Key Performance Indicators

E-Learning and Distance Education Program

Introduction

Performance indicators are important tools for assessing the quality of Academic Programs and monitoring their performance. They contribute to continuous development processes and decision-making support.

The National Center for Academic Accreditation and Evaluation has identified 19 key performance indicators at the program level. All of which are in line with the evolving program accreditation standards. These indicators are the minimum to be periodically measured, and the academic program can use additional performance indicators if it believes they are necessary to ensure the quality of the program.

It is expected that the academic program measures the key performance indicators with benchmarking using the appropriate tools, such as (Surveys, Statistical data, etc.) according to the nature and objective of each indicator, as well as determining the following levels for each indicator:

- Actual performance
- Targeted performance level
- Internal reference (Internal benchmark)
- External reference (External benchmark)
- New target performance level

A report describing and analyzing the results of each indicator (including: performance changes and comparisons according to sites and gender) is expected with a precise and objective identification of strengths and aspects that need improvement.

Program Key Performance Indicators

Standard	Code	Key Performance Indicators	Description
-1- Mission and Goals	KPI-EL&DE-P-01	**Percentage of achieved indicators of the program operational plan objectives**	Percentage of performance indicators of the operational plan objectives of the program that achieved the targeted annual level to the total number of indicators targeted for these objectives in the same year
-3- Teaching and Learning	KPI-EL&DE-P-02	**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
	KPI-EL&DE-P-03	**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
	KPI-EL&DE-P-04	**Completion rate**	Proportion of undergraduate students who completed the program in minimum time in each cohort
	KPI-EL&DE-P-05	**First-year students retention rate**	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
	KPI-EL&DE-P-06	**Students' performance in the professional and/or national examinations**	Percentage of students or graduates who were successful in the professional and / or national examinations, or their score average and median (if any)
	KPI-EL&DE-P-07	**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
	KPI-EL&DE-P-08	**Employers' evaluation of the program graduates proficiency**	Average of overall rating of employers for the proficiency of the program graduates on a five-point scale in an annual survey

Key Performance Indicators

E-Learning and Distance Education programs

Standard	Code	Key Performance Indicators	Description
	KPI-EL&DE-P-09	**Professional development and training on e-learning management systems and their applications during the past year**	Percentage of participants in training activities on e-learning management systems and their applications during the past year, including: A- Teaching staff B- Students C- Assistants and technicians
	KPI-EL&DE-P-10	**The level of student interaction with the e-learning and distance education management system**	The program defines the elements and measures by which it measures students' engagement and interaction with the system according to the nature of the program and the e-learning management system used at the university
-4- Students	KPI-EL&DE-P-11	**Students' satisfaction with the offered services**	Average of students' satisfaction rate with the various services offered by the program (admission and registration, academic, psychological and career advising, medical services, etc...) on a five-point scale in an annual survey
-5- Teaching Staff	KPI-EL&DE-P-12	**Ratio of students to teaching staff**	Ratio of the total number of students to the total number of full-time and full-time equivalent teaching staff in the program
	KPI-EL&DE-P-13	**Percentage of teaching staff distribution**	Percentage of teaching staff distribution based on: a. Gender b. Academic Ranking
	KPI-EL&DE-P-14	**Proportion of teaching staff leaving the program**	Proportion of teaching staff leaving the program annually for reasons other than age retirement to the total number of teaching staff.
	KPI-EL&DE-P-15	**Percentage of publications of faculty members**	Percentage of full-time faculty members who published at least one research during the year to total faculty members in the program
	KPI-EL&DE-P-16	**Rate of published research per faculty member**	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-

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			time or equivalent faculty members during the year)
	KPI-EL&DE-P-17	**Citations rate in refereed journals per faculty member**	The average number of citations in refereed journals from published research per faculty member in the program (total number of citations in refereed journals from published research for full-time or equivalent faculty members to the total research published)
-6- Learning Resources, Facilities, and Equipment	KPI-EL&DE-P-18	**Satisfaction of beneficiaries with the e-learning resources**	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.
	KPI-EL&DE-P-19	**Satisfaction of Beneficiaries with e-learning and distance education**	Average satisfaction of beneficiaries (students, faculty …) with e-learning and distance education services and processes, including: • E-learning management system • Virtual Classroom Management System • Technical support Training and orientation