

KPI Report

College: College of Engineering and Computer Science

Program: Bachelor in Computer Science

Year: 2023-2024

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1. Introduction

KPI Calculation:

This report covers the complete KPI details for the BCS Program for the year 2023–2024. This report is prepared by a special committee named the KPI and Document Review Committee (KPI-DRC) under QAU. KPI-DRC is responsible for reviewing all the major documents once they are prepared by the department quality teams (SSU, UPPP, and the Strategic Plan Committee). KPI-DRC is directly governed by the head of QAU. KPI-DRC, along with PQC's and SSU, has defined the mechanism to calculate and collect the data to compile the KPIs, then compare them with previous years and appropriate internal and external benchmarks.

Internal & External Benchmarks and Reasons:

For the BCS program, **BIT (Bachelor in Information Technology)** is considered an **internal benchmark** because both programs are under the same college and can establish a healthy competition among each other. Also, the circumstances are the same for both programs. Whereas for **external benchmarking**, the **computer science program of Najran University (NU)** was chosen, and we received KPI data officially from NU for the **academic year 2023–2024**. Previously the **external benchmarking** was based on the outcomes of **Kind Khalid University**.

The College of Computer Science and Information Technology was initially established under the umbrella of KAU and then shifted under the administration of Jazan University on 01/12/1427 H. Due to this reason, considering KAU as a parent organization, and also because both universities are geographically located in a sphere of 200 km in the south-west region of KSA.

College has shortlisted the programs offered in College of Computer Science, Najran University as external benchmark programs:

– Main reason for choosing External Benchmarks

Considering that Najran University and Jazan University are geographically located within a 192-kilometre sphere in the southwest part of the Kingdom of Saudi Arabia, they share similar opportunities in terms of market trends, job nature, scope, and access for students and having similar living conditions.

1. The corresponding universities/programs fulfill the three main functions: teaching and learning, scientific research, and community service.
2. Similar in the educational system (offering BCS Degree)
3. Similar culture, social and economic conditions (offering Computer Science program for both male and females in KSA)
4. Similarity of mission and goals
5. Convergence in the number and efficiency of faculty members.

It is also highly recommended that the benchmark is nationally (or internationally) accredited, and it has a positive reputation for high-quality services. [SOP manual](#) for Benchmarking requirement criteria of the program.

2. Tabulated data

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

Code	Indicator	2021-22	2022-23	Current 2023-24	Trend	Target (Last year)	Internal Benchmark (BIT, Jazan University)	External benchmark (CS program, Najran University)	New Target (For next year)
KPI-P-01 STD3	Students' Evaluation of quality of learning experience in the program	Male: 4 Female: 3.66 Branch: 3.89 Overall: 3.85	Male: 3.05 Female: 3.25 Overall: 3.15	Male: 3.93 Female: 4.16 Overall: 4.04	Positive	Male: 4.25 Female: 4.5 Overall: 4.25	Male: 4.33 Female: 4.48 Overall: 4.40	3.48	Male: 4.25 Female: 4.25 Overall: 4.25
KPI-P-02 STD3	Students' evaluation of the quality of the courses	Male: 4.02 Female: 4.06 Branch: 4.12 Overall: 4.06	Male: 4.17 Female: 4.13 Overall: 4.15	Male: 4.32 Female: 4.29 Overall: 4.30	Positive	Male: 4.25 Female: 4.25 Overall: 4.25	Male: 4.32 Female: 4.23 Overall: 4.27	3.96	Male: 4.3 Female: 4.3 Overall: 4.3
KPI-P-03 STD3	Completion rate	Male: 15.58% Female: 44.86% Branch: 64% Overall: 41.48%	Male: 18.09% Female: 28.93% Overall: 23.51%	Male: 19.4% Female: 32.67% Overall: 26.03%	Positive	Male: 40% Female: 40% Overall: 40%	Male: 27.17% Female: 58% Overall: 42.58%	61.19%	Male: 40% Female: 40% Overall: 40%
KPI-P-04 STD3	First-year students retention rate	Male: 84.13% Female: 96.1% Branch: 97% Overall: 92.41%	Male: 86.70% Female: 98.62% Overall: 92.66%	Male: 85.07% Female: 98.02% Overall: 91.54%	Negative	Male: 90% Female: 90% Overall: 90%	Male: 88.50% Female: 84% Overall: 86.25%	90%	Male: 95% Female: 95% Overall: 95%
KPI-P-05 STD3	Students' performance in the professional and/or national examinations	Not Applicable							
KPI-P-06 STD3	Graduates' employability and enrolment in postgraduate programs	Male: 60% Female: 29% Branch: 14% Overall: 34.29%	Male: 55% Female: 39% Overall: 47%	Male: 63% Female: 42% Overall: 53%	Positive	Male: 60% Female: 40% Overall: 50%	Male: 0% Female: 0% Overall: 0%	22.5%	Male: 60% Female: 40% Overall: 50%
KPI-P-07 STD3	Employers' evaluation of the program graduate's proficiency	Male: 3.35 Female: 5 Branch: 5 Overall: 4.45	Male: 4.17 Female: 3.26 Overall: 3.71	Male: 4.5 Female: 3.9 Overall: 4.2	Positive	Male: 4.25 Female: 4.25 Overall: 4.25	-	88%	Male: 4.25 Female: 4.25 Overall: 4.25
KPI-P-08 STD5	Ratio of students to teaching staff	Male: 17.58 Female: 27.04 Branch: 30 Overall: 24.87	Male: 21 Female: 35 Overall: 28	Male: 28 Female: 30 Overall: 29	Negative	Male: 25 Female: 25 Overall: 25	Male: 43 Female: 35 Overall: 39	1:10	Male: 25 Female: 25 Overall: 25

Code	Indicator	2021-22	2022-23	Current 2023-24	Trend	Target (Last year)	Internal Benchmark (BIT, Jazan University)	External benchmark (CS program, Najran University)	New Target (For next year)
KPI-P-09 STD5	Percentage of publications of faculty members	Male: 40% Female: 71.43% Branch: 6.5% Overall: 39.31%	Male: 73% Female: 85% Overall: 79%	Male: 76% Female: 92% Overall: 84%	Positive	Male: 75% Female: 85% Overall: 80%	Male: 90% Female: 100% Overall: 85%	40%	Male: 80% Female: 90% Overall: 85%
KPI-P-10 STD5	Rate of published research per faculty member	Male: 2.69 Female: 2 Branch: 0.38 Overall: 1.69	Male: 4 Female: 2.57 Overall: 3.28	Male: 4.72 Female: 2.63 Overall: 3.67	Positive	Male: 3 Female: 3 Overall: 3	Male: 2.63 Female: 3.2 Overall: 2.91	1.1	Male: 4.5 Female: 3 Overall: 3.75
KPI-P-11 STD5	Citations rate in refereed journals per faculty member	Male: 14.88 Female: 7.21 Branch: 4.1 Overall: 8.73	Male: 7.95 Female: 9.5 Overall: 8.72	Male: 16.03 Female: 15.5 Overall: 15.76	Positive	Male: 15 Female: 15 Overall: 15	Male: 64% Female: 25.57% Overall: 44.78%	5.7	Male: 15 Female: 15 Overall: 15

Program Plan KPIs							
Code	Indicator	2021-22	2022-23	Current Value 2023-24	Target (Last Year)	Actual Value	New Target
KPI-P-12	Students trained in national and international certifications.	Male: 42.62% Female: 34.7% Overall: 38.66%	Male: 12 Female: 23 Overall: 17.5%	Male: 31 Female: 60 Overall: 45.5%	50%	17.5%	50%
KPI-P-13	Number of mini projects presented.	Male: 8 Female: 5 Overall: 13	Male: 8 Female: 5 Overall: 13	Male: 4 Female: 9 Overall: 13	15	13	15
KPI-P-14	The average number of professional development activities completed by the faculty (DAD/QAU / others)	Male: 60% Female: 49% Overall: 54.5%	Male: 44% Female: 53% Overall: 48.5%	Male: 27 participants (1 Activity for Staff) Female: 1	30%	48.5%	50%
KPI-P-15	Students attended technical competitions, workshops, seminars, and conferences.	Male: 5 Female: 4 Overall: 9	Male: 5 Female: 1 Total: 6	Male: 5 Female: 11 Overall: 16	10	16	10
KPI-P-16	The number of specialized training programs conducted for the community towards ICT.	Male: 8 Female: 0 Overall: 8	Male: 9 Female: 16 Total: 25	Male: 3 Female: 11 Overall: 14	15	14	15
KPI-P-17	The number of motivational talks/seminars towards lifelong learning & entrepreneurship.	Male: 65% Female: 49% Overall: 57%	Male: 54.16% Female: 40% Overall: 47.08%	Male: 0 Female: 4	50%	48.35%	50%

3. KPI Analysis

KPI: 1				Code: KPI-P-1																					
Students' Evaluation of quality of learning experience in the program.																									
Actual Benchmark	Target Benchmark	Internal Benchmark* (IS program, Jazan University)	External Benchmark**		New Target Benchmark																				
			Najran University																						
4.04	4.25	4.40	3.48		4.25																				
Analysis (strengths and recommendations): The achievement shows a positive trend and is higher than the previous year's value.																									
Male Campus: <ul style="list-style-type: none">The male campus result is showing stability with incremental improvements.The program curriculum courses are well-structured to offer students clear knowledge and skills.																									
Female Campus: <ul style="list-style-type: none">The female campus result shows an increase in the outcome.The program curriculum courses aim to build skills and prepare students for the job market.																									
<div><h3>Quality of Learning</h3><table><thead><tr><th>Year</th><th>Male</th><th>Female</th><th>Branch</th><th>Overall</th></tr></thead><tbody><tr><td>2021-22</td><td>4</td><td>3.66</td><td>3.89</td><td>3.85</td></tr><tr><td>2022-23</td><td>3.05</td><td>3.25</td><td></td><td>3.15</td></tr><tr><td>2023-24</td><td>3.93</td><td>4.16</td><td></td><td>4.04</td></tr></tbody></table></div>						Year	Male	Female	Branch	Overall	2021-22	4	3.66	3.89	3.85	2022-23	3.05	3.25		3.15	2023-24	3.93	4.16		4.04
Year	Male	Female	Branch	Overall																					
2021-22	4	3.66	3.89	3.85																					
2022-23	3.05	3.25		3.15																					
2023-24	3.93	4.16		4.04																					
Strength:																									
Male Campus: <ul style="list-style-type: none">The program curriculum has been designed to promote the development of creative thinking, analytical skills, and social skills.																									
Female Campus: <ul style="list-style-type: none">The program offers students at different levels of their curriculum the chance to work together as a team.																									
Areas of Improvement:																									
Male Campus: <ul style="list-style-type: none">Improve teaching methods that emphasize skills and hands-on learning to provide students with practical experience.Create a suitable scientific environment for the student, paying attention to the problems faced in the academic environment.																									
Female Campus:																									

- Increase the variety of learning materials and include multimedia tools to enhance student's learning experiences.
- Increase the number of books available at the library.
- Identify students with hardships to cope with academic pressure.

Recommendations:

Male Campus:

- Set up scientific and social clubs to boost knowledge acquisition outside of the classroom.
- Improve the use of digital resources and tools to foster more interactive and captive educational experiences.

Female Campus:

- Develop a strategy through focused group discussions with relevant stakeholders to address shortcomings and improve the quality of all services.
- Motivate students to participate in workshops and community programs.
- Build high-speed internet access for students in locations such as lecture rooms, laboratories, cafeterias, and waiting lounges.

****Explanation:**

KPI calculation: This KPI average rating is calculated from question no. 22 in the Program Evaluation Survey (PES). Total scores of responses to the last item in the program evaluation survey "I feel generally satisfied with the quality of my educational experience at the university" / Number of respondents to the item.

KPI: 2

Code: KPI-P-2

Students' evaluation of the quality of the courses.

Actual Benchmark	Target Benchmark	Internal Benchmark* (IS program, Jazan University)	External Benchmark**		New Target Benchmark
			Najran University		
4.30	4.25	4.27	3.96		4.30

Analysis (strengths and recommendations):

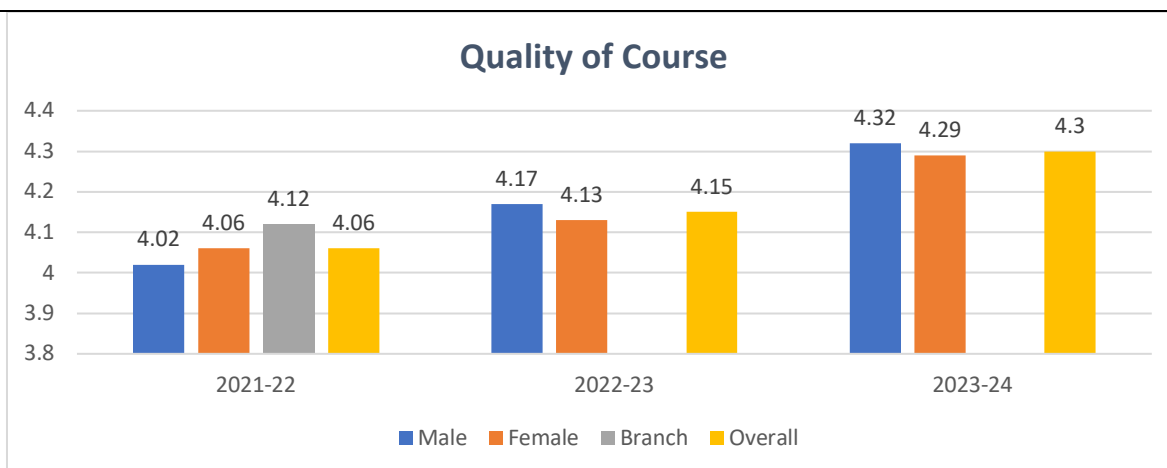
The survey outcome is satisfactory and surpass the desired benchmark. Both campuses are showing a positive trend in the individual results in comparison to the previous year.

Male Campus:

- The program provides students with up-to-date and useful study materials.

Female Campus:

- The program's quality of learning experience has made students satisfied.



Strength:

Male Campus:

- The program's curriculum provides educational outputs, scientific, technical, and professional development in the field of specialization, and is reviewed periodically.
- The curriculum's learning outcomes are aligned with the use of teaching and learning strategies and assessment methods.

Female Campus:

- The program courses help students acquire knowledge that is important for their future.
- The curriculum offers courses with practical's that have been found to be effective in developing student's skills.

Areas of Improvement:

Male Campus:

- Provide students with the opportunity to express their unique perspectives and take ownership of their learning journey.

Female Campus:

- Improve student engagement in class discussions by promoting diverse viewpoints and ideas.

Recommendation:

Male Campus:

- Maintain the positive trend in course evaluations by utilizing innovative teaching methods that are aligned with student needs.
- Update course delivery techniques to create more dynamic and interactive learning, including peer-led discussions.

Female Campus:

- Provide more in-depth guidance regarding the connection between modules and the overall program objectives.
- Involve students in regular feedback during the semester to identify areas for improvement.

****Explanation:**

KPI calculation: This KPI result is calculated from question no.24 in the Course Evaluation Survey.
Total scores of responses to the last paragraph of the course evaluation questionnaire Overall, I am satisfied with the quality of this course. / Number of respondents to the item.

KPI: 3			Code: KPI-P-3		
Completion rate					
Actual Benchmark	Target Benchmark	Internal Benchmark* (IS program, Jazan University)	External Benchmark**		New Target Benchmark
			Najran University		
26.03%	40%	42.58%	61.19%		40%

Analysis (strengths and recommendations):
The overall result of this KPI is higher than the previous year. Both campuses have seen an increase in their completion rates.

Male Campus & Female Campus:

- The program on both campuses has been completed by a significant number of students within the stipulated time frame.

Completion Rate

Year	Male	Female	Branch	Overall
2021-22	15.58%	44.86%	64%	41.48%
2022-23	18.09%	28.93%		23.51%
2023-24	19.40%	32.67%		26.03%

Strength:

Male Campus:

- The program assigns a faculty advisor to each student, and they receive periodic follow-up on their progress.

Female Campus:

- The academic advisors of the program recognize the difficulties that students encounter and provide customized solutions.

Areas of Improvement:

Male Campus:

- Identify the factors that lead to student failure, drop, and withdrawal from their courses through meetings, seminars, and academic advising.

Female Campus:

- Identify the courses that are difficult for students and arrange the extra classes.

Recommendation:

Male Campus:

- Motivate students to complete their program within the shortest possible time through academic advising sessions.
- Examine the reason for the low proportion and propose potential solutions to improve it.

Female Campus:

- Provide workshops and seminars to motivate students to increase their credit completion and make sure they are aware of course requirements.
- Identify the courses that are difficult for students and arrange the extra classes.

****Explanation:**

KPI calculation: This KPI percentage is calculated from the COHORT analysis.

(Number of students who graduated / Number of students admitted to the same cohort) * 100

KPI: 4

Code: KPI-P-4

First-year students retention rate

Actual Benchmark	Target Benchmark	Internal Benchmark* (IS program, Jazan University)	External Benchmark**		New Target Benchmark
			Najran University		
91.54%	90%	86.25%	90%		95%

Analysis (strengths and recommendations):

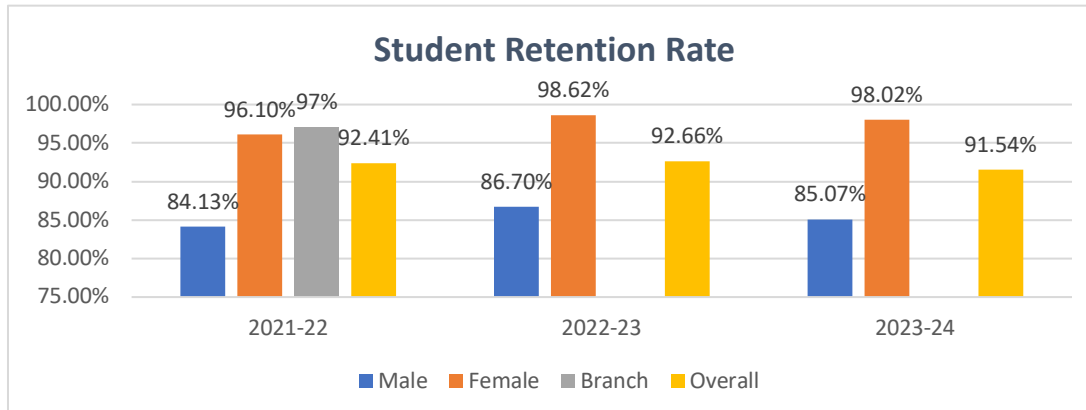
The overall rate is less than the previous year and more than the target. Both campuses need to focus on achieving the outcome in the near future.

Male Campus:

- The target was not achieved due to some students struggling to maintain a balance between their studies and other activities.

Female Campus:

- The indicator maintains a consistent retention rate compared to the previous year and above the target benchmark.



Strength:

Male Campus:

- The program organizing orientation programs and multiple activities for first-year students engaged them in a healthy learning process.

Female Campus:

- Academic advising and mentoring services were effective in helping students clarify their goals, plan their coursework, and overcome challenges.

Areas of Improvement:

Male Campus:

- Increase awareness programs for the students.
- Set up regular academic advising sessions to guide the students to choose the right courses.
- Monitor the academic progress of the students and aid them in planning for graduation regularly.

Female Campus:

- Ensure that all students receive equal access to the resources and support they require to be successful in the program.

Recommendation:

Male Campus & Female Campus:

- Create awareness campaigns for new students to understand the learning outcomes, study plans, assessment methods, and mentoring facilities offered by the department.
- Organize a workshop to explain the increase in competition in the job market and the need for course completion on time to maintain a 0% drop rate.

****Explanation:**

KPI calculation: This KPI percentage is calculated from the COHORT analysis.

(Number of students who completed the first year / Number of students accepted from the batch) * 100

KPI: 5

Code: KPI-P-5

Students' performance in the professional and/or national examinations

Not Applicable

KPI: 6

Code: KPI-P-6

Graduates' employability and enrolment in postgraduate programs

Actual Benchmark	Target Benchmark	Internal Benchmark* (IS program, Jazan University)	External Benchmark**		New Target Benchmark
			Najran University		
53%	50%	0%	22.5%		50%

Analysis (strengths and recommendations):

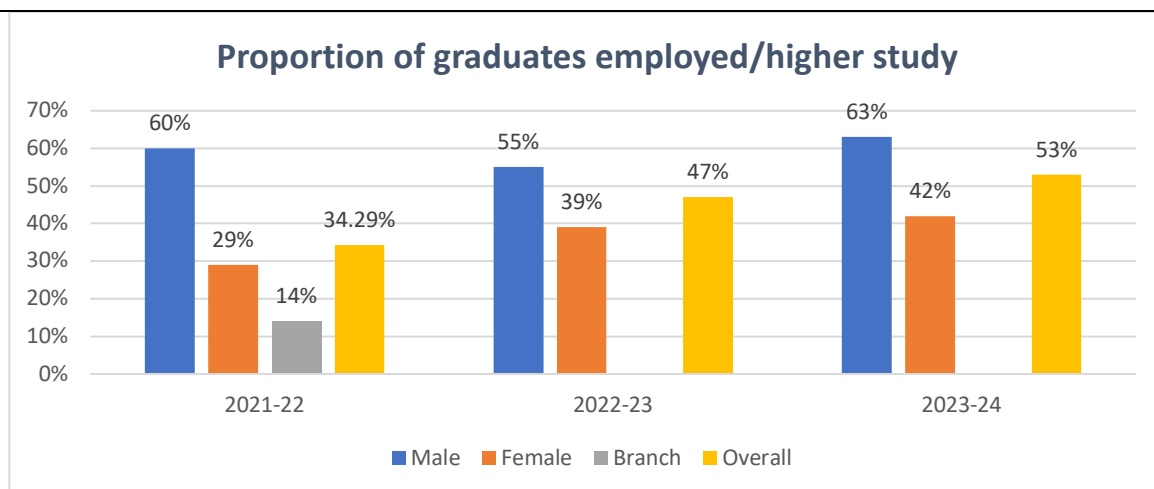
The overall result has increased and is higher than the target benchmark compared to the previous year.

Male Campus:

- The result shows that the program's mission of serving the community has been achieved successfully.

Female Campus:

- The result shows the efforts of the Graduation Project Committee (GPC) and Field Experience Committee to align students' skills with job market demands.



Strength:

Male Campus:

A significant number of graduates from the male campus are employed every year.

Female Campus:

The Program organizes workshops/seminars/Career counseling for the students to develop skills related to interviews, communication, and interpersonal skills.

Areas of Improvement:

Male Campus:

- Organize regular industrial visits, career fairs, and field trips to familiarize students with the workplace environment and job openings.
- Increase professional development workshops and hands-on training to ensure students have industry-relevant skills.

Female Campus:

- Develop workshops that emphasize skills necessary for both the job market and postgraduate programs, to inspire students to pursue further education.
- Encourage entrepreneurship and innovation to aid graduates in cultivating the skills and mindset essential for success in today's rapidly changing job market.

Recommendation:

Male Campus & Female Campus:

- Increase collaborations with local and multinational companies to enhance the exposure of students to potential employers.
- Alumni units should be proactive in following up on their activities and provide support regularly.
- Invite local employers to participate in the program activities to introduce graduate students to the vacancies available in the private and public sectors.

****Explanation:** KPI calculation: The percentage of this KPI is calculated from Alumni survey responses. graduates who were employed or enrolled in postgraduate studies during the first year of their graduation / Total number of graduates in the same year) * 100

KPI: 7

Code: KPI-P-7

Employers' evaluation of the program graduate's proficiency

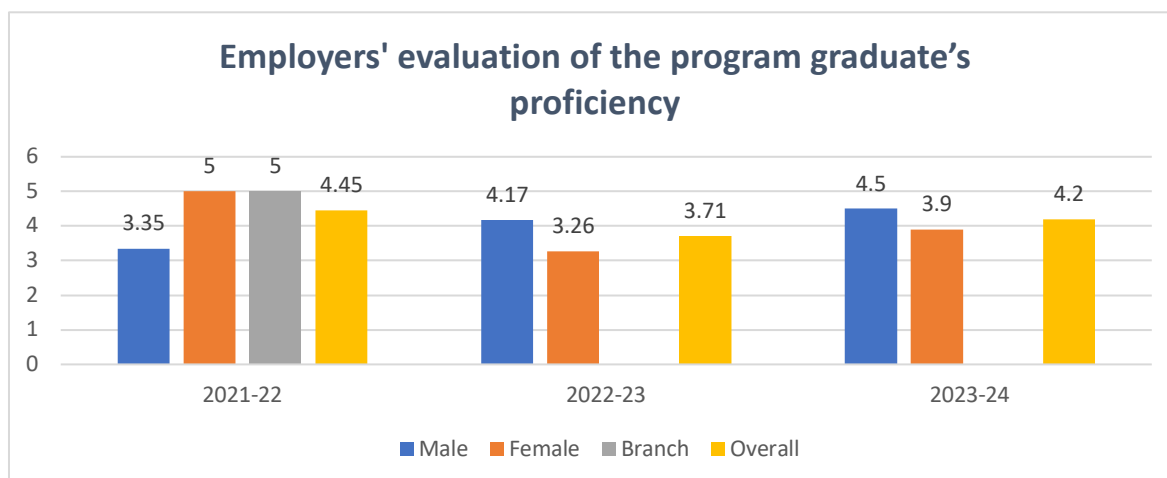
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**		New Target Benchmark
			Najran University		
4.2	4.25	--	88%		4.25

Analysis (strengths and recommendations):

The average outcome of this KPI has improved compared to the previous year.

Male Campus & Female Campus:

- The program conducts surveys regularly to maintain consistency from the graduate's perspective.
- The program is hosting a competition within the college, project exhibitions, and programming quizzes to boost team spirit and leadership abilities.
- The program's curriculum is designed to cover skills and knowledge required by employers.



Strength:

Male Campus:

- The program helped students develop a passion for updating new information in their field of study.

Female Campus:

- The program trained individuals to work efficiently with groups in the workplace.

Areas of Improvement:

Male Campus:

- Enhance communication with employers to understand their expectations and adjust the program to address any gaps in graduate proficiency.
- Increase the technical skills, leadership skills, interpersonal skills, and proficiency of students.

Female Campus:

- Collaborate with employers to identify specific areas that need additional training to enhance the skills of the students and incorporate these insights into the program.
- Encourage entrepreneurship and innovation to cultivate the abilities necessary to excel in today's rapidly evolving job market.

Recommendation:

Male Campus & Female Campus:

- Ensure that labs are equipped with the latest industrial tools and technologies to prepare students for industry demands.
- Increase the participation of employers in the evaluation process for graduates of the program to identify any drawbacks in the educational process.
- Conduct surveys regularly to obtain feedback from employers and recruitment agencies to update the learning outcomes and professional skills of graduates.

****Explanation:**

KPI calculation: This KPI is calculated from the Employer 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: 8

Code: KPI-P-8

The ratio of students to teaching staff.

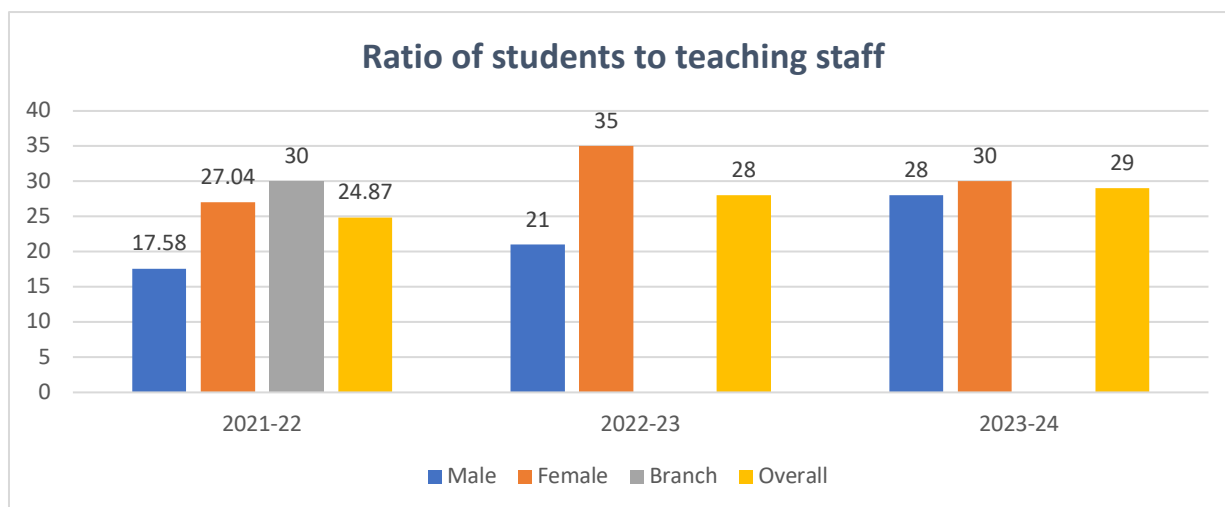
Actual Benchmark	Target Benchmark	Internal Benchmark* (IS program, Jazan University)	External Benchmark**		New Target Benchmark
			Najran University		
29	25	39	1:10		25

Analysis (strengths and recommendations):

The overall outcome is slightly above the target benchmark and the previous year.

Male Campus & Female Campus:

- The program has adequate faculty members compared to the number of students.



Strength:

Male Campus & Female Campus:

- The program regularly improves the teaching, learning, and research experiences of students.

Areas of Improvement:

Male Campus & Female Campus:

The ratio can be tuned to 25:1 by increasing the faculty strength.

Recommendation:

Male Campus:

- Focus on recruiting more senior-level teaching staff (Professors and Associate Professors) to balance the current faculty composition to address the increase in student-to-teacher ratio.

Female Campus:

- Prioritize hiring more Assistant Professors and Associate Professors to improve the distribution of teaching loads and provide personalized student support.
- Promote the Lecturers and Assistant professors if their profile meets the University requirements.

****Explanation:**

KPI calculation: (Number of students / numbers of full-time faculty or equivalent) * 100)

KPI: 9

Code: KPI-P-9

Percentage of publications of faculty members

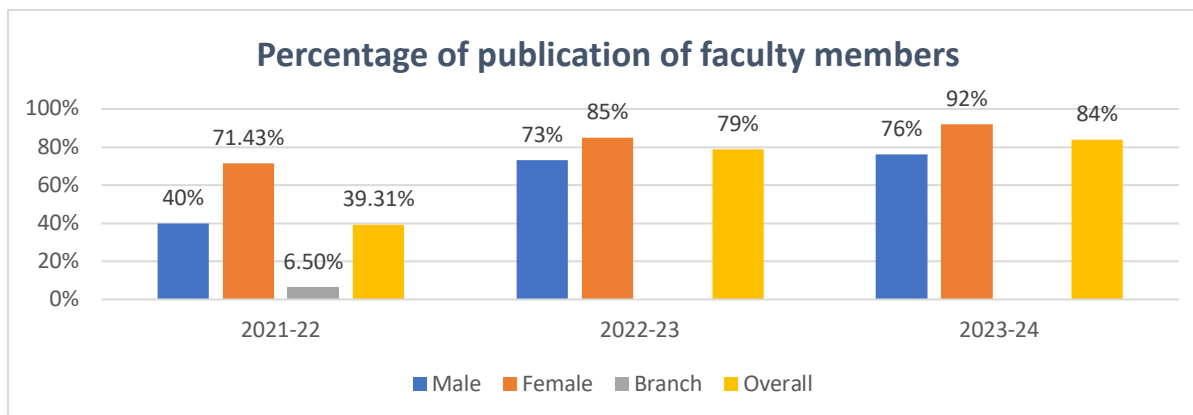
Actual Benchmark	Target Benchmark	Internal Benchmark* (IS program, Jazan University)	External Benchmark**		New Target Benchmark
			Najran University		
84%	80%	85%	40%		85%

Analysis (strengths and recommendations):

The overall achievement shows an immense improvement and is higher than the previous year and target benchmark. Both campuses have improved their results.

Male Campus & Female Campus:

- Both campuses' teaching staff are actively involved in research and publications.



Strength:

Male Campus & Female Campus:

- The program has shown a steady increase in the number of teaching staff, with at least one refereed publication over time.

Areas of Improvement:

Male Campus & Female Campus:

- Provide additional assistance to the faculty, such as research grants, mentoring programs, and collaborations with industry or international institutions.
- Encourage collaborative research that can improve the quality and impact of publications.
- The College has to disseminate the positive outcomes of Faculty Members' Research Performance Evaluation and its impact on their promotional activities

Recommendation:

Male Campus & Female Campus:

- Appreciate and reward faculty members having highly productive in research to motivate them to participate in more scholarly activities.
- Enhance the resources available to researchers for the completion of their research activities.
- Motivate the faculty to publish in high-indexed journals.
- Encourage faculty members to include students in their publications.
- Offer researchers and lecturers the chance to meet experts in their respective fields and attend conferences to stay updated on novel ideas and fresh topics of their interest.

****Explanation:**

KPI calculation: The percentage of faculty members who published at least one research during the year from the total number of faculty members.

KPI: 10

Code: KPI-P-10

Rate of published research per faculty member

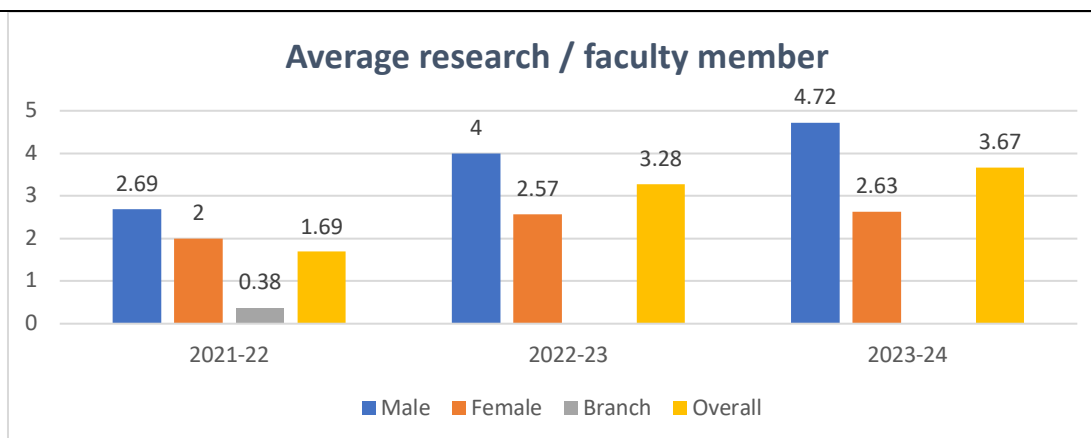
Actual Benchmark	Target Benchmark	Internal Benchmark* (IS program, Jazan University)	External Benchmark**		New Target Benchmark
			Najran University		
3.67:1	3:1	2.91:1	1.1:1		3.75:1

Analysis (strengths and recommendations):

The overall rate is showing an upward trend and is higher than the previous year and benchmark. The outcome is improving on all campuses.

Male Campus & Female Campus:

- Both campuses' teaching staff are actively involved in research publications.



Strength:

Male Campus & Female Campus:

- The number of teaching staff with at least one refereed publication has increased consistently over time.

Areas of Improvement:

Male Campus & Female Campus:

- Track the number of articles submitted and published, identify common obstacles, provide ongoing support, and adjust strategies as needed to increase the number of faculty publications.
- Encourage and Support teaching staff to attend scientific conferences within or outside Saudi Arabia.
- Encourage faculty members to publish that can address the needs of the community in all sectors.

Recommendation:

Male Campus & Female Campus:

- Provide guidance to students in the research process and aid in co-authoring research papers leads to more publications.
- Enhance the resources of the research lab.
- Reduce administrative burdens and increase financial support for research to the faculties.
- Improve knowledge dissemination by implementing innovative activities to make the publication process easier for academic staff members and motivate them to publish.

****Explanation:**

KPI calculation: Total number of refereed and / or published research to the number of full-time faculty members or equivalent during the year.

KPI: 11

Code: KPI-P-11

Citations rate in refereed journals per faculty member

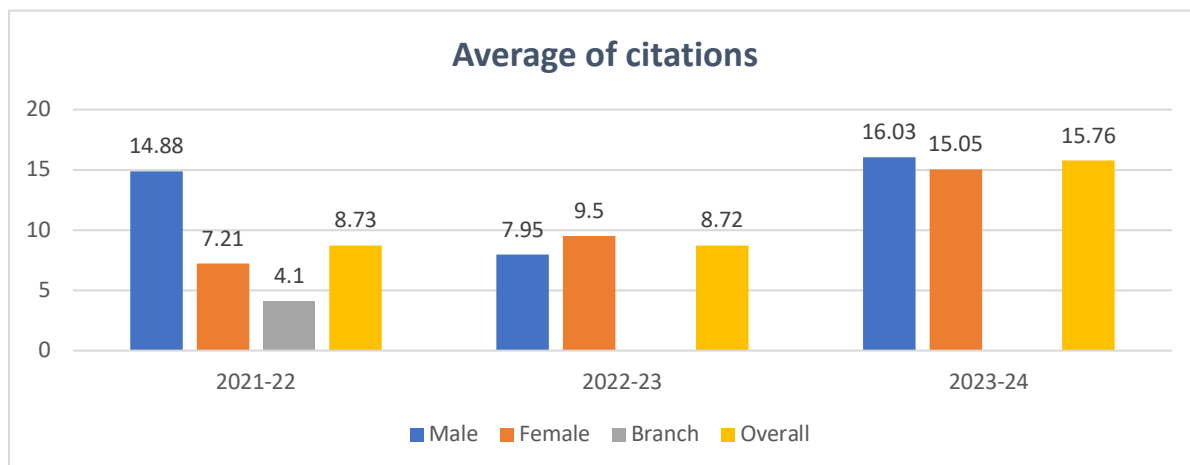
Actual Benchmark	Target Benchmark	Internal Benchmark* (IS program, Jazan University)	External Benchmark**		New Target Benchmark
			Najran University		
15.76	15:1	44.78%	5.7		15:1

Analysis (strengths and recommendations):

The individual and overall value have significantly increased compared to the previous year and target.

Male Campus & Female Campus:

- The research output of the faculties is of good quality and has been cited and referred to by researchers across the globe.



Strength:

Male Campus & Female Campus:

- Most of the papers were cited in high-indexed journals with good impact factors.

Areas of Improvement:

Male Campus & Female Campus:

- Encourage collaborative research to enhance the quality and impact of publications.
- Motivate the adoption of interdisciplinary research that combines different academic disciplines.

Recommendation:

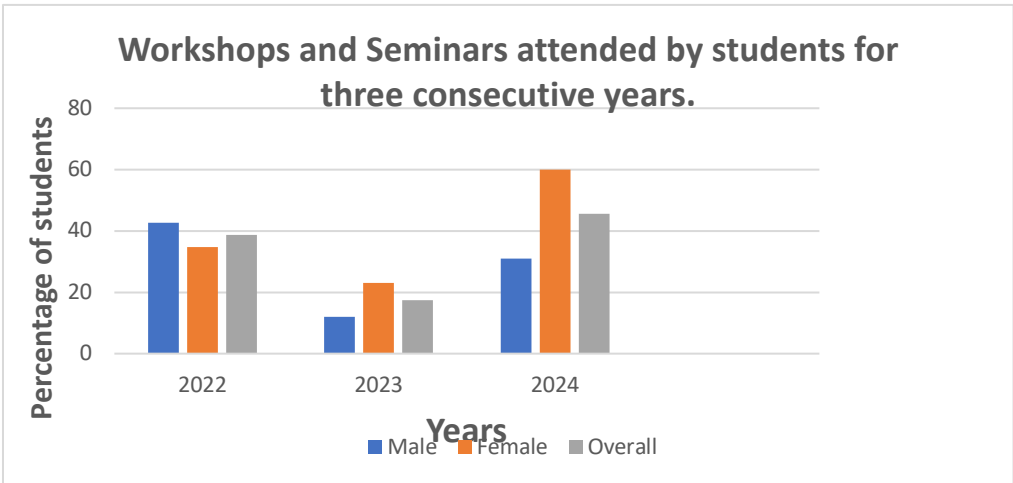
Male Campus & Female Campus:

- Organize workshops and training sessions that aim to improve research visibility, citation techniques, and academic writing skills.
- Encourage faculty to identify innovative ideas in research publications.
- Collaborate with well-published universities to increase the number of self-citations, that can result in an increase in citation rates.

****Explanation:**

KPI calculation: Number of times faculty publications were cited / total number of published papers.

Strategic KPI's

KPI-12		Code: KPI-P-12																
Students trained in national and international certifications.																		
Actual Benchmark	Target Benchmark	New Target Benchmark																
45.5%	50%	50%																
Analysis (strengths and recommendations): This year, the number of students trained in national and international certifications was higher on both the male and female campuses. The program has a robust partnership with the industry to provide industry-based certification courses, such as Red Hat Linux and AWS. One potential explanation is the implementation of the tri-semester pattern, which may be attributed to the limited time available. Additionally, students should receive additional orientation regarding industry-based certification courses. Motivate students to participate in technical training opportunities that are pertinent to the industry. Organize workshops regularly and encourage student participation.																		
<div><p>Workshops and Seminars attended by students for three consecutive years.</p><table><caption>Workshops and Seminars attended by students for three consecutive years.</caption><thead><tr><th>Year</th><th>Male (%)</th><th>Female (%)</th><th>Overall (%)</th></tr></thead><tbody><tr><td>2022</td><td>42</td><td>35</td><td>38</td></tr><tr><td>2023</td><td>12</td><td>22</td><td>18</td></tr><tr><td>2024</td><td>32</td><td>60</td><td>45</td></tr></tbody></table></div>			Year	Male (%)	Female (%)	Overall (%)	2022	42	35	38	2023	12	22	18	2024	32	60	45
Year	Male (%)	Female (%)	Overall (%)															
2022	42	35	38															
2023	12	22	18															
2024	32	60	45															
Male Campus & Female Campus: <ul style="list-style-type: none">The target was not achieved on both campuses. However, there was a rise in the number of students who participated in the certification programs when compared to previous years.																		
Areas of Improvement:																		
Male & Female Campus: <ul style="list-style-type: none">Explain the advantages of pursuing the certification for the advancement of their careers.Bring in industry experts to share their experiences and provide real-world examples so that they know the advantages of certification programs.																		
Recommendation:																		
Male Campus: <ul style="list-style-type: none">Emphasize the benefits of attending seminars and courses, such as career advancement, skill development, and networking opportunities.Share testimonials from previous attendees who have benefited from the programs.Use social media to promote the events and create excitement																		

Female Campus:

- Offer online or hybrid options for those who cannot attend in person.
- Provide recorded sessions for students who miss classes.
- Schedule seminars and courses at convenient times and locations.

****Explanation:**

- KPI Calculation: This KPI percentage is calculated based on the students who attended the certification programs.
- Number of students who attended the training programs every year.

KPI: 13

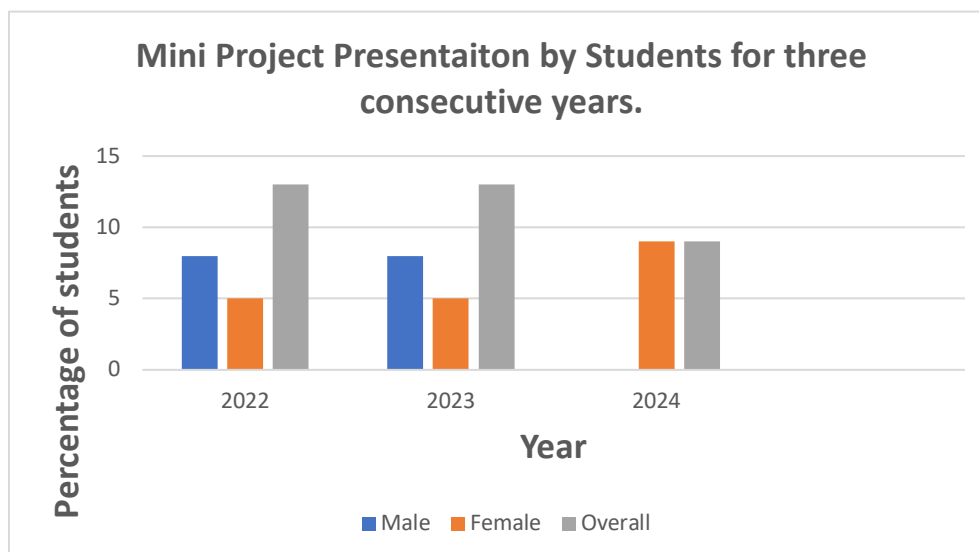
Code: KPI-P-13

Number of mini projects presented at department level.

Actual Benchmark	Target Benchmark	New Target Benchmark
13	15	15

Analysis (strengths and recommendations):

The number of mini projects presented at the departmental level exhibits a small downward trend. Although the presentation of the mini projects on the male campus continues to trend in the same direction as in previous years, there is a detrimental trend observed in female- campus. To make it a successful academic milestone, more students both male and female need to be encouraged to participate in development and presentation of mini projects.



Strengths:

Male and Female Campus:

Some courses in the revised B.S. Computer Science program curriculum has mini, which tend to have the potential to enhance student's abilities and broaden their cognitive horizons.

Areas of Improvement:

Male and Female Campus:

The course teachers and instructors are responsible for motivating and advising the students in their mini-projects, as well as selecting the most exceptional mini-project in their course to be presented at the departmental level.

Recommendation:

Male and Female Campus:

- Encourage students to participate in mini-projects in their respective courses.
- Provide students with guidance whenever feasible.
- Encourage students to articulate the significance of completing mini projects, which will enable them to present their work at conferences, seminars, and other events.
- The mini-project should be emphasized by the Graduation Project Committee (GPC) in collaboration with the respective course coordinators.
- The student activities committee, professional development committee, and research committee should conduct regular seminars and workshops to assist them in identifying topics for further exploration.

**Explanation:

- KPI calculation: The percentage of this KPI is calculated from the number of students who participated in the Project Day. The number of students who displayed the mini project on the project day.

KPI: 14

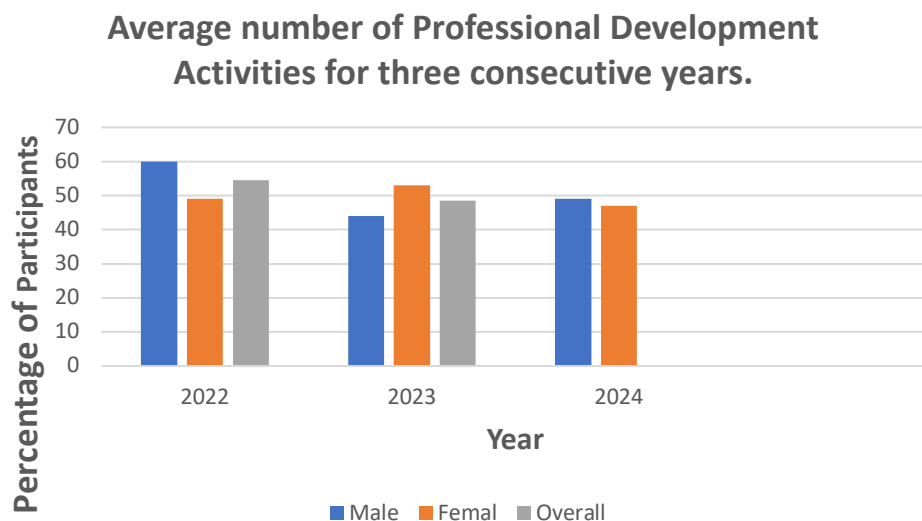
Code: KPI-P-14

The average number of professional development activities completed by the faculty (DAD/QAU / others)

Actual Benchmark	Target Benchmark	New Target Benchmark
48.5%	30%	50%

Analysis:

Regular seminars are conducted by the Deanship of Academic Development (DAD) to implement the most effective teaching strategies and assessment methods. The numerous teaching strategies are recognized by DAD/QAU to implement best teaching practices will be. The assessment methodologies are enhanced through the implementation of workshops at regular intervals for the entire university faculty by DAD. Faculty members of both genders are eligible to participate in these seminars. QAU conducts workshops on an ongoing basis, in addition to the workshop organized by DAD. The seminars that are conducted to implement the most effective teaching strategies and assessment methods have demonstrated a positive trend. The seminars organized by DAD/QAU gained the interest of both male and female faculty members. This SKPI exhibits a positive trend.



Strengths:

Male and Female Campus:

- DAD/ QAU regularly organizes workshops to employ best practices in teaching strategies and assessment methods.

Areas of Improvement:

Male & Female Campus:

- DAD/QAU should conduct more seminars for both male and female campuses.
- The workshops/seminars organized by DAD/QAU should be promoted to all faculty members in the program.

Recommendation:

Male & Female Campus:

- Ensure that all faculty members are informed in advance about the workshops and seminars organized by DAD/QAU.
- Encourage all faculty members to attend the workshop/seminar to gain a better understanding of the new teaching strategies and assessment methodologies.
- Conduct workshops in accordance with the numerous teaching strategies.
- The Quality Unit at the departmental level, in collaboration with the Teaching & Learning Unit, must suggest new teaching strategies and assessment methods that promote organization of seminars and workshops.

****Explanation:**

- KPI calculation: Number of workshops conducted.

KPI: 15

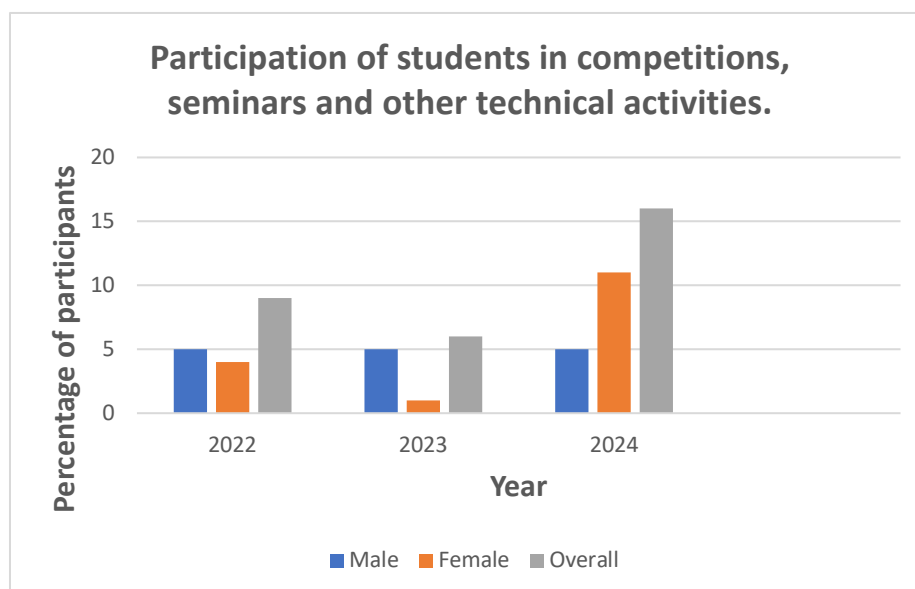
Code: KPI-P-15

Students attended technical competitions, workshops, seminars, and conferences.

Actual Benchmark	Target Benchmark	New Target Benchmark
16	10	10

Analysis:

Student participation in technical competitions, seminars, and other technical activities has shown a remarkable increase in three consecutive years, apparently because of the frequent organization of such events by the department/college and keeping the students informed about the same through proper communication mediums.



Strengths:

Male and Female Campus:

Students are given a chance to keep themselves well versed and updated with current industrial and educational trends. Such events help students create impressive CVs for job markets.

Areas of Improvement:

Male and Female Campus:

Motivational and informative seminars and presentations at department level need to be organized to make the students aware of the potential benefits of attending and participating in these certifications, trainings and workshops.

Recommendation:

- Ensure that the seminars, trainings, and workshops directly align with the students' academic programs and career aspirations.

****Explanation:**

- KPI Calculation: Students who attended the workshops and seminars compared to previous years.

KPI: 16 Code: KPI-P-16 Number of Specialized training programs conducted for the community towards ICT.		
Actual Benchmark	Target Benchmark	New Target Benchmark
14	15	15
Analysis: Male Campus: The number of training sessions conducted for the students shows a considerable decline especially in the male campus. The probable reason seems to be the tri-semester academic system that kept both students and teachers quite busy. The stakeholders need to pay attention to gaining momentum in this direction. Female Campus: The number of training sessional conducted for the female mampus is low when compared to previous years. The probable reason seems to be the tri-semester academic system that kept both students and teachers quite busy. Strengths: Male and Female Campus: Students show interest in attending online training on both male and female campuses because such events help them create strong academic profiles. Areas of Improvement: Male and Female Campus: Careful planning is needed by the respective committees to conduct such training in soft skills in both male and female campuses. The announcements need to be made on public platforms so that the information reaches the maximum people. Recommendation: Male and Female Campus: <ul style="list-style-type: none"> • Explain the importance of improving the soft skills to the students. • Showcase the positive impact of community involvement on student's personal and professional development. • Emphasize the networking and relationship-building opportunities that these events provide. • Identify suitable timing to conduct soft skills, especially for the pre-final year and final year students and prepare them for the job market. **Explanation: KPI Calculation: Number of specialized training programs conducted for the society.		

KPI: 17

Code: KPI-P-17

Motivational talks/seminars towards lifelong learning & entrepreneurship.

Actual Benchmark	Target Benchmark	New Target Benchmark
48.35%	50%	50%

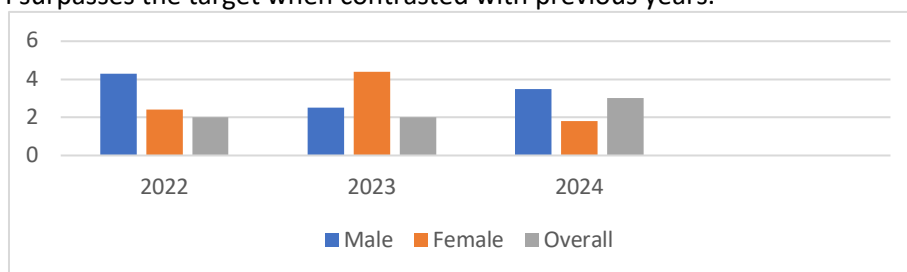
Analysis:

Male Campus:

The data clearly indicates that the motivational talks/ seminars towards lifelong learning & entrepreneurship conducted for the society are experiencing a little positive trend on both male and female campuses when compared to previous years.

Female Campus:

The female campus offers a greater number of training programs than in previous years. Though, the training programs available to the society on male campuses remains consistent with that of previous years, the overall success of the KPI surpasses the target when contrasted with previous years.



Strengths:

Male and Female Campus:

By conducting specialized training programs on a regular basis, a strong communal bond is created that improves and enhances the overall performance of the department at community level.

Areas of Improvement:

Male & Female Campus:

The training programs need to be tailored according to community needs. In this regard, regular needs assessments should be conducted to identify the specific skills gaps and training requirements within the community, making sure that the training programs directly address the needs and interests of the target audience.

Recommendation:

Male and Female Campus:

- Offer training programs in convenient locations that are easily accessible to participants.
- Schedule classes at times that are suitable for the target audience, considering factors such as work schedules and family commitments.
- Offer affordable or free training options to remove financial barriers.
- Involve students and faculties in the conduct of specialized training programs.

****Explanation:**

KPI Calculation: Number of specialized training programs conducted for the society.

Overall Evaluation for Quality of the Program KPIs

Analysis (Strengths and Weaknesses)

- Most of the KPIs are improving continuously including:

Male Campus & Female Campus:

- ✓ Students' Evaluation of quality of learning in program
- ✓ Students' evaluation of the quality of their courses
- ✓ First-Year Students Retention Rate
- ✓ Rate of published research per faculty member
- ✓ Average research per faculty member

Area of Improvement

- To Improve 'Completion Rate', emphasis on:

Male Campus & Female Campus:

- ✓ Students should be motivated to improve their credits to complete their program within the shortest possible time.
- ✓ Organize workshops and seminars to encourage credit completion and clarify course requirements.
- ✓ Academic Advising should identify student problems and offer solutions.
- ✓ Identify the courses that are difficult for students and arrange the extra classes.

- To Improve 'Graduates' employability and enrolment in postgraduate program, focus on:

Male & Female Campus:

- ✓ Increase collaborations with local and multinational companies to enhance the exposure of students to potential employers.
- ✓ Alumni units should be proactive in following up on their activities and provide support regularly.
- ✓ Involve local employers in program events to show graduates job opportunities in both private and public sectors.

- To Improve 'Percentage of publications of faculty members',

Male Campus & Female Campus:

- ✓ Motivate the faculty to publish in high-indexed journals.
- ✓ Encourage faculty members to include students in their publications.
- ✓ Offer researchers and lecturers the chance to meet experts in their respective fields and attend conferences to stay updated on novel ideas and fresh topics of their interest.
- ✓ Appreciate and reward faculty members having highly productive in research to motivate them to participate in more scholarly activities.

Recommendations

The Program must focus on the following to improve the target KPI for the upcoming year.

Male Campus:

- The program should emphasize key points during orientation to improve the overall quality of students' academic experiences.
- Examine the cause of a low proportion of students and motivate them to complete their program in the shortest possible time and arrange the extra classes if required.
- Analyze the factors contributing to the low completion rate and motivate students to complete their program within the shortest possible time frame.
- Employers' involvement in the evaluation process for graduates should be expanded to help pinpoint weaknesses in the educational system.

Female Campus:

- Academic advisors should prioritize improving the performance of average students and identify courses that are difficult, and arrange the extra classes.
- Program must find reasons for students' failing, dropping, and withdrawing from their courses through meetings, seminars, and academic advising.
- Alumni units should actively engage in following up on their activities and provide continuous support by organizing professional development workshops and hands-on training to ensure students have industry-relevant skills.
- Students must be trained in more ethical, interpersonal, and communication-related skills so they can work both individually and as a team member.

KPI #	Responsibility	Timeline
1	Professional Development Committee, Library Committee, Survey Unit, Department	During the academic year
2	Course Coordinators, Learning Outcome Committee, Academic Advising Committee, Curriculum Committee	During the academic year
3	Curriculum Committee, Academic Advising Committee	During the academic year
4	Academic Advising Committee	During the academic year
6	Alumni Committee, Professional Development Committee, Curriculum Committee, Department	During the academic year
7	Alumni Committee, Professional Development Committee, Curriculum Committee, Department	Periodically
8	Department	Beginning of the academic year
9	Research Committee, Department	During the academic year
10	Research Committee, Department	During the academic year
11	Research Committee, Department	During the academic year

Overall Evaluation for Quality of the Strategic KPIs (SKPI)

Analysis (Strengths and Weaknesses)

- Most of the SKPIs are improving continuously including:

Male Campus & Female Campus:

- ✓ Professional development activities completed by the faculties. Students trained in national and international certifications.
- ✓ Student's attended technical competitions, workshops, seminars & conferences.

Area of Improvement

- To Improve 'Students trained in national and international certifications', emphasize on:

Male Campus & Female Campus:

- ✓ Share success stories from past attendees with similar certifications.
- ✓ Promote events on social media to build excitement.
- ✓ Provide online or hybrid options for those unable to attend in person.
- ✓ Schedule seminars and courses at convenient times and locations.
- ✓ Help students understand the value of the certification for their career.
- ✓ Invite industry experts and guest speakers to motivate students.

- To Improve 'Number of mini projects presented',

Male campus & Female Campus:

- ✓ Encourage students to participate in mini-projects in their respective courses.
- ✓ Encourage students to articulate the significance of completing mini projects, which will enable them to present their work at conferences, seminars, and other events.
- ✓ The Graduation Project Committee (GPC) and course coordinators should highlight the importance of mini-projects.

- To Improve 'Specialized training programs conducted for the community towards ICT',

Male Campus:

- ✓ Conduct a thorough needs assessment to understand the specific ICT skills required by the community.
- ✓ Choose the appropriate the topics for specialized training for the society.

Female Campus:

- ✓ Explain the importance of improving the soft skills to the students.
- ✓ Showcase the positive impact of community involvement on student's personal and professional development.

- ✓ Identify suitable timing on **both male and female campuses** to conduct soft skills training, especially for pre-final year and final year students, to prepare them for the job market.
- To Improve ‘Motivational/ talks seminars towards lifelong learning & entrepreneurship’
Male Campus:
 - ✓ Invite successful entrepreneurs, alumni, and industry leaders who have made significant contributions in their fields.
 - ✓ Provide certificates, recognition or even small rewards for attendance and active participation.
 - ✓ Collect feedback from students after each event to understand what worked well and what can be improved**Female Campus:**
 - ✓ Offer training programs in convenient locations and at times that suit participants, considering work schedules and family commitments.
 - ✓ Offer affordable or free training options to remove financial barriers.
 - ✓ Involve students and faculties in the conduct of specialized training programs.

Recommendations

The Program must focus on the following to improve the target SKPI for the upcoming year 2024-2025.

Male Campus:

- Emphasize the benefits of attending seminars and courses, such as career advancement, skill development, and networking opportunities
- Explain the advantages of pursuing the certification for the advancement of their careers.
- Concerned course coordinators should guide the students and encourage them to do mini projects.
- Invite successful entrepreneurs, alumni, and industry leaders who have made significant contributions in their fields.

Female Campus:

- Motivate the students and encourage them to attend the certification programs explaining the advantages of having certifications.
- Provide flexible options, including online, hybrid, or in-person sessions, at convenient times and locations to suit all participants.
- Schedule more seminars, workshops and help them identify the topics of interest.
- Identify female entrepreneurs, alumni and industry experts to share their success stories.

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10-10-2024

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