3.37																		
Target Bench.	3.8																		
Internal Bench.	3.85																		
<p><b>*Explanation:</b></p> <p>This indicator was estimated based on program evaluation Survey. This indicator is the average rating of the answer on questions Q9.</p>																			

**\*\*Explanation:**

1. Names of external benchmark providers:
2. Why these external benchmark providers were chosen?
3. How was the *KPI* calculated?

**KPI: 18**

**Code: KPI-P-18**

Occupation time of classrooms and laboratories

Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
2021	2022	2023					
60%	56%	68%	55%	67%			25%

**Analysis (strengths and recommendations):**



**Strengths:**

The College has appropriate number of labs, and the department has a fair number of students.

**\*Explanation:**

1. This indicator is the average rating of the number of students recorded in “applied statistics “ subject that practice on the computer laboratory and the average rating of the number of students recorded in all other math subjects distributed on the classrooms.

2. We have used our Darb-BIO-Dept-23 as Internal benchmarking as it has the same circumstances.

3. This indicator is more than the internal benchmark; Darb-BIO-Dept-23.

**\*\*Explanation:**

1. Names of external benchmark providers:
2. Why these external benchmark providers were chosen?
3. How was the *KPI* calculated?

**KPI: 19**

**Code: KPI-P-19**

Satisfaction of faculty and staff with support services

Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
2021	2022	2023					
			Last year	BIO-Dept-23			Next year
4.85	4.37	3.93	4.4	3.69			4.4

**Analysis (strengths and recommendations):**



**Strengths:**

Satisfaction of faculty and staff with support services is more than 78%.



**Recommendation:**

Keep the level of service quality .

**\*Explanation:**

This indicator was estimated based on the faculty satisfaction Evaluation Survey. It is less than the last year and exceeds the internal bench mark; Darb-BIO-Dept-23.

**\*\*Explanation:**

1. Names of external benchmark providers :not performed
2. Why these external benchmark providers were chosen?
3. How was the *KPI* calculated?

**KPI: 20**

**Code: KPI-P-20**

Beneficiary satisfaction about IT services

Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2021	2022	2023				
100%	87.5%	80%	88%	3.64	Not performed	85%

**Analysis (strengths and recommendations):**



**Strengths:**

Beneficiary satisfaction about IT services is 80%.

**Recommendation:**


Keep the level of IT good quality .

**\*Explanation:**

This indicator was estimated based on the faculty satisfaction Evaluation Survey. (Question 40) It is less than , last year, but exceeds, Darb-BIO-Dept-23, the internal benchmark.

**\*\*Explanation:**

1. The external benchmark is not performed.

<b>KPI: 21</b>			<b>Code: KPI-P-21</b>			
Percentage of awareness of rights and duties						
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2021	2022	2023				
80.2%	85%	77.8%	86%	77%	Not performed	80%
<b>Analysis (strengths and recommendations):</b>						
 <p>The bar chart displays five data points: 2021 (80.20%), 2022 (85%), 2023 (77.80%), Target Bench. (86%), and Internal Bench. (77%). The bars are blue and set against a light gray background.</p>						
<b>Strengths:</b>						
This indicator is less than the target benchmark.						
<b>Recommendation:</b>						
I am satisfied with the department's policy book including administrative flowcharts and responsibilities.						
<b>*Explanation:</b>						
This indicator was estimated based on the faculty Stification Survey Survey. (Question 12) It is less than , last year. The Internal benchmark is performed by comparing to Darb-BIO-Dept-23.						

**\*\*Explanation:**

1. There is no data available for the external benchmark.

**KPI: 22**

**Code: KPI-P-22**

Satisfaction of faculty members about professional development.

Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2021	2022	2023				
73.8%	85%	80%	86%	72.8%	Not performed	85%

**Analysis (strengths and recommendations):**



**Strengths:**

This indicator does not Exceed the target benchmark.

**Recommendation:**

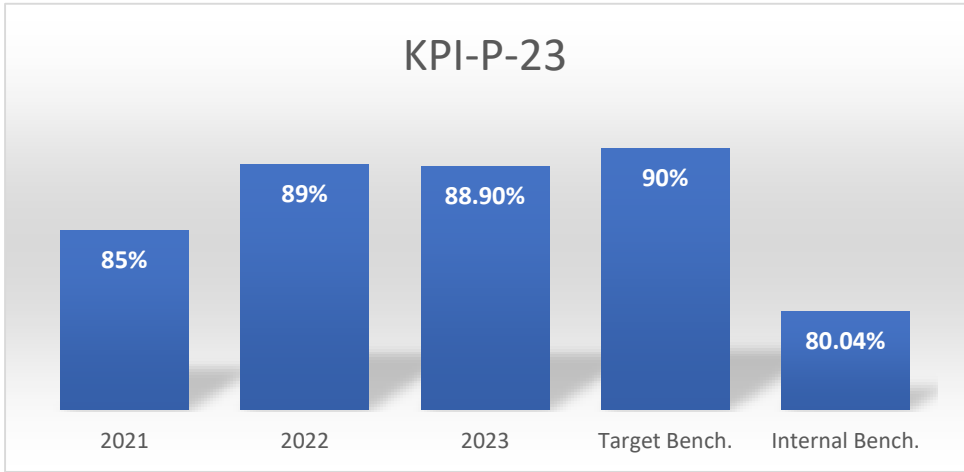
Still Development of teaching and learning practices

**\*Explanation:**

This indicator was estimated based on the faculty satisfaction Evaluation Survey. (Question 14) It is less than the last year and Internal benchmark is performed by comparing to Darb-BIO-Dept-23..

**\*\*Explanation:**

1. External bench mark is not performed.

<b>KPI: 23</b>			<b>Code: KPI-P-23</b>															
Satisfaction of beneficiaries with administrative services.																		
<b>Actual Benchmark</b>			<b>Target Benchmark</b>	<b>Internal Benchmark*</b>	<b>External Benchmark**</b>	<b>New Target Benchmark</b>												
<b>2021</b>	<b>2022</b>	<b>2023</b>																
<b>85%</b>	<b>89%</b>	<b>88.9</b>	<b>90%</b>	<b>80.04</b>	<b>Not performed</b>	<b>90%</b>												
 <p><b>KPI-P-23</b></p> <table border="1"> <thead> <tr> <th>Year/Benchmark</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>85%</td> </tr> <tr> <td>2022</td> <td>89%</td> </tr> <tr> <td>2023</td> <td>88.90%</td> </tr> <tr> <td>Target Bench.</td> <td>90%</td> </tr> <tr> <td>Internal Bench.</td> <td>80.04%</td> </tr> </tbody> </table>							Year/Benchmark	Value	2021	85%	2022	89%	2023	88.90%	Target Bench.	90%	Internal Bench.	80.04%
Year/Benchmark	Value																	
2021	85%																	
2022	89%																	
2023	88.90%																	
Target Bench.	90%																	
Internal Bench.	80.04%																	
<b>Analysis (strengths and recommendations):</b>																		
<b>Strengths:</b>																		
This indicator does not Exceed the target benchmark.																		
<b>Recommendation:</b>																		
Still developing administrative services.																		
<b>*Explanation:</b>																		
This indicator was estimated based on the faculty satisfaction Evaluation Survey(Q10&Q11). It extremely meets the last year. Internal benchmark is performed by comparing to Darb-BIO-Dept-23..																		
<b>**Explanation:</b>																		
1. External benchmark is not performed.																		

<b>KPI: 24</b>			<b>Code: KPI-P-24</b>			
Average number of professional development activities completed by the faculty.						
<b>Actual Benchmark</b>			<b>External Benchmark**</b>			

			Target Benchmark	Internal Benchmark*		New Target Benchmark
2021	2022	2023				
25	30	40	50	216	Not performed	30

**Analysis (strengths and recommendations):**



**Strengths:**

This indicator does not exceed the target benchmark.

**Recommendation:**

Still encourage the faculty to complete more numbers of professional development activities.

**\*Explanation:**

This indicator was estimated based on the average number of professional development activities completed by the faculty. Internal benchmark is performed by comparing to Darb-BIO-Dept-23..

**\*\*Explanation:**

1. External benchmark is not performed.

<b>KPI: 25</b>			<b>Code: KPI-P-25</b>			
Total number of volunteer hours performed by university students.						
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2021	2022	2023				

<b>DNA</b>	<b>8</b>	<b>15</b>	<b>20</b>	<b>376</b>	<b>NDA</b>	<b>7</b>
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**Analysis (strengths and recommendations):**



**Strengths**

A fair number of volunteer students participate the services.

**Recommendation:**

Encourage students to volunteer or participate the community services.

**\*Explanation:**

1. Internal benchmark is performed by comparing to Darb-BIO-Dept-23..

**\*\*Explanation:**

2. External benchmark is not performed.

<b>KPI: 26</b>			<b>Code: KPI-P-26</b>			
Students' dropout rate from the program						
Actual Benchmark			Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2021	2022	2023				
2%	5%	8%	0	27%	NA	1%
<b>Analysis (strengths and recommendations):</b>						

KPI-P-26					
	2021	2022	2023	Target Bench.	Internal Bench.
	2%	5%	8%	0	27%
<b>Strengths:</b>	The number of Students' dropout rate from the program is increasing.				
<b>Areas of Improvement:</b>	Announcing for our department and encourage students to join it.				
<b>Recommendation:</b>	Encourage students to join Math department.				
<b>*Explanation:</b>	<ol style="list-style-type: none"> <li>1. This indicator is the average number of Students' dropout in the two terms.</li> <li>2. Internal benchmark is performed by comparing to the last two years and Darb-BIO-Dept-23.</li> </ol>				
<b>**Explanation:</b>	<ol style="list-style-type: none"> <li>1. External benchmark is not performed.</li> </ol>				