**Key Performance Indicator Programs**

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| Standards | KPI Code | Key Performance Indicator |
| 1. Mission and Objectives | KPI-P-01 | Percentage of achieved target level of KPI of program operational plan |
| 2. Program management and quality assurance | KPI-P-02 | The satisfaction of beneficiaries with the quality of community services |
| 3. Teaching and Learning | KPI-P-03 | Students' Evaluation of quality of learning in program |
| KPI-P-04 | Students' evaluation of the quality of their courses |
| KPI-P-05 | Completion Rate |
| KPI-P-06 | First-Year Students Retention Rate |
| KPI-P-07 | Students' performance in the professional and/or national examinations (if any) |
| KPI-P-08 | Proportion of graduates who employed or enrolled in further study |
| KPI-P-09 | Average Number of students in the class |
| 4. Students | KPI-P-10 | Employers' evaluation of the program graduates proficiency |
| KPI-P-11 | Student satisfaction with the services |
| 5. Faculty | KPI-P-12 | Ratio of students to teaching staff |
| KPI-P-13 | Percentage of teaching staff distribution |
| KPI-P-14 | Proportion of teaching staff leaving the program |
| KPI-P-15 | Percentage of publication of faculty members |
| KPI-P-16 | Average research per faculty member |
| KPI-P-17 | Average of citations in refereed journals |
| 6. Learning resources, Facilities and equipment's | KPI-P-18 | Satisfaction of beneficiaries with learning resources |