

National Commission for Academic Accreditation & Assessment
Internal Quality Assurance Arrangements

ATTACHMENT 2
Key Performance Indicators

Standard/Broad Area	Key Performance Indicator	Level at Which Data is Required
Management of Quality Assurance and Improvement	1. Students overall evaluation on the quality of their learning experiences at the institution. (Average rating of the overall quality of their program on a five point scale in an annual survey of final year students.)	Program Institution Data separately for male and female sections and combined for all.
	2. Proportion of courses in which student evaluations were conducted during the year.	Department Institution Data separately for male and female sections and combined for all.
	3. Proportion of departments in which there was independent verification of standards of student achievement through internal processes during the past year.	College Institution
	4. Proportion of departments verifying achievement standards through external processes during the past year.	College Institution
Learning and Teaching	5. Ratio of students to teaching staff. (Based on full time equivalents)	Department or College (see note) Institution Data separately for male and female sections and combined for all.
	6. Students overall rating of the quality of their courses. (Average rating by students on a five point scale on overall evaluation of courses.)	Department or College (see note) College Institution Data separately for male and female sections and combined for all.
	7. Proportion of teaching staff with verified doctoral qualifications.	Department or College (see note) Institution Data separately for male and female sections and combined for all.



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	8. Proportion of students entering preparatory program who successfully complete that program within the specified time.	Sections within prep year program if separate sections provided. Institution Data separately for male and female sections and combined for all.
	9. Percentage of full time undergraduate students who are eligible to proceed to second year after their first academic year.	Program/ College (See note) Institution Data separately for male and female sections and combined for all.
	10. Course completion rates for a. Full time students b. Part time students and c. Distance education students.	Program/Department/College (see note) Institution Data separately for male and female sections and combined for all.
	11. Proportion of full time students commencing undergraduate programs who complete those programs in minimum time specified for the program.	Program/Department/College (see note) Institution Data separately for male and female sections and combined for all.
	12. Apparent completion rate for undergraduate programs. a. Full time students b. Part time students and c. Distance education students. (Actual completion rate can be used if data is available)	Program/Department/College (see note) Institution Data separately for male and female sections and combined for all.
	13. Proportion of students entering post graduate programs who complete those programs in minimum time specified for the program.	Program/College (see note) Institution Data separately for male and female sections and combined for all.
	14. Proportion of graduates from undergraduate programs who within six months of graduation are: employed enrolled in further study not seeking employment or further study	Program College Institution Data separately for male and female sections and combined for all.



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Student Administration and Support Services	15. Ratio of administrative and support staff to students.	College Institution Data separately for male and female sections and combined for all.
	16. Proportion of total operating funds (other than accommodation and student allowances) allocated to provision of student services.	Institution Data separately for male and female sections and combined for all.
	17. Student evaluation of academic and career counselling. (Average rating on the adequacy of academic and career counselling on a five point scale in an annual survey of final year students.	Program College Institution Data separately for male and female sections and combined for all.
Learning Resources	18. Ratio of book titles held in the library to the number of students.	Institution Data separately for male and female sections and combined for all.
	19. Number of data base subscriptions as a proportion of the number of programs offered.	Institution
	20. Number of periodical subscriptions as a proportion of the number of programs offered.	Institution
	21. Student evaluation of library and learning resource services. (Average rating on adequacy of library and or learning resource services on a five point scale in an annual survey of final year students.) (See explanatory notes)	Institution Data separately for male and female sections and combined for all.
Facilities and Equipment	22. Annual expenditure on IT as a proportion of total operating funds.	Institution
	23. Number of accessible computer terminals per student.	Institution Data separately for male and female sections and combined for all.
	24. Average overall rating of adequacy of facilities and equipment in a survey of teaching staff.	Department College Institution Data separately for male and female sections and combined for all.



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Financial Planning and Management	25. Total operating expenditure (other than accommodation and student allowances) per student.	Institution
Faculty and Staff Employment Processes	26. Proportion of teaching staff leaving the institution in the past year for reasons other than age retirement.	Department College Institution Data separately for male and female sections and combined for all.
	27 Proportion of teaching staff participating in at least one full day or equivalent of professional development activities arranged by the department, college or institution during the past year.	Department College Institution Data separately for male and female sections and combined for all.
Research	28 Number of refereed publications in the previous three years per full time members of teaching staff. (Publications based on the formula in the Higher Council Bylaw excluding conference presentations)	Department College Institution Data separately for male and female sections and combined for all.
	29. Number of citations in refereed journals to publications by full time teaching staff as a proportion of full time teaching staff.	Department College Institution Data separately for male and female sections and combined for all.
	30. Proportion of full time members of teaching staff with at least one refereed publication during the previous year.	Department College Institution Data separately for male and female sections and combined for all.
	31 Number of research articles published by graduate students or recent graduates based on their thesis research as a percentage of the number of postgraduate students.	Department College Institution Data separately for male and female sections and combined for all.



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	32. Number of papers or reports presented at academic conferences during the past year per full time member of teaching staff.	Department College Institution Data separately for male and female sections and combined for all.
	33 Research income from external sources in the past year as a proportion of the number of full time teaching staff members.	Institution
	34. Proportion of total operating funds spent on research in the last financial year.	Institution
Community Service	35. Number of community education programs provided.	Department College Institution Data separately for male and female sections and combined for all.
	36. Number of hours of voluntary professional work spent in the community as a percentage of full time teaching staff.	Department College Institution Data separately for male and female sections and combined for all.

Note: In indicators 5 to 14 where the level at which data is required shows department/college, program/college, or program/department/college the larger administrative unit should be used where a substantial number of common courses are taken within the larger unit.