



Key Performance indicators

Required from the various academic programs at the University of Najran according to the requirements of the Education Assessment Board

Faculty of Dentistry - Najran University

1438-1439



KPI	KPI	KPI Target Benchmark	KPI Actual Benchmark	KPI Internal Benchmarks	KPI External Benchmarks	KPI Analysis	KPI New Target Benchmark
1	The degree of awareness of the beneficiaries in the mission and objectives format (average range of awareness of faculty members and undergraduate and graduate students using a five-scale annual questionnaire)	>90%	77%	70%	Under Processing	The degree of awareness of students, faculty members and the labor market in format of the vision and mission and objectives is less than the expected target benchmarks by 3%. There is need for an improvement plan for spreading of vision, mission and objectives.	>80%
2	Assessment of beneficiaries towards the policy guide, including organizational structure and job description .	>85%	74.4%	75%	Under Processing	The degree of staff members and administrators satisfaction towards the policy guide, including organizational structure and functional competencies is	>85%



						less than the expected target benchmark by 10.6% but almost equal to the internal benchmark. Therefore, there is a need for an improvement plan for policy guide, including organizational structure and functional competencies.	
3	Degree of overall quality assessment and learning experiences of students (average grade of overall quality assessment using a five-scale annual questionnaire for final year students)	>80%	80.6%	70%	Under Processing	The students' rating the quality of learning experiences is equal to the expected target benchmark but greater than that of internal benchmark by 10.6%.	>80%
4	Proportion of courses in which student evaluations were conducted during the year.	100%	100%	100%	Under Processing	All courses of the program have been evaluated by students during the year.	100%
5	Ratio of students to faculty members (at level of teaching load)	15:1 for practical or clinical courses 25:1 for theoretical courses	35:1 for practical or clinical courses 35:1 for theoretical courses	15:1 25:1	Under Processing	The ratio of students to faculty members (at the level of teaching load) is less than expected target benchmark by 20:1 for practical and theoretical courses and by 10:1 for theoretical courses in comparison to internal benchmark.. Therefore, there is a need for recruitment of more staff members in clinical courses.	15:1 for practical courses. 25:1 for theoretical courses



6	Satisfaction rate of recruiters for professional and personal skills of the graduates of the dental program (average)	>75%	75%	60%	Under Processing	The degree of satisfaction of recruiters towards our graduates is the same as the expected target benchmark and more than the internal bench mark by 15%.	>75%
7	Students over all evaluation for the quality of courses (calculated by divide the average of student evaluation by scale evaluated from five points of the overall evaluation of the courses)	>80%	79.4%	65%	Under Processing	The degree of students' evaluation to the quality of courses is almost the same of the expected target benchmark with only 0.6% difference but greater than the internal benchmark by 14.4%..	>80%
8	Proportion of teaching staff with verified doctoral qualifications.	65%	61.1%	20%	Under Processing	The proportion of staff members holding doctoral qualification is less than the expected target benchmark by 4% but greater than the internal benchmark by 41%. Therefore, there is a need for recruitment of more staff members holding doctoral qualifications.	65%
9	Retention rate: Proportion of students enrolled in the dental program and completed the first year successfully	>80%	63.3%	80%	Under Processing	The ratio of students enrolled in the dental program and completed the first year successfully is less than both the expected target benchmark and the internal benchmark by 16.7%.	>80%



10	Graduation rate for undergraduate students: (Proportion of students enrolled in the dental program and completed the minimum period successfully (preparatory year + 5 years + internship period)	>70%	70%	70%	Under Processing	The ratio of students enrolled in the dental program and completed the minimum period successfully is the same as both the expected target benchmark and the internal benchmark.	>70%
11	Proportion of graduates of dental programs who - within 6 months - of graduation: A) were recruited B) enrolled in subsequent studies C) They have not been recruited or enrolled in subsequent studies	>30%	A) 66.6% B) 0% C) 33.3% <i>33.3% for all</i>	65%	Under Processing	The ratio of students graduated and employed within 6 months is greater than both the expected target benchmark and the internal benchmark by 36.6% and 1%, respectively.	A . > 60 % B . > 20 % C . < 20 %
12	The ratio of students to administrative staff.	10:1	10:1	20:1	Under Processing	The ratio of students to administrative staff is similar to the expected target benchmark but greater than the internal benchmark by 10:1.	10:1
13	Evaluation of students for academic and professional advising (Average appropriate academic and vocational	>80%	67.2%	60%	Under Processing	The students' evaluation for academic and career counseling is less than the expected target benchmark by 12.8%	>80%



	guidance using a five-scale annual questionnaire for final year students)					but greater than that of the internal benchmark by 7.2%.	
14	Proportion of students participating in the extra-curricular activities.	>80%	90%	50%	Under Processing	The percentage of students participating in the extra-curricular activities is greater than both the expected target benchmark and the internal benchmark by 10% and 30%, respectively.	>80%
15	Stakeholders' Evaluation of the Library and Media Center. (Average overall rate or degree of appropriate library "Media Center" includes A) Library staff who provide assistance B) Current status and modernization C) Copy and print capabilities D) Climate suitable for study E) Availability of places of study F) Organization Using a five-point scale annual questionnaire)	>75%	A) 66%. B) 61%. C) 57%. D) 64%. E) 58%. F) 63%. 61% for all	40%	Under Processing	The students' evaluation for the library services is less than the expected target benchmark but higher than the internal benchmark.	>75% For all



16	<p>Evaluation of stakeholders of the digital library. (Average general rate or degree of appropriateness of digital library :including</p> <p>A) Easy access to websites</p> <p>B) Availability of electronic databases</p> <p>C) User access</p> <p>D) Training in Library Use Skills</p> <p>E) Availability of internet services in library.</p> <p>Using a five-point scale annual questionnaire)</p>	>75%	<p>A) 67%.</p> <p>B) 65%.</p> <p>C) 66%.</p> <p>D) 58%.</p> <p>E) 66%.</p> <p>64.5 for all</p>	40%	Under Processing	<p>The students' evaluation of stakeholders of the digital library is less than the expected target benchmark but higher than the internal benchmark.</p>	<p>>75%</p> <p>For all</p>
17	<p>Evaluation of beneficiaries of information technology services</p> <p>(Average annual rating of the "appropriate" efficiency rate using a five-point scale annual questionnaire</p> <p>A) Availability of information technology</p> <p>B) Web sites</p>	>60%	<p>76.6%</p> <p>For all</p>	Not Available	Under Processing	<p>The evaluation of beneficiaries of information technology services is greater than the expected target benchmark by 16.6%</p>	<p>>60%</p> <p>For all</p>



	<p>C) e-learning services</p> <p>D) IT security</p> <p>E) Maintenance (for software and hardware)</p> <p>F) Validity of entry and use</p> <p>G) Update (for Software and Hardware)</p>						
18	<p>Beneficiary evaluation of facilities and equipment:</p> <p>A) Classes</p> <p>B) Laboratories</p> <p>C) Water cycles (in terms of maintenance and cleanliness)</p> <p>D) Security</p> <p>E) Parking and possibility of use</p> <p>F) Safety (fire extinguishing, first aid, alarm systems, chemicals safety)</p> <p>G) Facilities available for Disabled and special needs people (stairs, lifts, toilets, etc....)</p>	>70%	65 % For all	50%	Under Processing	<p>The satisfaction rate of students for the suitability of facilities and classrooms is less than the expected target benchmark by 30%. Therefore, there is a need for improvement plan in the facilities and classrooms.</p> <p>The satisfaction rate of suitable facilities, equipment's and laboratories is greater than both the expected target benchmark and the internal benchmark by 20% and 30%, respectively.</p>	>70% For all



	K) Facilities and sports facilities						
19	Proportion of faculty members who have left the Dental program for reasons other than retirement	<10%	0%	10%	Under Processing	The percentage of faculty members who have left the Dental program for reasons other than retirement is less than both the expected target benchmark and the internal benchmark.	<10%
20	Proportion of faculty members involved in the activities of professional development.	100%	58.2%	1:1	Under Processing	Percentage of faculty members involved in the activities of professional development is less than both the expected target benchmark and the internal benchmark by 41.8%.	100%
23	Proportion of full time member of teaching staff with at least one refereed publication during the previous year.	1:3	1:2.9	1:0.17	Under Processing	Proportion of full time member of teaching staff with at least one refereed publication during the previous year is within both the expected target benchmark and the internal benchmark.	1:3
24	Number of papers or reports presented at academic conferences during the past year per full time equivalent faculty members.	7	12	None	Under Processing	The number of papers or reports presented at academic conferences during the past year per full time equivalent faculty members is greater than expected target benchmark by 71%	13
25	The number of citations in scientific	2	2	2	Under	The number of citations in scientific	6



	journals for all faculty members				Processing	journals for all faculty members is within both the expected target benchmark and the internal benchmark.	
26	Proportion of full time teaching and other staff actively engaged in community service activities.	100%	100%	None	Under Processing	Proportion of full time teaching and other staff actively engaged in community service activities is less than the expected target benchmark by 61.5%.	100%

Whole Program Analysis of KPIs and Benchmarks: (list strengths and recommendations)

List of strengths:

1. The students' rating the quality of learning experiences is equal to the expected target benchmark but greater than that of internal benchmark by 10.6%.
2. All courses of the program have been evaluated by students during the year.
3. The degree of satisfaction of recruiters towards our graduates is equal to the expected target benchmark but greater than that of internal benchmark by 15%, respectively.
4. The degree of students' evaluation to the quality of courses is almost the same of the expected target benchmark with only 0.6% difference but greater than the internal benchmark by 14.4%.
5. The ratio of students enrolled in the dental program and completed the minimum period successfully **is the same** as both the expected target benchmark and the internal benchmark.



6. The ratio of students to administrative staff is similar to the expected target benchmark but greater than the internal benchmark by 10:1.
7. The evaluation of beneficiaries of information technology services is greater than the expected target benchmark by 16.6%
8. The satisfaction rate of suitable facilities, equipment's and laboratories is greater than the internal benchmark by 20% but less than the expected target benchmark by 5 %
9. The ratio of students graduated and employed within 6 months is greater than both the expected target benchmark and the internal benchmark by 36.6% and 1%, respectively.
10. The percentage of faculty members who have left the Dental program for reasons other than retirement is less than both the expected target benchmark and the internal benchmark.
11. Proportion of full time member of teaching staff with at least one refereed publication during the previous year is within both the expected target benchmark and the internal benchmark.
12. The number of papers or reports presented at academic conferences during the past year per full time equivalent faculty members is greater than expected target benchmark by 71%
13. The number of citations in scientific journals for all faculty members is within both the expected target benchmark and the internal benchmark.
14. The percentage of students participating in the extra-curricular activities is greater than both the expected target benchmark and the internal benchmark by 10% and 30%, respectively.
15. Proportion of full time teaching and other staff actively engaged in community service activities is equal to the expected target benchmark .



Recommendations

1. The degree of awareness of students, faculty members and the labor market in format of the vision , mission and objectives is less than the expected target benchmarks by 13%. There is need for an improvement plan for spreading of vision, mission and objectives.
2. The degree of staff members and administrators satisfaction towards the policy guide, including organizational structure and job description is less than the expected target benchmark by 10.6% but almost equal to the internal benchmark. Therefore, there is a need for an improvement plan for policy guide, including organizational structure and job description.
3. The ratio of students to faculty members (at the level of teaching load)is less than expected target benchmark by 20:1 for practical courses and by 10:1 for theoretical courses.. Therefore, there is a need for recruitment of more staff members in clinical courses.
4. The proportion of staff members holding doctoral qualification is less than the expected target benchmark by 4% but greater than the internal benchmark by 40%. Therefore, there is a need for recruitment of more staff members holding doctoral qualifications.
5. The ratio of students enrolled in the dental program and completed the first year successfully is less than both the expected target benchmark and the internal benchmark by 16.7%. a need for improvement plan.
6. The students' evaluation for academic and career counseling is less than the expected target benchmark by 12.8% but greater than that of the internal benchmark by 7.2%. A need for an improvement plan for academic and career counseling.
7. The students' evaluation for the library services is less than the expected target benchmark by 14 % but higher than the internal benchmark by 21 %. A need for improvement plan in the library services.
8. The students' evaluation of stakeholders of the digital library is less than the expected target benchmark 10 % but higher than the internal benchmark by 10.5%. A need for improvement plan in the digital library services.
9. The satisfaction rate of students for the suitability of facilities , classrooms ,laboratories and equipment's is less than the expected target benchmark by 15 %. But more than internal benchmark by 15 % Therefore, there is a need for improvement plan in the facilities and classrooms.



10. Percentage of faculty members involved in the activities of professional development is less than both the expected target benchmark and the internal benchmark by 41.8%.

Program Action Plan Table

Directions: Based on the “*Analysis of KPIs and Benchmarks*” provided in the above Program KPI and Assessment Table, list the recommendations identified and proceed to establish a continuous improvement action plan.

No.	Recommendations	Actions	Assessment Criteria	Responsible Person	Start Date	Completion Date
1	Improvement plan for spreading of vision, mission and objectives.	Implementation of an improvement plan for the dissemination of the vision, mission and core values of the College of Dentistry.	Annual questionnaire on the degree of awareness of students, faculty members and the labor market in format of the vision and mission and objectives.	Dr Mutaz Ali Hassan	10/9/2018	10/9/2019
2	Improvement plan for policy guide, including organizational structure	Implementation of an improvement plan policy guide, including organizational	Annual questionnaire on the degree of staff members and administrators satisfaction towards the policy guide,	Dr. Maktoom Alqadi	10/9/2018	10/9/2019

	and job description.	structure and job description	including organizational structure and job description			
3	A need for recruitment of more staff members in clinical courses	Hiring more staff members in clinical courses.	Annual estimation of the ratio of students to faculty members.	Dr. Foad Shoaib	10/9/2018	10/9/2019
4	A need for recruitment of more staff members holding doctoral qualifications	Hiring more staff members holding doctoral qualifications.	Annual estimation of the proportion of staff members holding doctoral qualification.	Dr. Foad Shoaib	10/9/2018	10/9/2019
5	A need for an improvement to decrease retention rate.	Implementation of an improvement to decrease retention rate.	Annual estimation of the ratio of students enrolled in the dental program and completed the first year successfully.	Dr. Omair	10/9/2018	10/9/2019
6	A need for an improvement plan for academic and career counseling.	Implementation of an improvement plan of academic and career counseling services.	Annual questionnaire on students' satisfaction on academic and career counseling services.	Dr. Wael Telha	10/9/2018	10/9/2019
7	A need for improvement plan in the library and digital services	A branch of library in dental college.	Annual questionnaire on students and staff members' satisfaction on the services of the library.	Dr Abdelnaser Imam	10/9/2018	10/9/2019
8	A need for improvement plan in the facilities and	Implementation of an improvement plan in the	Annual questionnaire on students and staff members' satisfaction on facilities and	Dr. Abdo Abdrazzaq	10/9/2018	10/9/2019



	classrooms.	facilities and classrooms.	classrooms.			
9	A need for more activities of professional development for staff members.	Implementation of an improvement plan to motivate faculty members in activities of professional development.	Presence of an improvement plan so as to actively involve all faculty members in activities of professional development.	Dr. Maktoom Alqadi	10/9/2018	10/9/2019

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