"FEHMI AGANI" UNIVERSITY - GJAKOVA

MANUAL ON KEY PERFORMANCE INDICATORS FOR STUDY PROGRAM

Gjakova, 2021

KEY PERFORMANCE INDICATORS FOR UNIVERSITY STUDY PROGRAM

The main indicators of performance in higher education for the study program are measurable values used by the University "Fehmi Agani" in Gjakova (UFAGJ) in order to measure and track their progress in specific objectives. Moreover, these key performance indicators help UFAGJ to monitor and evaluate how well they are performing, and guide policy formulation and goal setting. Below we have listed some performance indicators for the study program and spreadsheets.

1. The key performance indicators (KPI) on enrolment of students

Retention rate of first year students up to third / fourth year (depending on how long the study program lasts). This KPI measures and reports the percentage of first year students who manage to complete the 3rd /4th year (consecutive years of study). There are many reasons that a student may drop out his/her studies and does not drop out from first year to third. However, a university with low levels of retention may mean an institution that does not take good care of its students. Therefore, UFAGJ has developed these indicators and takes care of this aspect. ***KPI Example***: *Increase of retention levels of the first year to the third year to 90% by 12/12/2023*

2. Report Student/Professor

Measure how many students are admitted per class, per teacher. If you have a low student to teacher ratio, you're doing well. KPI Example: Reducing the ratio student / teacher at 40: 1 to 2023.

3. Attendance rate (participation) of students:

By measuring how often students attend their classes, you will get an idea of student satisfaction and engagement. A low attendance rate should create alarm, giving you the opportunity to investigate why students are not returning.
TPI Example: Increasing the level of student attendance to 95% by 03/09/2023

4. Exam completion rate / graduation rate

Is the course too difficult? Or maybe the workload is unreasonable? Does the institution have the correct materials for students to use? In a similar way, students hitting their predicted grades will signify strong teaching ability. This helps measure the success of the institution because it often goes towards the ranking in university leader boards. KPI Example: Increasing the level of graduation to 80% by 2023.

5. Percentage (%) of international students

Some international students often have different requirements. Measure this to keep track of how many international students you have per year and how much you intend to increase this for next time. Furthermore, the University will generate incomes and have a positive effect on diversity within the student population.
TPI Example: 5% of students in the program will be from abroad by 2023.

6. Drop out rate

Reasons for this metric to be high include disengagement, staffing issues or uninspiring course content. To keep this figure low, meet with staff regularly and ask if there are any students that might be thinking of dropping out. Additional support for those students might be able to win them back.

7. Research Grants:

Research funds earned by an institution provide an indicator of its effectiveness in conducting relevant and evaluated research, while also informing the community about how the university funds its knowledge advancement efforts. The incomes share of an institution's research is an important measure of the importance of study and competition.
TPI Example: Increase in research revenue to $ 200 million by 12/15/2023

8. Number of Publication per academic staff

The number of publications referenced in reputable journals is a key performance indicator that measures a university's search results. KPI Example: Increase publications for academic staff 15% till 28/12/2023.

9. Additional key performances indicators

The following are some of the types of indicators that each program carrier should consider and determine depending on the nature of the study program.

1.Administration-student ratio: 2. Number of students enrolled for the number of applications: 3. Curriculum (curriculum) 4. Percentage of students in focus areas 5. Percentage of staff (faculty) with certificates or advanced degrees: 6. Number of training sessions per year: 7. Average age of buildings (facilities): Percentage of students traveling: 8. Shipping cost 9. Living campus	10. Percentage of buildings that pass the inspection: 11. Percentage of classes that use technology: 12. Percentage of administrators using technology 13. Engagement in social media (networks): 14. Calls to the technology department for months: 15. Percentage of students receiving public transport: 16. Level of use of the class: