

KPI#	KPI# Name	Target value	Actual value	Internal Benchmark Dept. of computer Science Wadi Al Dawasir	External Benchmark Computer Science , Umm Al-Qura University, Jamoum	Analysis	New Target Benchmark
KPI-P-01	Percentage of achieved indicators of the program operational plan objectives	65%	None	66.6%	NA	(Number of achieved indicators ÷ total number of indicators) × 100	65%
KPI-P-02	Students' Evaluation of quality of learning experience in the program	3.75	3.1394	3.25	4.2	Average rating on an item on a 5-Likert scale. A questionnaire for the student's assessment of the course to be applied quarterly	3.75
KPI-P-03	Students' evaluation of the quality of the courses	4	3.6	2.54	4.42	Average rating on an item on a 5-Likert scale. A questionnaire for the student's assessment of the course to be applied quarterly	4
KPI-P-04	Completion rate	60%	54.55%	95	46.1%	Completion rate = (the number of undergraduate students who completed and graduated in the specified basic period of the specified year ÷ number of all bachelor students who registered and studied in the same batch and	60%

						registered in the same year of admission and start of study) x 100	
KPI-P-05	First-year students retention rate	90%	75%	45	78.6%	(Number of students who completed the requirements of the first year and succeeded in all courses ÷ number of students registered and attended the study for this year) x 100	90%
KPI-P-06	Students' performance in the professional and/or national examinations	NA	NA	36	None	NA	NA
KPI-P-07	Graduates' employability and enrolment in postgraduate programs	None	None	NA	NA	(Number of graduates for the specified year who were accepted into postgraduate studies ÷ number of graduates for the specified year) x 100 (Number of graduates for the specified year who were not employed and did not complete postgraduate studies / Number of graduates for the specified year) x 100	None
KPI-P-08	Average number of students in the class	20	22	3.35	20.67	(Total number of students per class ÷ number of classes) From e register	20
KPI-P-09	Employers' evaluation of the program graduates proficiency	None	None	NA	NA	Average rating on an item on a 5-Likert scale. The average overall	None

						evaluation of graduates in the graduate questionnaire	
KPI-P-10	Students' satisfaction with the offered services	3.5	3.185	39.2% 1.9/5	4.15	Average rating on an item on a 5-Likert scale. Average items from the Student Satisfaction Questionnaire.	3.5
KPI-P-11	Ratio of students to teaching staff	1:20	1:18	9:01	19.5:1	(Number of registered students ÷ number of faculty) x/y	1:15
KPI-P-12	Percentage of teaching staff distribution	90%	45%	69%	17:7 14:10	(Number of teaching staff in each category ÷ total number of teaching staff) x 100	90%
KPI-P-13	Proportion of teaching staff leaving the program	0%	15%	2.9%	7.6%	(Number of faculty members who left for reasons other than retirement in the specified year ÷ number of faculty) ×100	0%
KPI-P-14	Percentage of publications of faculty members	100%	66%	80%	70%	(Number of faculty members who published at least one research in refereed scientific journals in the specified year ÷ total number of faculty members) x 100	100%
KPI-P-15	Rate of published research per faculty member	130%	111%	1:13.17	2.5/year	(Number of research published in refereed journals / number of full-	120%

						time faculty members or equivalent)	
KPI-P-16	Citations rate in refereed journals per faculty member	70	35.4	1:15.06	140 Citations	Total number of citations in refereed journals from scientific research published by full-time faculty members or its equivalent / total published research	70
KPI-P-17	Satisfaction of beneficiaries with the learning resources	75	52.33	62%	4.35	An annual student satisfaction survey. And an annual faculty satisfaction survey	75

Comments on the Program KPIs and Benchmarks results :

The internal and external benchmarking was made with the Department of Computer Science in *Wadi Al Dawasir* and the Department of Computer Science *Umm Al-Qura University, Jamoum*, respectively, and the two programs were chosen due to the similarity of the environment and the number of students for the program with them.

Through KPIs, it is noted that there are many positive points, including a general satisfaction of the services provided to students, in addition to the average number of students in a class commensurate with facilities and the available resources. One of the high-level indicators of the program, the publications and citation of faculty members. Also there are some indicators that need to be improved and appear through the action plan, such as the completion rate. In addition, some indicators that have not been applied and must be addressed, such as graduates' employability and enrolment in postgraduate programs, and employers' evaluation of the program graduates proficiency.