



PMU Quality Center

KEY PERFORMANCE INDICATORS

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 final year students.)	Program College Institution
	2. Proportion of courses in which student evaluations were conducted during the year.	Program College Institution
	3. Proportion of programs in which there was independent verification within the institution of standards of student achievement during the year.	Program College Institution
	4. Proportion of programs in which there was independent verification of standards of student achievement by people external to the institution during the year.	Program College Institution
Learning and Teaching	5. Ratio of students to teaching staff. (Based on full time equivalents)	Program College <u>Institution</u> Data separately for male and female sections and combined for all.
	6. Students overall rating on the quality of their courses. (Average rating of students on a five point scale on overall evaluation of courses.)	Program College <u>Institution</u> Data separately for male and female sections and combined for all.
	7. Proportion of teaching staff with verified doctoral qualifications.	Program College <u>Institution</u> Data separately for male and female sections and combined for all.
	8. Percentage of students entering programs who successfully complete first year.	Program College <u>Institution</u> Data separately for male and female sections and combined for all.
	9. Proportion of students entering undergraduate programs who complete those programs in minimum time.	Program College <u>Institution</u> Data separately for male and female sections and combined for all.
	10. Proportion of students entering post graduate programs who complete those programs in specified time.	Program College <u>Institution</u> Data separately for male and female sections and combined for all.

	11. Proportion of graduates from undergraduate programs who within six months of graduation are: (a) employed (b) enrolled in further study (c) not seeking employment or further study	Program College <u>Institution</u> Data separately for male and female sections and combined for all.
Student Administration and Support Services	12. Ratio of students to administrative staff	Institution
	13. Proportion of total operating funds (other than accommodation and student allowances) allocated to provision of student services.	Institution
	14. 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.	Institution
Learning Resources	15. Number of book titles held in the library as a proportion of the number of students.	
	16. Number of web site subscriptions as a proportion of the number of programs offered.	Institution
	17. Number of periodical subscriptions as a proportion of the number of programs offered.	Institution
	18. Student evaluation of library services. (Average rating on adequacy of library services on a five point scale in an annual survey of final year students.)	Institution
Facilities and Equipment	19. Annual expenditure on IT as a proportion of the number of students.	Institution
	20. Number of accessible computer terminals per student.	Institution Data separately for male and female sections and combined for all.
	21. Average overall rating of adequacy of facilities and equipment in a survey of teaching staff.	Institution Data separately for male and female sections and combined for all.
	22. Internet bandwidth per user	Institution
Financial Planning and Management	23. Total operating expenditure (other than accommodation and student allowances) per student.	Institution
Faculty and Staff Employment Processes	24. Proportion of teaching staff leaving the institution in the past year for reasons other than age retirement.	College Institution
	25. Proportion of teaching staff participating in professional development activities during the past year.	College Institution
Research	26. Number of refereed publications in the previous year per full time equivalent member of teaching staff. (Publications based on the formula in the Higher Council Bylaw excluding conference presentations)	College Institution
	27. Number of citations in refereed journals in the previous year per full time equivalent teaching staff.	College Institution

	28. Proportion of full time member of teaching staff with at least one refereed publication during the previous year.	College Institution
	29. Number of papers or reports presented at academic conferences during the past year per full time equivalent members of teaching staff .	College Institution
	30. Research income from external sources in the past year as a proportion of the number of full time teaching staff members.	College Institution
	31. Proportion of total operating funds spent on research.	Institution
Community Service	32. Proportion of full time teaching and other staff actively engaged in community service activities.	College Institution
	33. Number of community education programs provided as a proportion of the number of departments.	College Institution