



Report of Performance Indicators

College	College of Dentistry
Department	Department of Dental Education
Program	Bachelor of Dentistry (BDS)

Contents

1	Introduction	3
2	List the performance indicators for the program.....	3
	2.1 KPIs Result	4
3	Improvement Plan.....	21

1. Introduction

The KPIs of BDS program are utilized to provide evidence on quality of performance of the program activities. BDS program KPIs are defined in accordance with the NCAAA standards and KPIs. The 17 KPIs of BDS program reflect performance of program in students' and graduates' status and achievements, faculty activities and resources availability and utilization.

2. List the performance indicators for the program

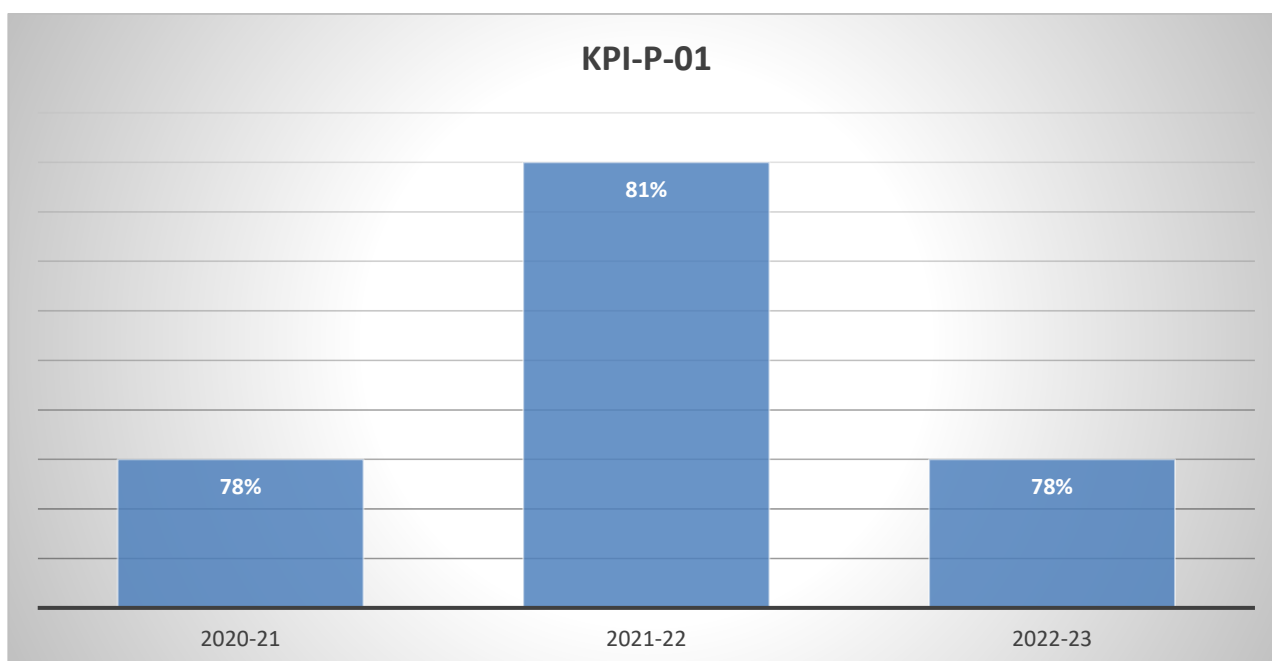
Standards	KPI No	KPI
1. Program Management Quality Assurance	1	Percentage of achieved indicators of the program operational plan objectives
2. Teaching and Learning	2	Students' evaluation of quality of learning experience in the program
	3	Students' evaluation of the quality of the courses
3. Students	4	Completion rate in program
	5	First-year students retention rate
	6	Students' performance in the professional and/or national examinations
	7	Graduates' employability and enrolment in postgraduate programs
	8	Average number of students in the class
	9	Employers' evaluation of the program graduate's proficiency
	10	Students' satisfaction with the offered services
4. Faculty	11	Ratio of students to teaching staff
	12	Percentage of teaching staff distribution
	13	Proportion of teaching staff leaving the program
	14	Percentage of publications of faculty members
	15	Rate of published research per faculty member
	16	Citations rate in refereed journals per faculty member
5. Learning Resources	17	Satisfaction of beneficiaries with the learning resources

2.1 KPIs Results

KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-01	Percentage of achieved indicators of the program operational plan objectives	89%	78.5%	81%	78%	72%	85%

Analysis
Majority of the KPIs are achieved, however target benchmark of 89% is not achieved. KPIs Target in terms of rating and evaluation has remained almost similar over the last two academic years and college management is constantly considering changes to make improvements. Achieved target is better than the external Benchmark

Recommendation
Maintain the Target for all indicators. It was accomplished due to efforts of the quality assurance committee and other departments fulfilling the vision, mission and objectives of the program.



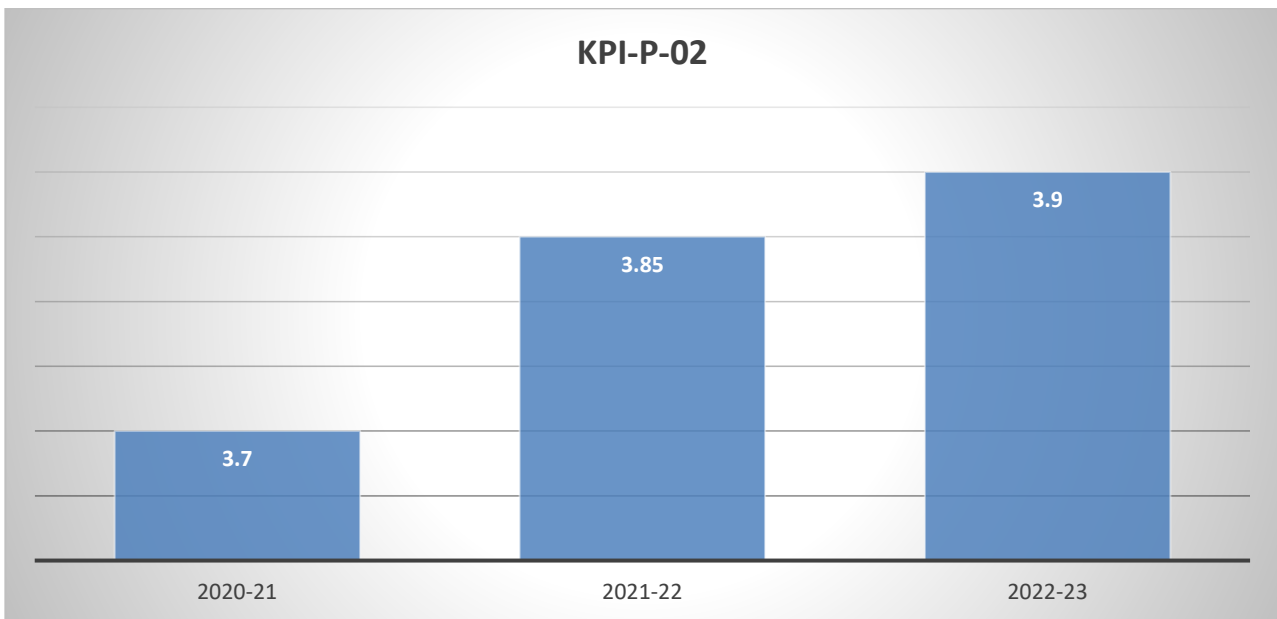
KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-02	Students' evaluation of quality of learning experience in the program	4.0	3.7	3.85	3.90	4.01	4.29

Analysis

The KPI has shown a monotonous level of experience over the three academic years, that show a need to make an improvement in teaching strategy to meet the target value and it is slightly lower than the external Benchmark. This indicates that curriculum is very appropriate in content and standard, faculty is performing his role efficiently, and program management is also dynamic.

Recommendation

There is a room for improvement. Students shall be approached to discuss and identify the difficulties they face during their learning process. We would make further efforts to achieve the target as indicated



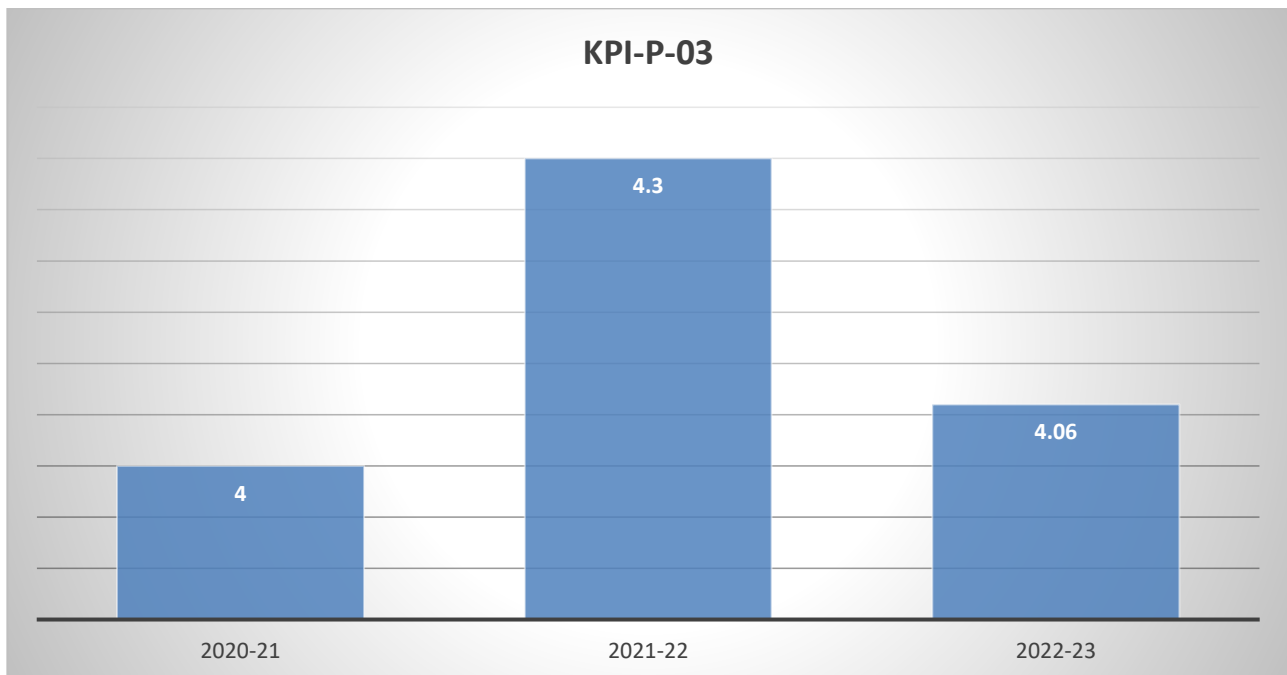
KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-03	Students' evaluation of the quality of the courses	4.64	4.0	4.3	4.06	4.6	4.40

Analysis

KPI target achieved. Students' feedback about the courses shows 4.06 score on a 5-point Likert scale. Target is lower as compared to previous year and also lower than the external benchmark. The data suggests that college management needs to evaluate the quality of course delivery, so that it meets the demands of students

Recommendation

Maintain the Target and realize the mission of college and KFU through delivery of quality education. This may be achieved by collecting regular feedback from students during semester and exams in order to improve courses, teaching strategy etc.



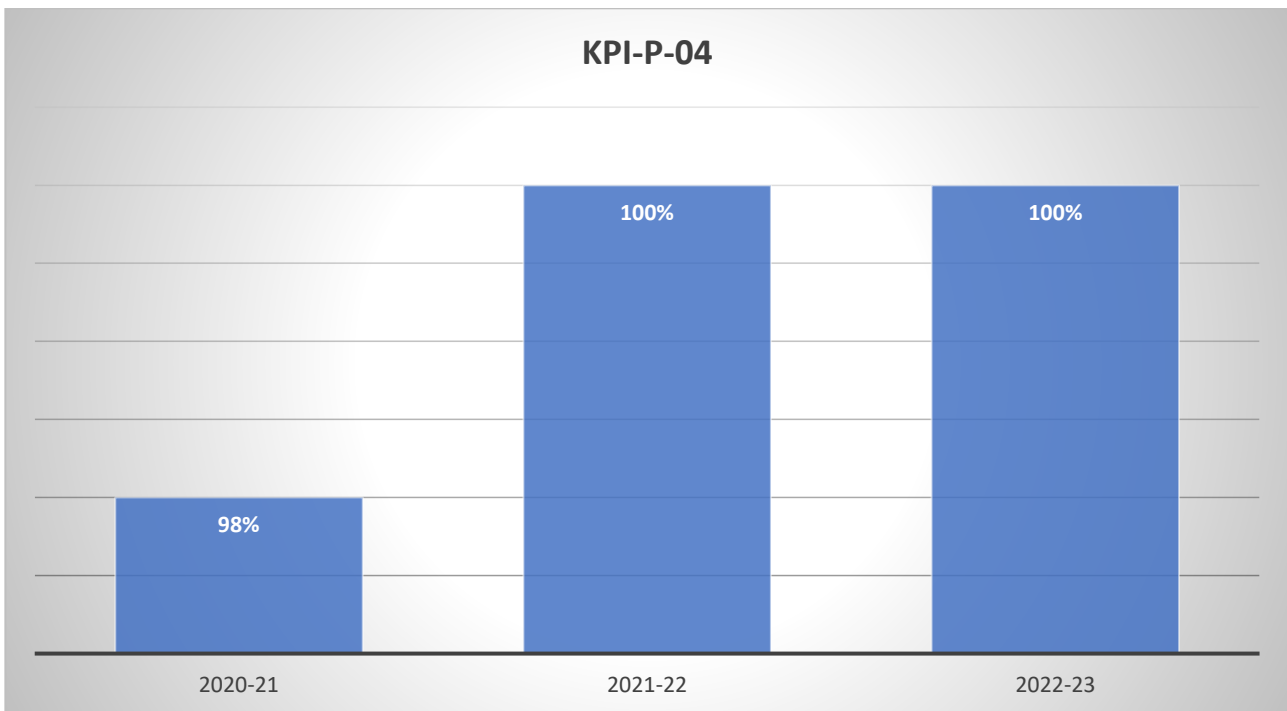
KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2.22-23		
KPI-P-04	Students' Completion rate in program	100%	98%	100%	100%	45.4	100%

Analysis

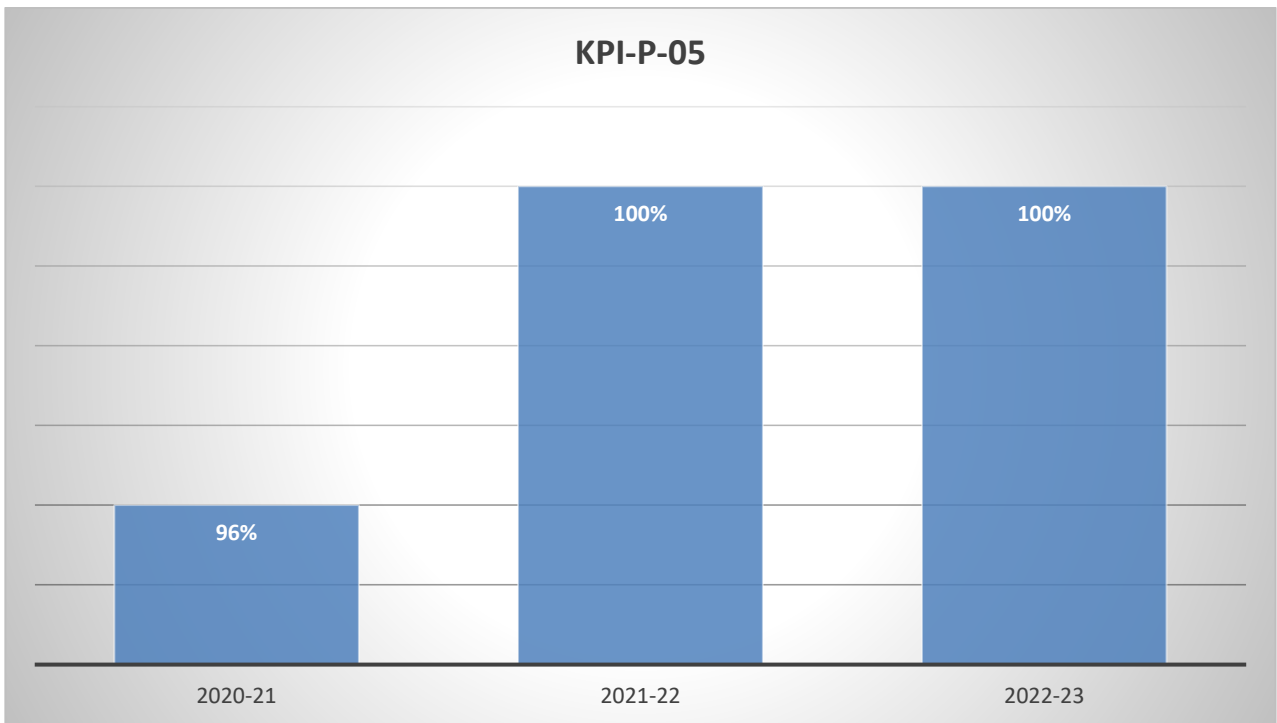
KPI target achieved, the trend demonstrate a promising attitude of the students entering the program. Our college value is much higher than the External Benchmark college. This trend shows that college management and faculty facilitates the students to learn with full enthusiasm and dedication.

Recommendation

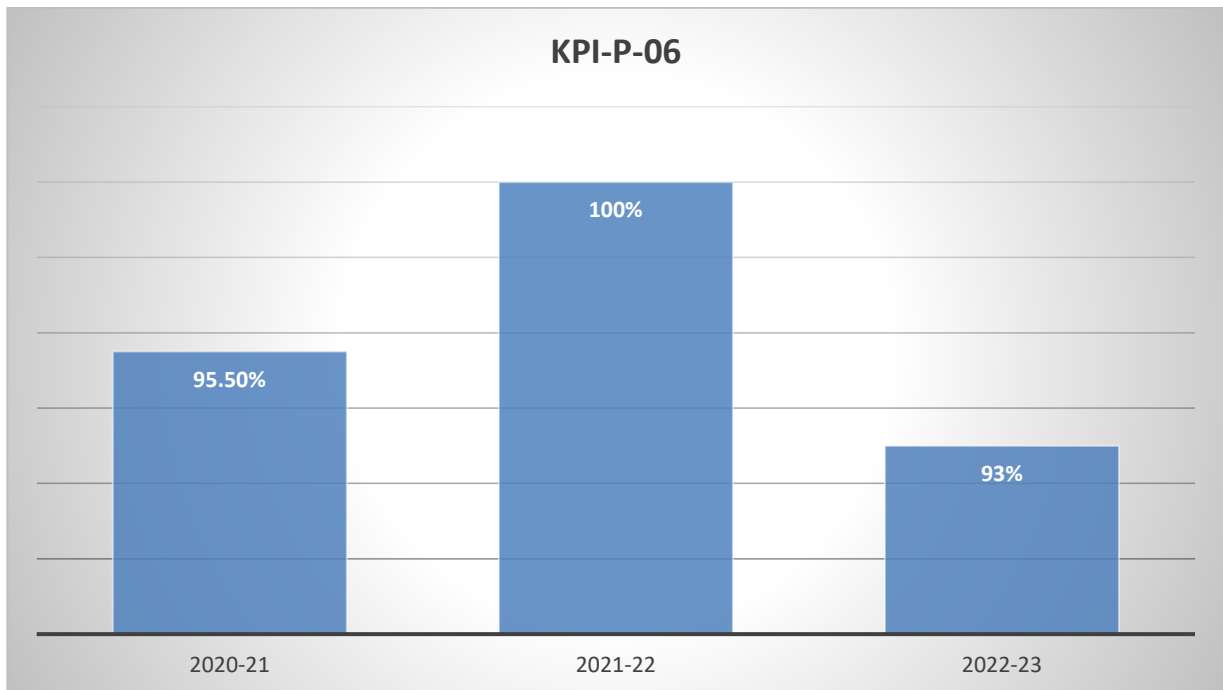
Maintain the Target and keep on encouraging the student to maintain their interest in the program and complete their education in good time and manner.



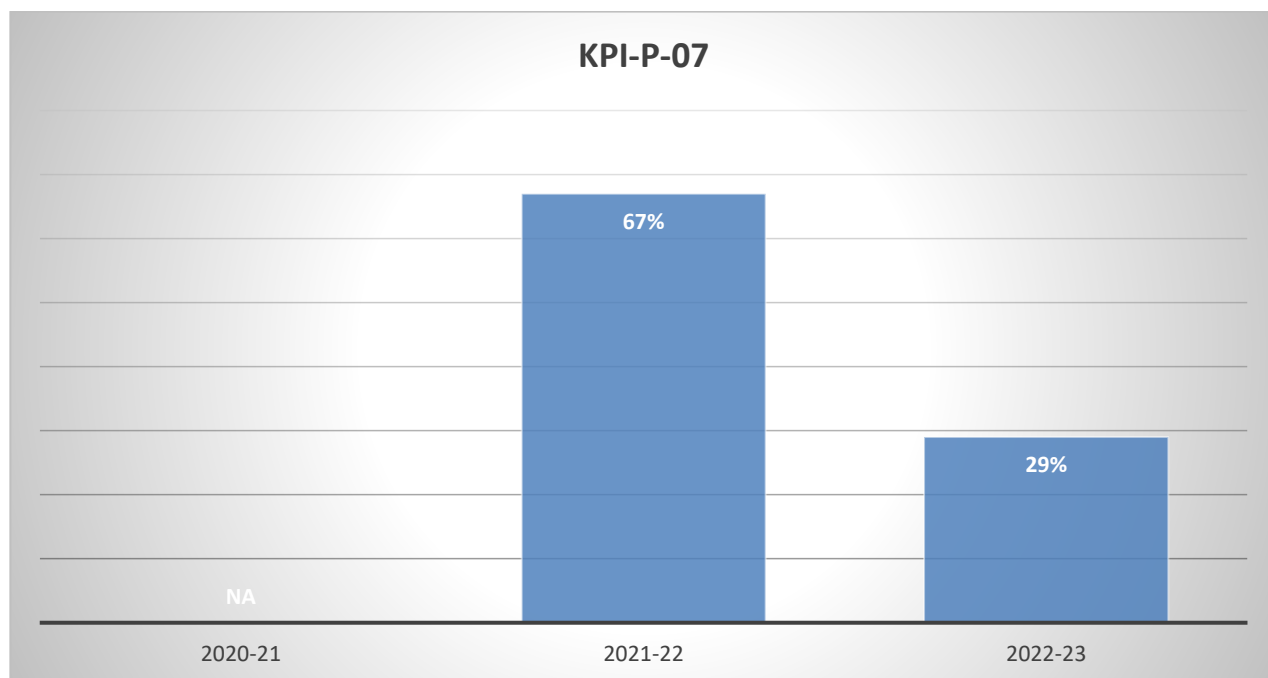
KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-05	First-year students retention rate	100%	96%	100%	100%	87%	100%
<p><u>Analysis</u> KPI target achieved and it shows that students have been provided with an environment that help them continue their studies. Our college value is higher than the Ext Benchmark.</p> <p><u>Recommendation</u> Maintain the Target, and make all efforts to provide students a supporting learning environment.</p>							



KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-06	Students' performance in the professional and/or national examinations	100%	Not Applicable	95.5%	100%	93%	100%
<p><u>Analysis</u> The students' performance in the professional and National exam has improved over the last year, achieves the set target, and is better than the Ext Benchmark.</p> <p><u>Recommendation</u> Maintain the Target by providing professional support</p>							



KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-07	Graduates' employability and enrolment in postgraduate programs	80%	NA	67%	29%	33%	31.9%
<p><u>Analysis</u> The achievement of the program could be assessed by the employability rate and enrolment. KPI target was not achieved, as we received better survey response from 1st batch as compared to current batch. Even then our college graduates' performance is closer to the Ext Benchmark.</p>							
<p><u>Recommendation</u> Have regular feedback from alumni. Conduct workshops for graduates to introduce them about the job opportunities and how to seek admission in postgraduate programs. Alumni center has to be make active to collect correct and in time information from graduates.</p>							



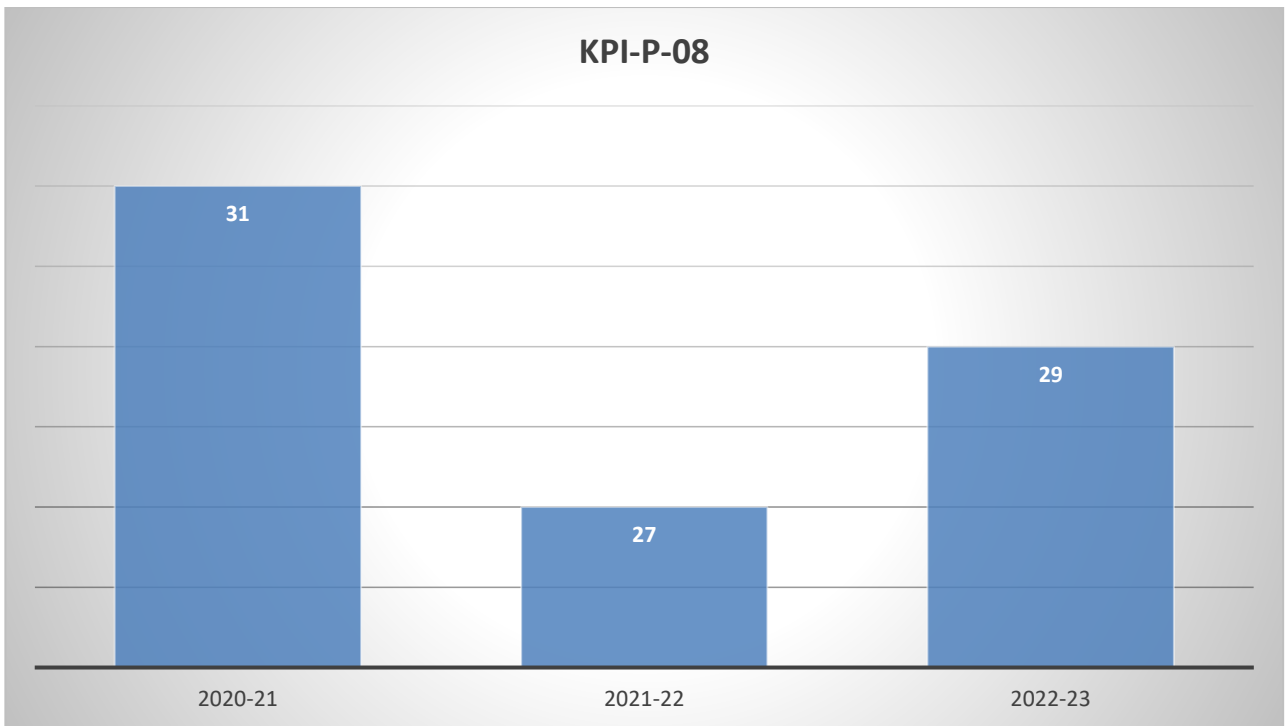
KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-08	Average number of students in the class	30	31	27	29	39	30

Analysis

The average number has varied over the years as it depends on the number of students enrolled in the program that is decided by the University. Average number of our college students is lower than the external benchmark that may be due to higher number of admissions by the external benchmark college. KPI target achievement depend on the number of applicants for the program and KFU policy

Recommendation

Maintain the students average in accordance with the KFU policy.



KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-09	Employers' evaluation of the program Graduate's proficiency	4.0	Not Applicable As no graduate	NA	NA	4.65	4.0
<p><u>Analysis</u> Survey was conducted for employers of two batches of graduates, but we received no response from the employers</p> <p><u>Recommendation</u> Survey will be conducted again in AY 2023-24 to take feedback from Employers</p>							

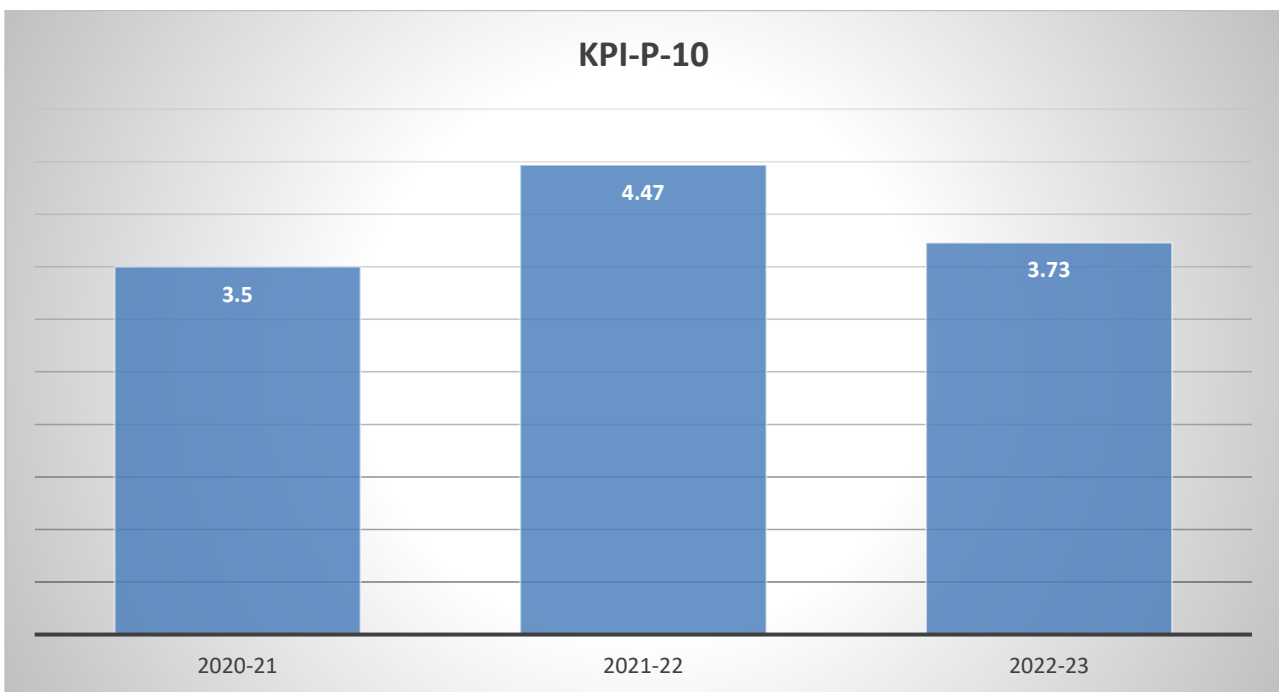
KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-10	Students' satisfaction with the offered services	4.0	3.5	4.47	3.73	3.9	4.10

Analysis

A consistent level of target values over the last three years means that the services are appropriate. KPI nearly target achieved, students are taking advantage of the offered services and KPI values are improved and better than the internal and external benchmarks

Recommendation

Maintain the target by providing a steady level of services. Students will be encouraged to take advantage of a variety of excellent and accessible services.



KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-11	Ratio of students to teaching staff	Preclinical 1:5 Clinical 1:4 Overall	Preclinical 1:7 Clinical 1:7 Overall 1:5	Preclinical 1: 11 Clinical 1: 6 Overall 1:9	Preclinical 1: 9 Clinical 1: 6 Overall 1:7	Overall 1:5	Preclinical 1:5 Clinical 1:4
<p><u>Analysis</u> The ratio is insufficient in order to deliver appropriate support to students. Teacher-Student ratio need an improvement as per need of the BDS program and achieve program,college and KFU goals</p> <p><u>Recommendation</u> Keep Liaison with administration of KFU for faculty recruitment. We are consistently trying to retain the current faculty and recruit more with higher qualifications and positions in order to provide quality education and training to students</p>							

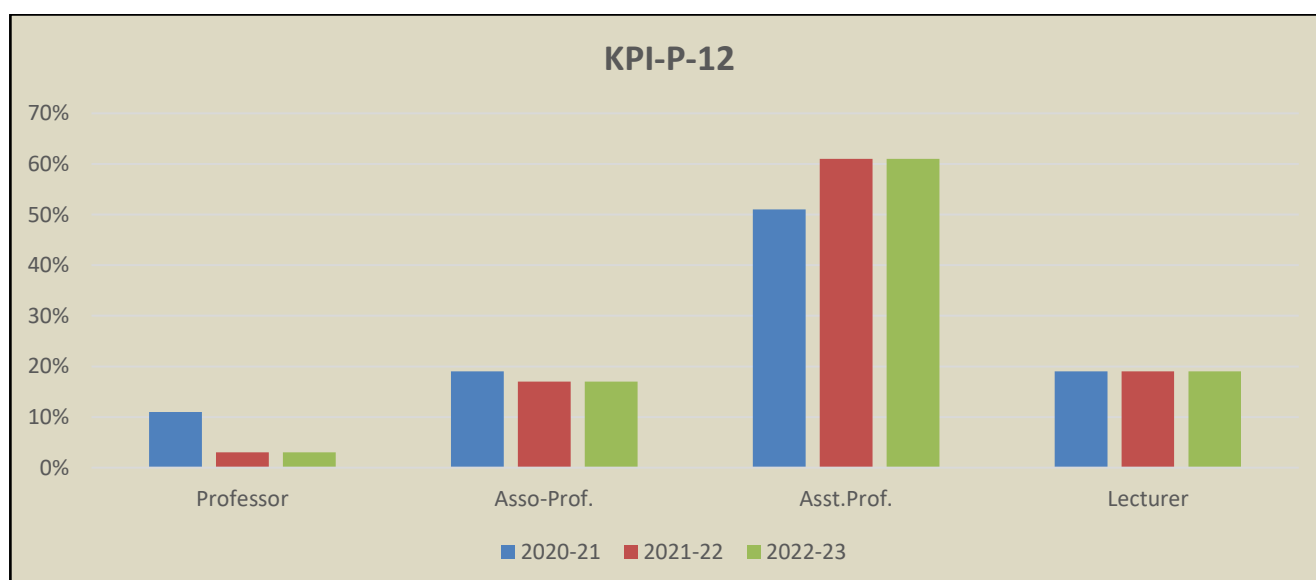
KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-12	Percentage of teaching staff distribution						
	Professor	75%	11%	3%	3%	10%	75%
	Associate professor	100%	19%	17%	17%	2.5%	100%
	Assistant professor	100%	51%	61%	61%	42.5%	100%
	Lecturer	100%	19%	19%	19%	42.5%	100%

Analysis

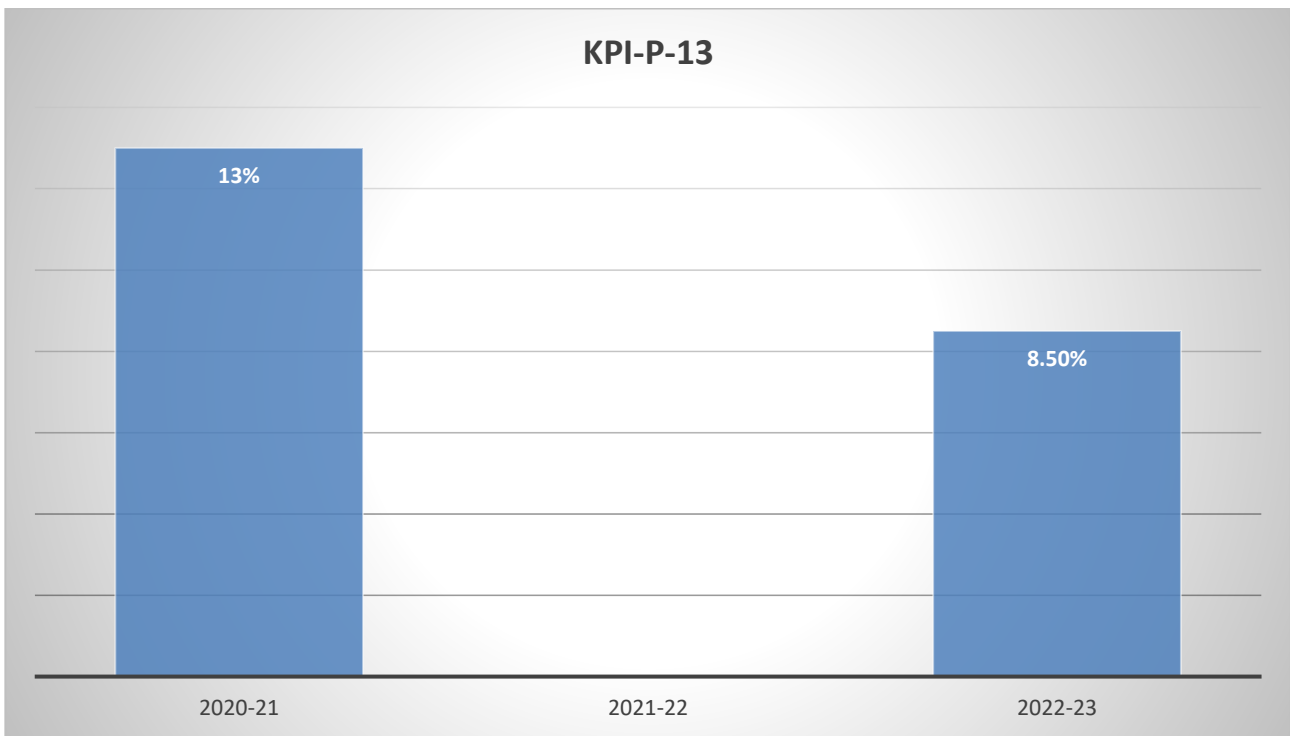
Proportion of teaching staff is not as per requirement of the professional doctoral qualifications and ranking. Over the last two years, faculty number has reduced and there is more attrition in the higher ranks. There is urgent and dire need to hire more faculty, especially in higher ranks to provide a standard level of learning environment.

Recommendation

Keep Liaison with KFU administration for faculty recruitment. University and college management needs to give more attention towards recruitment and retention of higher rank faculty with doctoral qualifications.



KPI Code	KPI	KPIs results					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-13	Proportion of teaching staff leaving the program	0%	13%	0%	8.5%	12.5%	0%
<p><u>Analysis</u> There was attrition of faculty on in 2020-21 and 2022-23 sessions. Data shows a higher number of teaching staff leaving the program that suggests a college teaching staff retention program need improvement, however our college staff attrition is lower than the external benchmark</p> <p><u>Recommendation</u> There is need to review and improve the “faculty retention” policy. The demand of faculty and their satisfaction to the resources should be considered as needed</p>							



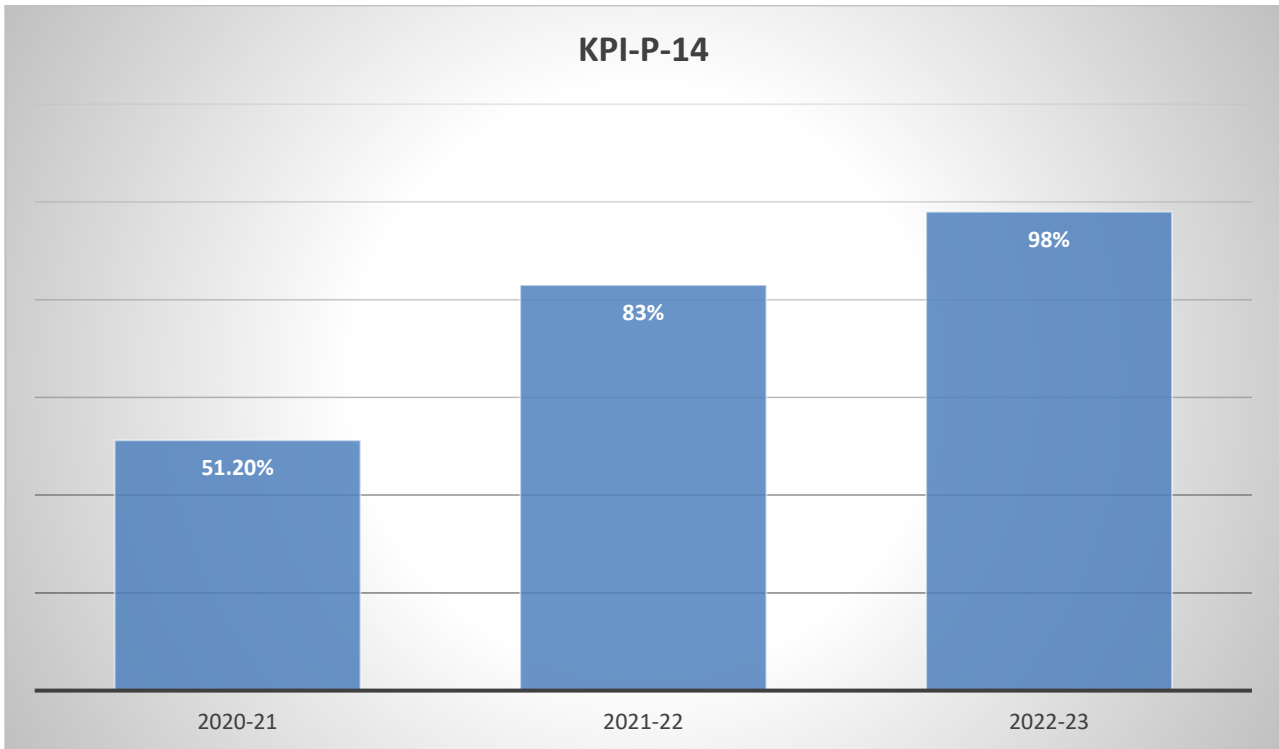
KPI Code	KPI	KPI result					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-14	Percentage of publications of faculty members	90%	51.2%	83%	98%	85%	100%

Analysis

The data has shown an improvement over the years, this means that staff is taking much interest in research activities. Our value is better than Ext benchmark. Current faculty is burdened with instructional activities. As the faculty figure is complete, further improvement may be observed in research work

Recommendation

Maintain the Target by encouraging the staff to avail KFU research incentives.



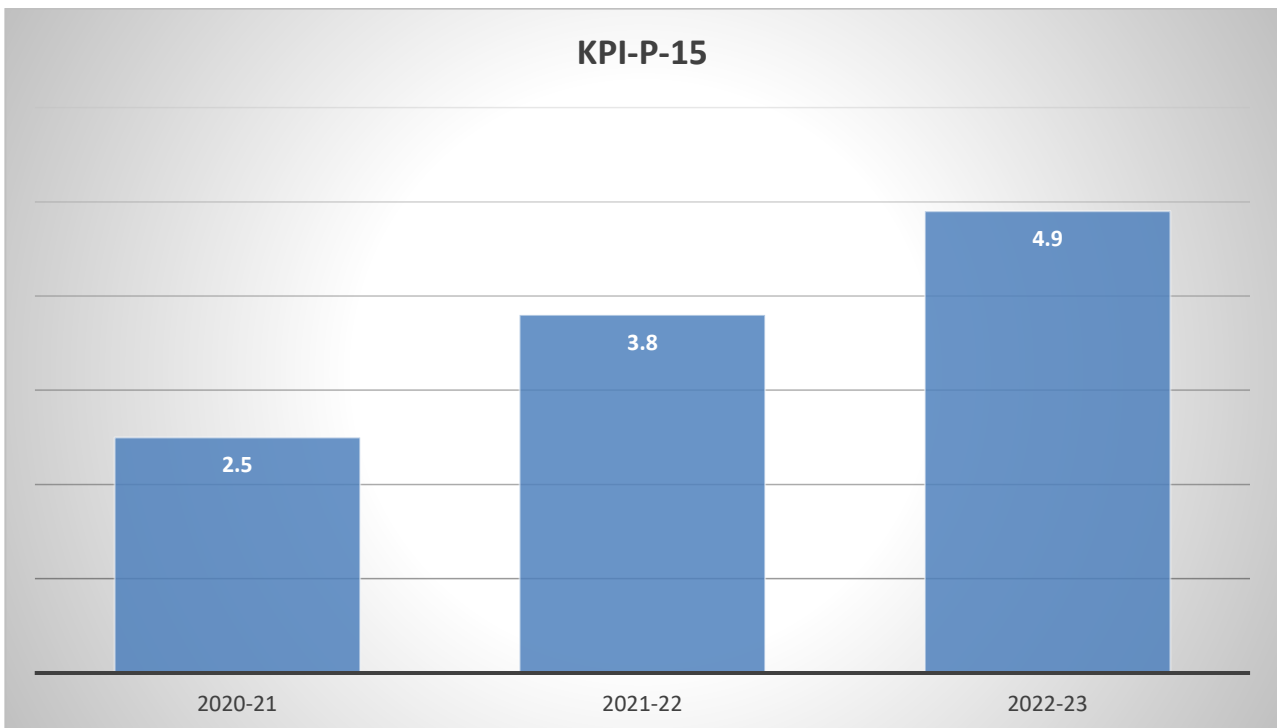
KPI Code	KPI	KPI result					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-15	Rate of published research per faculty member	4.6	2.5	3.8	4.9	7.20	5.39

Analysis

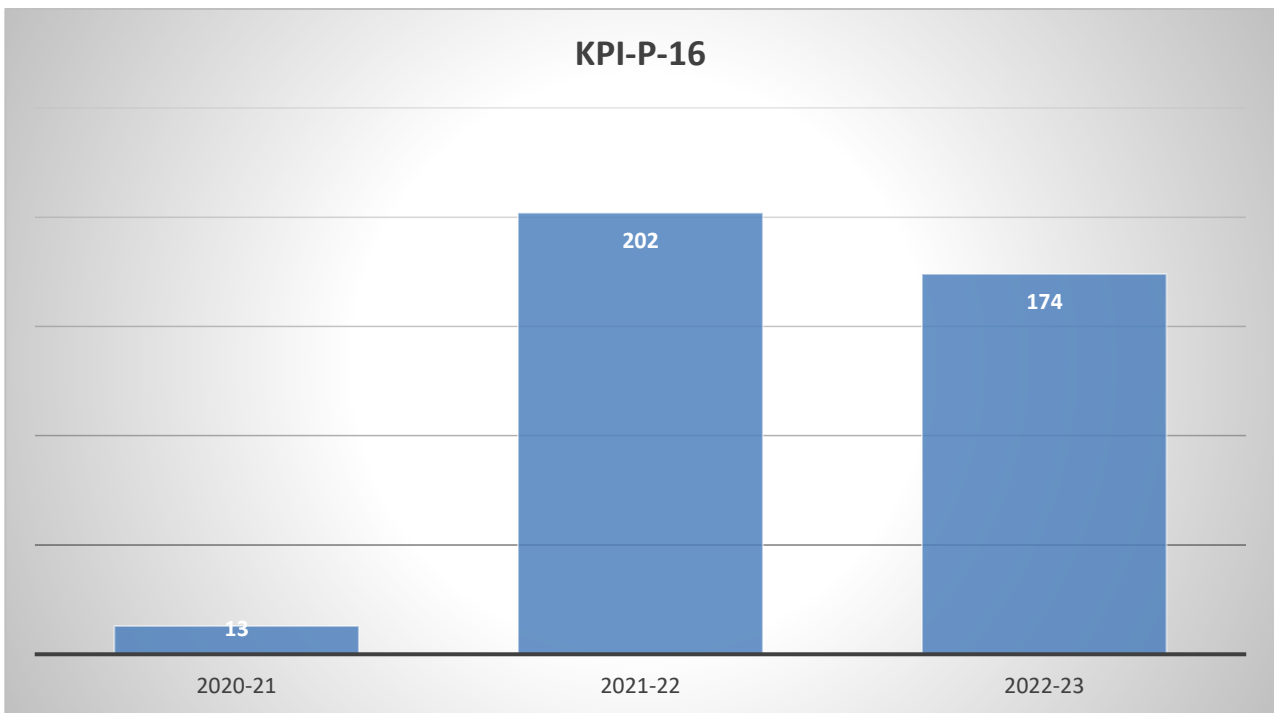
KPI values for rate of published papers per faculty are showing an improvement over the years and consistent towards the achievement of college/Institution mission and goals. Our value is much lower than the external benchmark.

Recommendation

The administration should focus on reward system both at college and institution level to encourage the faculty to participate in research activities.



KPI Code	KPI	KPI result					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-16	Citations rate in refereed journals per faculty member	223	13.10	203	174	32	191
<p><u>Analysis</u> An improvement in citation rate shows that college is committed to achieve its mission of excellence in research. Our college citation is much higher than the external benchmark.</p> <p><u>Recommendation</u> Research quality may be improved further through continuous support from Deanship of Scientific Research by developing outstanding methods of researchers' encouragement</p>							



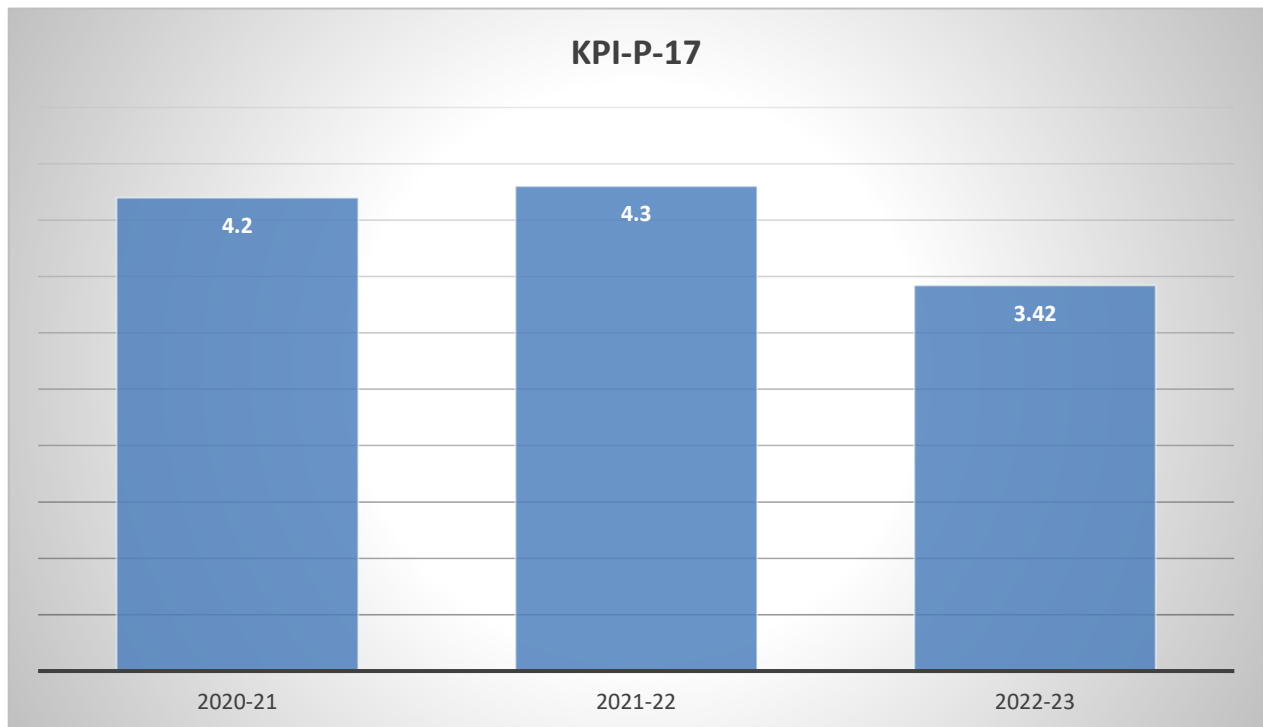
KPI Code	KPI	KPI result					
		Target Value	Target Achieved			Ext Bench	New target
			2020-2021	2021-2022	2022-23		
KPI-P-17	Satisfaction of beneficiaries with the learning resources	4.0	4.2	4.3	3.42	4.09	3.76

Analysis

The target remained slightly lower than the previous two years, this means that functional services are effective and satisfactory. However reason for drop of target shall be explored by contacting students and identifying deficiencies in learning resources.

Recommendation

Students may take advantage of variety of accessible services, may explore more opportunities of using the available resources. There should be a regular update about the availability of resources to students and faculty.



2. Improvement plan

No	Action (yes/no)	Expected date	Improvement plan
1	In process	Academic Year 2023-24	<p>In terms of rating status of the KPIs, there is potential for improvement, college will develop a consolidated system for reviewing those and seeking support from the KFU and following plan may be put in action</p> <ol style="list-style-type: none"> 1. Improve further quality of learning of students by identifying difficulties therein through conduction of surveys 2. Maintain retention and completion rate of students by conducting regular motivational and counselling sessions 3. Conduct workshops for graduates to prepare and guide them in national exams (SCHFS), career building, searching for job opportunities and postgraduate programs 4. Take employers' feedback on regular basis in order to know and meet the market needs 5. Improve student-teacher ratio so as to provide a better educational environment by recruiting competent faculty appropriate for all departments 6. Improve research production and quality by providing better incentives, research funding, research labs, infrastructure facilities and collaborative research opportunities
2	In process	Academic Year 2023-24	An effort shall be made to recruit Saudi faculty as currently 90% teaching staff is Non-Saudi



Prof. Dr. Syed Akhtar Hussain Bokhari
Coordinator
Development and Quality Assurance Committee



Dr. Omar Alomair
Dean
College of Dentistry