

**The Chemistry Program  
in Jouf University  
Key Performance Indicators Report**

**1442 H.**

Key Performance Indicators Data for Chemistry Program male and female students, Year - 1442 H.

Code	Key Performance Indicators	Actual Benchmark 1442			Target Benchmark	Internal Benchmark 1440-1441	External Benchmark (PSAU)	New Target Benchmark
		Male	Female	Overall				
KPI-P- 01	Percentage of achieved indicators of the program operational plan objectives.	76.3%			75%	80%	70.58%	77%
KPI-P- 02	Students' Evaluation of quality of learning experience in the program	3.85	4	3.93	4.0	4.16	3.98	4.1
KPI- P - 03	Students' evaluation of the quality of the courses.	4.26	4.26	4.26	4.4	4.22	3.92	4.4
KPI- P - 04	Completion rate.	30.77%	39.53%	37.5%	45%	44.64 %	50.94%	45%
KPI- P - 05	First-year students retention rate	60%	93.62%	80.52%	85%	84.17%	63.15%	85%
KPI- P - 06	Students' performance in the professional and/or national examinations.	42.5%	21.05%	31.8%	40%	39.18%	Not available	40%
KPI- P - 07	Graduates' employability and enrolment in postgraduate programs.	90% 0	21.7% 9%	56% 4.5%	60% 3%	52.9% 0%	24.27%* *Due to pandemic	60% 5%
KPI- P - 08	Average number of students in the class.	6.0	19	13	11	15	NA	11
KPI- P - 09	Employers' evaluation of the program graduates proficiency.	3.88	3.9	3.9	4.0	4.0	Not available	4.0
KPI- P - 10	Students' satisfaction with the offered services.	3.8	4.14	3.9	3.75	3.55	3.5	4.0
KPI- P - 11	Ratio of students to teaching staff.	4.3:1	18.2:1	11:1	10:1	10.4:1	2.76:1	10:1

KPI- P - 12	Percentage of teaching staff distribution.	Assist. P: 31.8% Assoc. P: 45.45 % Prof.: 22.73 %	Assist. P: 86.66 % Assoc. P: 6.67 % % Prof.: 6.67 %	Assist. P:59.24 % Assoc. P:26.06 % Prof.: 14.7 %	Assist. P:40 % Assoc. P:40 % Prof.: 20 %	Assist. P:59.24 % Assoc. P:26.06 % Prof.: 14.7 %	Assist. P:52 % Assoc.P:29% Prof.: 6.5%	Assist. P:40 % Assoc. P:40 % Prof.: 20 %
KPI- P - 13	Proportion of teaching staff leaving the program.	0%	0%	%0	0%	3.3%	0%	0%
KPI- P - 14	Percentage of publications of faculty members.	100%	%64.29	82%	85%	83%	100%	85%
KPI- P - 15	Rate of published research per faculty member.	2.56:1	2.5:1	2.53:1	2:1	1.6:1	6.2:1	3:1
KPI- P - 16	Citations rate in refereed journals per faculty member.	114.4:1	9.75:1	62:1	50 :1	45.4:1	108.75:1	65:1
KPI- P - 17	Satisfaction of beneficiaries with the learning resources.	4	3.6	3.8	3.5	3.35	3.59	4
KPI- AP - 01	Number of research groups in the program	0	0	0	2	0	NA	2
KPI- AP - 02	The number of funded research projects that the program's employees obtain annually.	3	2	5	15	14	NA	15

KPI- AP - 03	Percentage of students participating in extra-curricular activities	84.1%	84.1%	84.1%	85%	84.4%	NA	85%
KPI- AP - 04	Employers satisfaction with the program's mission, vision and goals	4.11	4.11	4.11	4.2	3.9	NA	4.2
KPI- AP - 05	Percentage of the student's graduation projects related to the surrounding community	25%	25%	25%	30%	20%	NA	30%

## **The methodology for measuring and setting Key Performance Indicators (KPIs) for chemistry program in Jouf university**

It aims to build and target key performance indicators, starting with understanding the performance indicators, passing through the process of formulating the indicator and ending with the process of managing the indicator, measuring its results, and developing plans for improvement based on these results.

**The methodology for measuring and setting Key Performance Indicators (KPIs) for chemistry program in Jouf university, according to a set of sequential steps and using 22 performance indicators is defined in light of: (actual level / baseline / internal benchmarking / external benchmarking / environment analysis (potential, requirements and ambition) as approved by NCAAA that enhances the**

**overall quality in the department processes and research production, and assists in qualifying them for institutional and academic accreditation, for more creativity and excellence.**

In the following section, we will discuss the trend and the scenario of which of how the selected KPIs values calculated, verified and improved

**1-At the end of the academic year, the Quality and Performance Indicators Committee meets, divides work, prepares evidence and documents for each of the main and additional performance indicators, and the internal audit verifies the integrity and accuracy of determining indicators.**

**2-Communication is carried out between the KPIs committee, program committees and the department council throughout the year to determine the targets of performance indicators and to determine the extent of its development through reports and data obtained compared to internal and external comparison**

**3-Permanent readiness to modify any plans to reach the target values through improvement plans and decisions**

**Therefore, the program relied on the scenario of hard work in the first year of the plan and expected slower growth in the coming years, and this appeared in the values of the three years 1440-1441, 1442 and 1443 H**

***Conclusion:* From the above explanation, one can predict to an extent with the values of the coming KPIs .**

## General Remarks:

### Name of the internal benchmark provider

Chemistry department in faculty of science at Jouf university.

### ● Name of the external benchmark.

Prince Sattam Bin Abdulaziz University

### ● Why did you choose this external benchmark?

Keeping in view of good practice, two specific criteria has been fixed to choose the external benchmarking partner viz

(i) Comparability of Infrastructural facilities required for the programs across KSA

(ii) Availability of data as required by the NCAAA.

Accordingly, Prince Sattam Bin Abdulaziz University was chosen as benchmarking partner keeping in view of Comparability. Moreover, it also attained institutional accreditation as like Jouf University.

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عمادة الجودة والاعتماد الأكاديمي

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VISION 2030  
المملكة العربية السعودية  
KINGDOM OF SAUDI ARABIA

  
جامعة الجوف  
Jouf University

المملكة العربية السعودية  
وزارة التعليم  
جامعة الجوف

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## Key Performance Indicators Data for Chemistry Program,

### College of Sciences Sakaka, Year 1442

#### Standard 1: Mission and Goals

#### **KPI-P-01: Percentage of achieved indicators of the program operational plan objectives.**

##### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark** (PSAU)	New Target Benchmark
76.3%	75%	80%	70.58%	77%

##### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
76.3%	75%	80%	70.58%	77%

##### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
76.3%	75%	80%	70.58%	77%

#### KPI- P-01 : Percentage of achieved indicators of the program operational plan objectives..

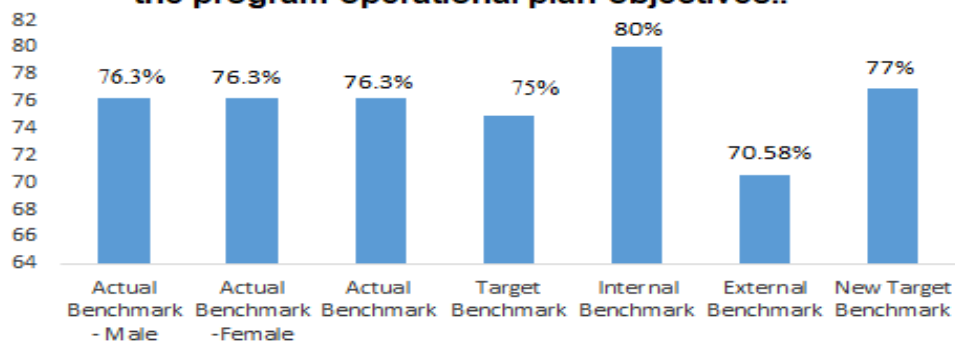


Figure 1: Percentage of achieved indicators of the Chemistry program operational plan objectives.



✚ **The Measurement way:** Percentage of performance indicators of the operational plan objectives of the program=

$$\frac{\text{Number of performance indicators for the objectives of the operational plan of the program that have achieved the target level}}{\text{The total number of indicators for these goals in the same year}} \times 100$$

### Analysis:

Figure 1: shows that the Percentage of achieved indicators of the Chemistry program operational plan objectives is 76.3%. The internal Benchmark was comparison between the two academic years 1440-1441 H that was 80% and 1439-1440 H (74%) with actual benchmarks. The actual benchmark exceeds the target benchmark (75%), therefore a new target is taken (77.%) . This internal benchmark was chosen because it describes the achievement of the previous year.

Percentage of achieved objectives= 76.3% and it is greater than (PSAU), the external benchmark (70.58%).

Last academic year was taken as internal benchmark.

Prince Sattam Bin Abdulaziz University (PSAU) was taken as external benchmark

The justification of using the external benchmark Chemistry program in Prince Sattam Bin Abdulaziz University (PSAU) is as follows -

- Prince Sattam Bin Abdulaziz University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.
- The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University and serve a similar demographic.

### ✚ **Strengths and recommendations:**

✚ More facilities and technical support needed

### ✚ **Cause:**

Due to the lake in technical support and facilities

**Result:**

The program needs more continuous quality improvements.

**Recommendations:**

1-Making an announcement to the stakeholders to know about the goals and objectives of the program

**Proposal Action plan**

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-01	1- Making an announcement to the stakeholders to know about the goals and objectives of the program	Prepare achievable operational plan	Operational plan committee	Program coordinator	The end of the 1 <sup>st</sup> semester	30-5-2022

**KPI-P-02: Students' Evaluation of quality of learning experience in the program**

**Program**

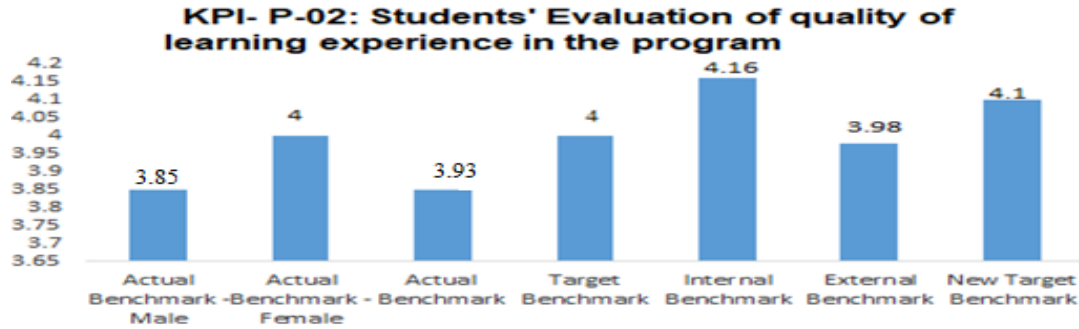
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3.93	4.0	4.16	3.98	4.1

**(Male Section)**

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3.85	4.0	4.15	-	4.1

**(Female Section)**

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4.0	4.0	4.18	-	4.1



**Figure 2: The Students' evaluation of quality of learning experience in the Chemistry program.**

**The Measurement way:** The application of a questionnaire to evaluate the final year students of the quality of learning experiences in the program on a scale from five levels in an annual survey

Student evaluation of the quality of learning experiences in the program= 3.93 -

#### **Analysis:**

**Figure 2:** shows that the Students' evaluation of quality of learning experience in the Chemistry program is (3.93). The actual Benchmark results was fall below the target Benchmark but higher than the internal Benchmark of (4.16) also it is greater than (PSAU), the external benchmark (3.98 ). So new target was suggested (4.1)

-This internal benchmark was chosen because it describes the achievement of the previous year

A questionnaire is applied and analyzed on a scale from one to five

Last academic year was taken as internal benchmark

Prince Sattam Bin Abdulaziz University (PSAU) was taken as external benchmark

The justification of using the external benchmark Chemistry program in Prince

Sattam Bin Abdulaziz University (PSAU) is as follows -

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.
- The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University and serve a similar demographic.

#### **Strengths :**

- Surveys are conducted regularly of quality of learning experience in the Chemistry program from final year students' perspective.
- The Chemistry program continuously improves all aspects of the quality learning experience for the students.

**Cause:** Due to the lack in active learning from the students and efforts from the staff to attain active cooperation

**Result:** Developing laboratories, libraries and the program graduates need more training and improvements of their qualifications and skills

#### **Recommendations:**

- Developed the improvement plan for all aspects of student learning experiences in the Chemistry program.
- Key performance indicator must be made known to all stakeholders
-

### Proposal Action plan

No. of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-02	<ul style="list-style-type: none"> <li>- Developed the improvement plan for all aspects of student learning experiences in the Chemistry program.</li> <li>- Key performance indicator must be made known to all stakeholders</li> </ul>	Holding seminars with the students	Quality and Academic accreditation committee	Program coordinator	1-9-2020	30-5-2021

### **KPI-P-03: Students' evaluation of the quality of the courses.**

#### Program

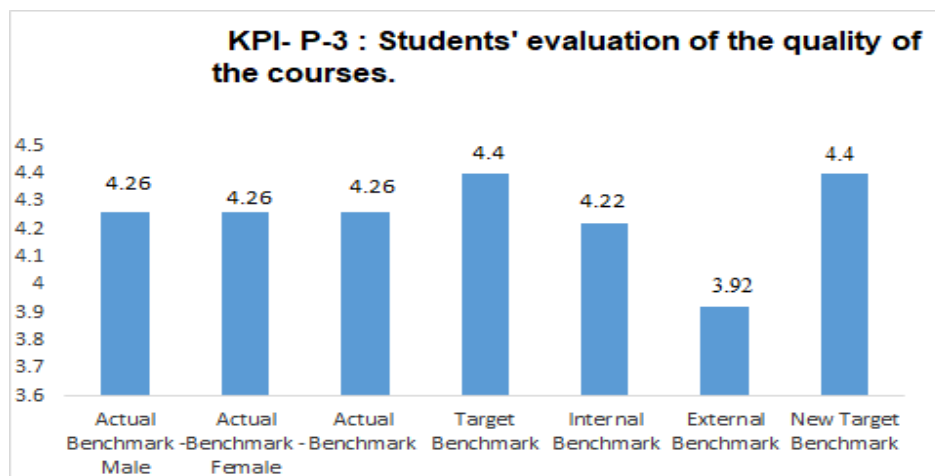
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4.26	4.4	4.22	3.92	4.4

(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4.26	4.4	4.17	-	4.4

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4.26	4.4	4.13	-	4.4



**.Figure 3: The Students' evaluation of the quality of the courses in the Chemistry program**

**The Measurement:** Application of a student assessment questionnaire for the quality of courses on a five-level scale in a survey annual

-Student evaluation of the quality of courses in the program= 4.26

#### **Analysis:**

**Figure 3:** shows that the Students' evaluation of quality of the courses in the Chemistry program is (4.26). The internal Benchmark was comparison to the academic year 1440-1441 H. with actual benchmarks. The actual Benchmark results exceeds target Benchmark (4.0) and more than that of the internal Benchmark of (4.22) and it is greater than (PSAU), the external benchmark (3.92).

Prince Sattam Bin Abdulaziz University (PSAU) was taken as external benchmark  
The justification of using the external benchmark Chemistry program in Prince Sattam Bin Abdulaziz University (PSAU) is as follows -

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.
- The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University and serve a similar demographic.

**Strengths:**

Surveys are conducted regularly of quality of the courses in the Chemistry program from final year students' perspective.

-The Chemistry program continuously improves all aspects of the quality of the courses.

A questionnaire is applied and analyzed on a scale from one to five

-Last academic year was taken as internal benchmark -

**Cause:** Due to the active learning from the students that implies more efforts from the staff to attain active cooperation so achieve the target performance indicator

**Result:** The chemistry programs are continuously developing laboratories and libraries. The program graduates need more training and improvements of their qualifications and skills

**Recommendations:** -

1-Making committees to follow up the performance.

2-Improving the services provided to the students.

3-Motivating students to participate their opinions through different polls.

### Proposal Action plan

No. of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
<b>KPI-P-03</b>	1- Making committees to follow up the performance. 2-Improving the services provided to the students. 3-Motivating students to participate their opinions through different polls.	Proportion of courses in which student evaluations were conducted during the year will reach the new target benchmark	courses coordinators	Quality coordinator	1-9-2020	30-5-2021

### KPI-P-04: Completion rate

#### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
37.5%	45%	44.64 %	50.94%	45%

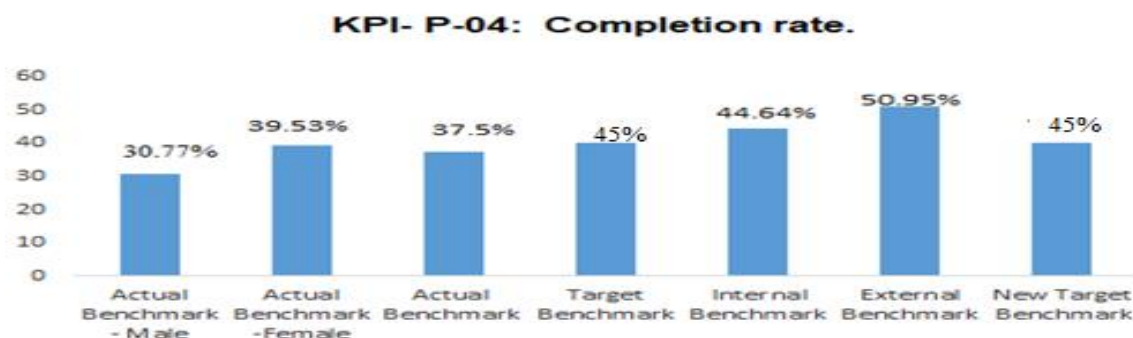
(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
30.77%	45%	23%	-	45%

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
39.53%	45%	51.16%	-	45%





**Figure 4: The completion rate in the Chemistry program**

**Measurement way:** Percentage of the completion rate in the Program

The number of undergraduate students who completed the program within the  
The total number of students :prescribed period of the program from each batch  
enrolled in the program in each batch:

**Completion rate =**

$$\frac{\text{The number of undergraduate students who completed the program within the prescribed period}}{\text{The total number of students enrolled in the program in each batch}} \times 100$$

**✚ Analysis, Strengths and Recommendations:**

**Figure 4:** shows that the **completion rate in the Chemistry program** is (37.5%). As it clear that the students' male completion rate is less than the students' female. The internal Benchmark 1440-1441 H (44.64%) is higher than the actual benchmarks. The actual Benchmark results was fall below the target Benchmark (45%) and also less than that of the (PSAU), the external benchmark (50.94%).

- ✚ The completion rate is calculated as percentage
- ✚ Last academic year was taken as internal benchmark
- ✚ Making committees to follow up the performance.
- ✚ Improving the services provided to the students.
- ✚ Motivating students to participate their opinions through different polls.

Prince Sattam Bin Abdulaziz University (PSAU) was taken as external benchmark

The justification of using the external benchmark Chemistry program in Prince

Sattam Bin Abdulaziz University (PSAU) is as follows -

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

**Cause:**

Due to increased enrollment among students from lower in the precollegiate test score distribution

**Result:** Increased interest in students who are struggling, by emphasizing the basic principles of specialization.

**Recommendations:**

- Formation of a committee to investigate the cause for a low proportion of students completing program in minimum possible time
- Strengthening the role of academic advising and urging the importance of communicating with the academic advisor

**Proposal Action plan**

N0. of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-04	• Formation of a committee to investigate the cause for a low proportion of students	Holding seminars to discuss the problems suffering the students	Academic advisor committee	Program coordinator	1-9-2020	30-5-2021

<p>completing program in minimum possible time</p> <ul style="list-style-type: none"> <li>Strengthening the role of academic advising and urging the importance of communicating with the academic advisor</li> </ul>	to help them				
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### KPI-P-05: First-year student's retention rate

#### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
80.52%	85%	84.17 %	63.15%	85%

#### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
60%	85%	64.58%		85%

#### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
93.62%	85%	97.72%		85%

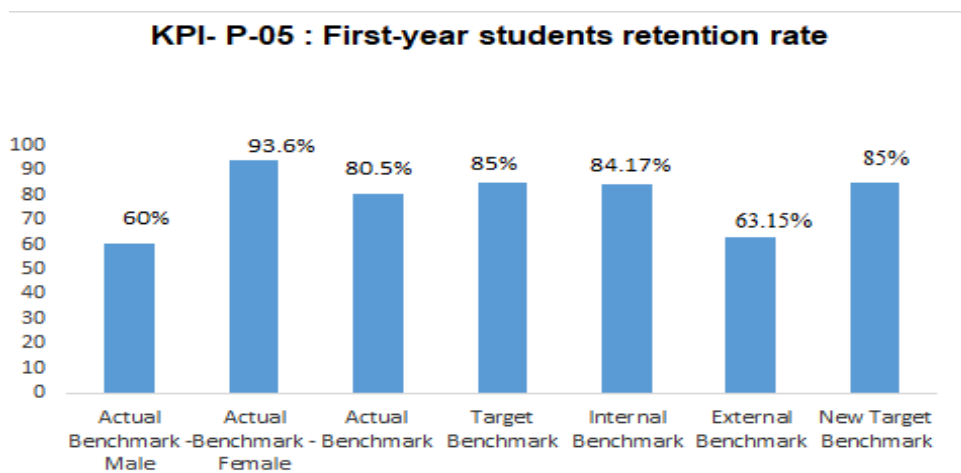


Figure 5: The first-year students retention rate in the Chemistry program

**Measurement way:** Percentage of *the first-year student's retention rate in the chemistry program*

**Retention rate=**

$$\frac{\text{The Number of first-year students who continue in the program for the following year} \times 100}{\text{The total number of first year students in the same year}}$$

*Student's retention rate = 80.52%*

#### **Analysis, Strengths and Recommendations:**

**Figure 5:** shows that the first-year students retention rate completion rate in the Chemistry program at the Main campus level is (80.5%). As it clear that the students' male first-year students retention rate is less than the students' female. The internal Benchmark 1440-1441 H is higher than the actual benchmarks. The actual Benchmark is less than the target Benchmark (85%) also, it is greater than (PSAU), the external benchmark (63.15%).

-This internal benchmark was chosen because it describes the achievement of the previous year

Last academic year was taken as internal benchmark

The external benchmark Chemistry program in Prince Sattam Bin

-Abdulaziz University (PSAU)

The justification of using the external benchmark Chemistry program in Prince Sattam Bin Abdulaziz University (PSAU) is as follows

- Prince Sattam Bin Abdulaziz University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to Jouf University in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

**Cause:** The completion rate of the first year student nearly reached the target benchmark.

**Result:** Increasing interest in the practical side through laboratories and the other services provided.

**Recommendations:**

The need for continuous evaluation to encourage students to work hard and activate the role of academic advisor

**Proposal Action plan**

No. of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-05	The need for continuous evaluation to encourage students to work hard and activate the role of academic advisors	Verifications of students achievements in each program should be send to an audit outside university in order to gain more special feedbacks	Academic Advising Committee	Program coordinator	1-9-2020	30-5-2021

## KPI-P-06: Students' performance in the professional and/or national examinations.

### Program

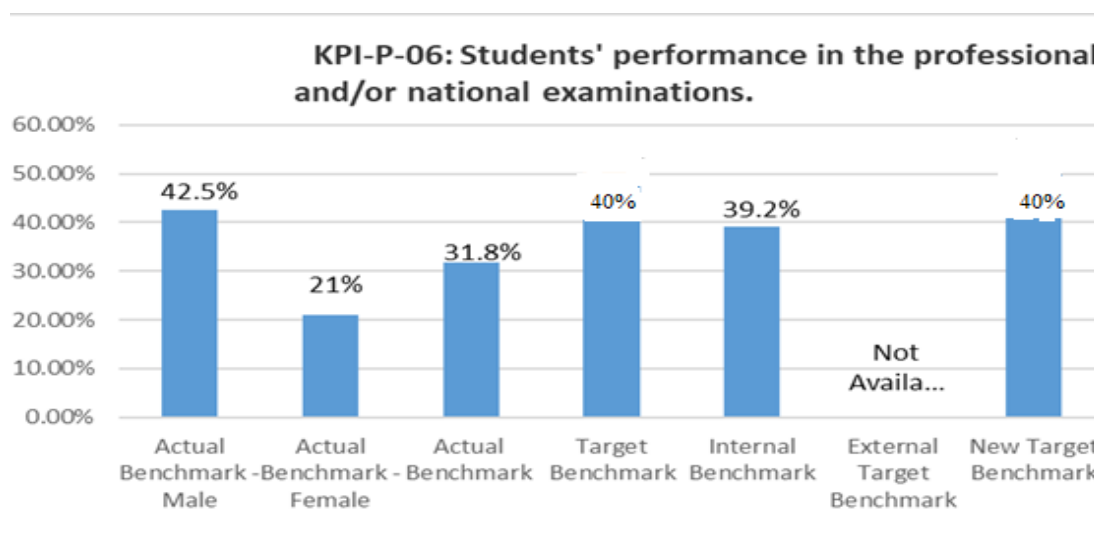
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
31.8	40%	39.18%	Not available	40%

(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
42.5	40%	40%	Not available	40%

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
%21.05	40%	38.37%	- Not available	40%



**Figure 6: The Students' performance in the professional and/or national examinations for the Chemistry program**

### Measurement way

The Students' Percentage who pass professional and or national exams=

$$\frac{\text{The number of students or graduates who pass professional and/or national exams}}{\text{The total number of graduates who perform professional or national exams}} \times 100$$

**Figure 6:** shows that the Students' performance in the professional and/or national examinations for the Chemistry program at the Main campus level is (31.8%). As it clear that the Students' male performance is almost twice than the Students' female - The actual Benchmark The internal Benchmark 1440-1441 H was compared with actual benchmarks . As the results was less than than the target Benchmark (40%) and more than that of the internal Benchmark of (39%).

This internal benchmark was chosen because it describes the achievement of the previous year.

Last academic year was taken as internal benchmark.

The external benchmark is not available.

#### ✚ Strengths and Recommendations:

The actual Benchmark results were more than that of the internal Benchmark that increases 5 times.

**Cause:** Due to more training courses that helps to raise the opportunities for our graduated students.

**Result:** Support the graduated student with some specialized high-level training courses that helps to raise the employment opportunities for our graduated students

#### ✚ Recommendations:

- Support the graduated student with some specialized high-level training courses that

#### Proposal Action plan

No. of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-06	- Support the graduated student with some specialized high-level training courses that helps to raise the	Holding workshop to improve the quality of the graduates			1-9-2020	30-5-2021

employment opportunities for our graduated students.						
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### KPI-P-07: Graduates' employability and enrolment in postgraduate programs.

#### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
56%	60%	52.9%	24.27%	60%
4.5%	5%	0%		5%

(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
90%	80%	75%	-	90%
0%	5%	0%		5%

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
21.7%	40%	30.8%	-	40%
9%	5%	0%		10%

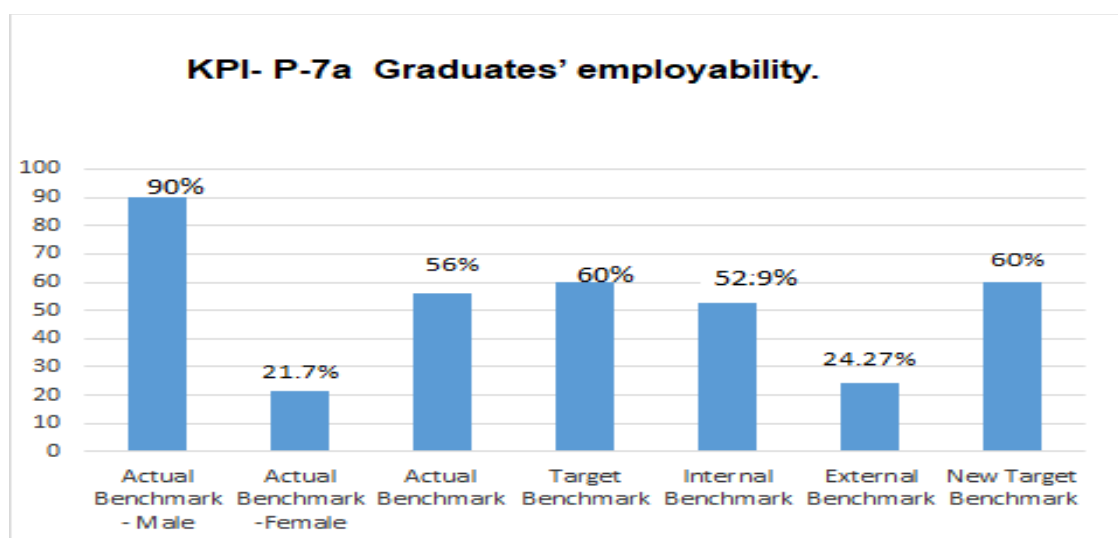


Figure 12: The employability of graduates of the Chemistry program. At the Main campus level:



**Measurement way: Percentage of employing graduates and enrolling them in postgraduate programs**

**Graduate employability =**

$$\frac{\text{The number of program graduates who were employed in the first year of their graduation} \times 100}{\text{The total number of program graduates in the same year}}$$

**Enrollment of graduates of the program to postgraduate studies =**

$$\frac{\text{The number of graduates who joined postgraduate studies during the first year of their graduation}}{\text{The total number of program graduates in the same year}} \times 100$$

### Analysis:

**Figure 7:** shows that the **employability of graduates of the Chemistry program** at the Main campus level is (56%). As it clear that the Students' male employability is higher than the female students. The actual Benchmark results was less than than the target Benchmark (60%) but higher than than the internal Benchmark of (52.9%) and also morethan that of the (PSAU), the external benchmark (24.27%).

This internal benchmark was chosen because it describes the achievement of the previous year

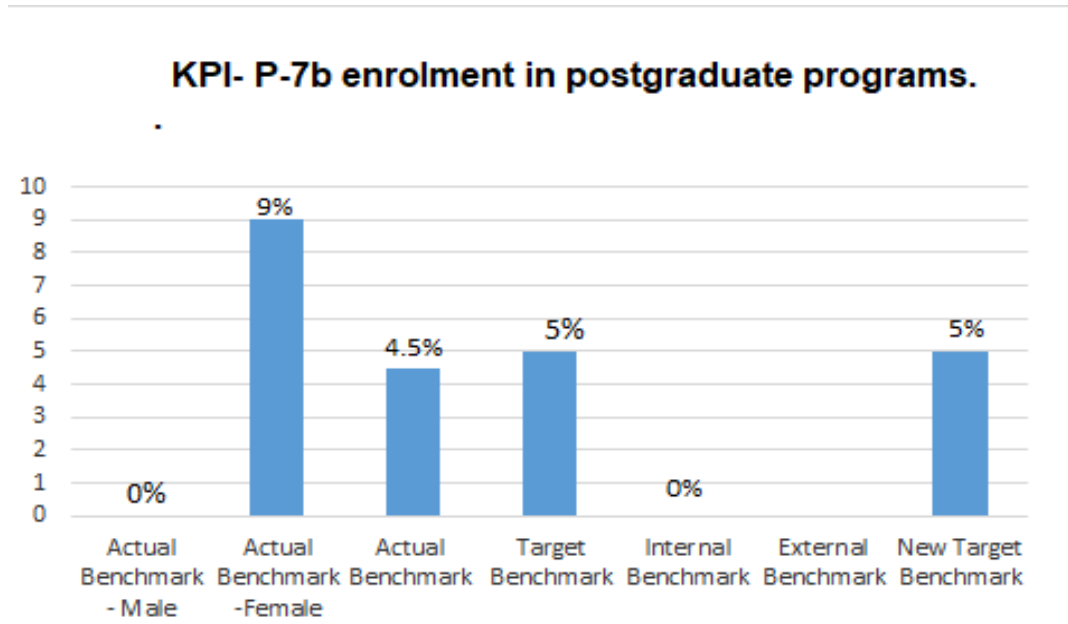
Last academic year was taken as internal benchmark.

The external benchmark Chemistry program in Prince Sattam Bin -Abdulaziz University (PSAU)

The justification of using the external benchmark Chemistry program in Prince -Sattam Bin Abdulaziz University (PSAU) is as follows

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University



The enrollment of graduates of the program to postgraduate studies is very weak, this may be due to the cost of study and related to the employment issue.

#### Strengths:

✚ The actual Benchmark increases twice than that of the internal Benchmark

-Establishing fair job

#### Cause:

The Corona virus is still affecting the employment process

**Result:** More data about employment agencies is required for program graduates, as well as a more effective mechanism for communicating with the graduate.

#### Recommendations:

- Establishing fair job

-More data about employment agencies is required for program graduates, as well as a more effective mechanism for communicating with the graduate

### Proposal Action plan

No. of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-07	Establishing fair job agencies is required for program graduates, as well as a more effective mechanism for communicating with the graduate.	Work to set up partnerships with the business .sector  -Work to organize various events such as Career Day (career absolvent) so that our students explore	Alumni Affairs Committee	Program coordinator	1-9-2020	30-5-2021

### KPI-P-08: Average number of students in the class.

#### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
13	11	15	25	11

(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
6	5	7	-	5

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
19	17	23	-	17

### KPI-P-8: Average number of students in the class.

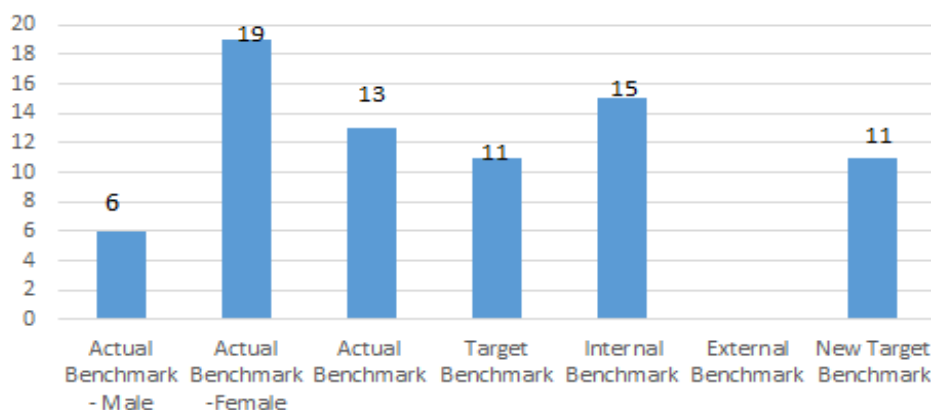


Figure 8: The average number of students in the class in the Chemistry program

Measurement way: *Average number of students in the class*

$$\text{Average number of students per class} = \frac{\text{The total number of students}}{\text{The total number of class}}$$

### Analysis:

**Figure 8:** shows that the average number of students in the class in the Chemistry program is (13 students). As it clear that the Students' female about three times that of male students. The actual Benchmark results was still less than the target Benchmark (11 students) and also it is less than that of the (PSAU), the external benchmark (25). Generally, the actual benchmark is sufficient and adequate.

-This internal benchmark was chosen because it describes the achievement of the previous year

Last academic year was taken as internal benchmark.

The external benchmark Chemistry program in Prince Sattam Bin

-Abdulaziz University (PSAU)

The justification of using the external benchmark Chemistry program in Prince

-Sattam Bin Abdulaziz University (PSAU) is as follows


- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

**Cause:** The average number of students in the class reached the target value

**Result:** need more staff especially in the female section.

### **Recommendations:**

-  More efforts has to be done by the institute to increase the number of classrooms and laboratories specially in female section

✚ Proposal Action plan

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-8	More efforts has to be done by the institute to lower the number of students entering the chemistry program and/ or increase the number of classrooms and laboratories specially in female section	- increasing the number of classrooms and laboratories specially in female section	Student Affairs Committee	Program coordinator	1-9-2020	30-5-2021

**KPI-P-09: Employers' evaluation of the program graduates proficiency**

**Program**

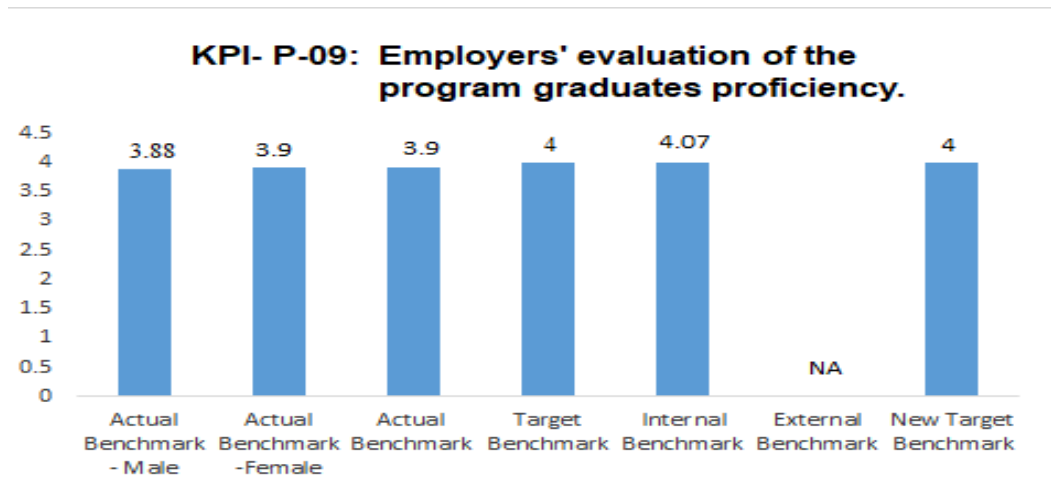
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3.9	4.0	4.07	Not available	4

(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3.88	4.0	3.95	Not available	4

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3.9	4.0	4	- Not available	4



**Figure 9: The employers' evaluation of the Chemistry program graduates proficiency**

**Measurement way:** Applying a questionnaire to evaluate the employers' efficiency of the program's graduates on a scale from five levels in an annual survey

The employers' evaluation of the chemistry program graduates proficiency = 3.9

**Analysis:**

**Figure 9:** The results show that the Employers' evaluation of the program graduates proficiency is 3.9 of 5.0 that is less than the previous year (4.07). The actual benchmark of both section are equal.

**Strengths:**

3.9 of 5 that reflects some satisfaction of the employers towards the program graduates. satisfaction of the employers towards the program graduates.

**Cause**

The reasons that led to the failure to achieve the target performance indicator

The graduate of the program does not have the skills and experiences :are necessary to face all of the labor market.

**Result** Increase the number of meetings with students, even those who did not graduate to encourage them Communication with school owners and factories in the fields of graduate work and more training and improvements of the qualifications and skills of graduate.

**Recommendations:**

1-More efforts by the staff and institute to maintain this trust of the Employers' towards the graduates.

### Proposal Action plan

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-09	1-More efforts by the staff and institute to maintain this trust of the Employers' towards the graduates.	Holding meeting with the employers	Program coordinator	Department council	1-9-2020	30-5-2021

### KPI-P-10: Students' satisfaction with the offered services.

#### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3.9	3.75	3.55	3.5	4.0

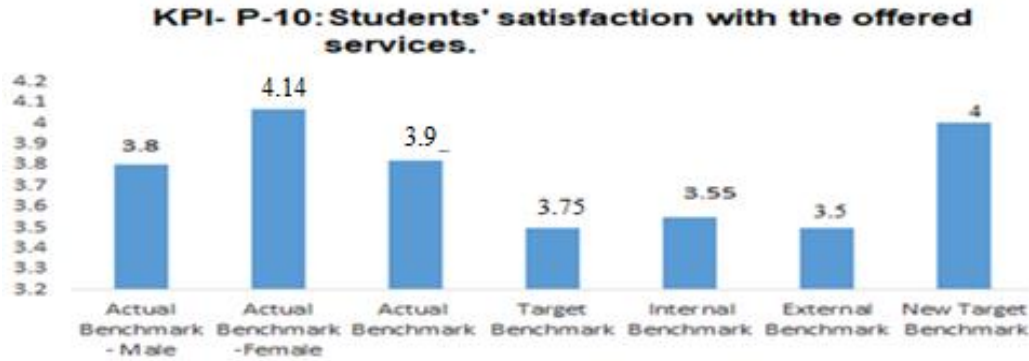
(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3.8	3.75	3.4	-	4.0

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4.14	3.75	3.7	-	4.0





**.Figure 10: The Students' satisfaction with the offered services in the Chemistry program**

*Measurement way: Applying a questionnaire to evaluate the Students' satisfaction with the offered services in the program on a scale from five levels in an annual survey*

*Student satisfaction with the services provided = 3.9*

#### **Analysis:**

**Figure 10:** shows that the The results show that the Students' satisfaction with the offered service is 3.9 of 5.0 that relatively higher than the previous year (3.55) and also it is greater than that of the (PSAU), the external benchmark (3.5 )

And male satisfaction with the offered service is more than that of female. The actual benchmark exceeds the target, so a new target was suggested (4).

A questionnaire is applied and analyzed on a scale from one to five.

This internal benchmark was chosen because it describes the achievement of the previous year

Last academic year was taken as internal benchmark.

The external benchmark Chemistry program in Prince Sattam Bin -Abdulaziz University (PSAU)

The justification of using the external benchmark Chemistry program in Prince -Sattam Bin Abdulaziz University (PSAU) is as follows

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

**Cause:** Due to the requirements related to medical services, and nutrition services, need to be improved. The qualities of service ,that help the student, have to be improved

**Result:**

Some of the requirements related to medical services, and nutrition services, need to be improved. The qualities of service ,that help the student, have to be improved

**Recommendations:**

Increasing awareness of students with the digital library and the many valuable references it contains, as well as advising them of the imperative to refer to the academic advisor in their main campus life

- Providing notifications and messaging services on academic activities can enhance the offered services.

**Proposal Action plan**

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-10	Increasing awareness of students with the digital library and the many valuable references it contains, as well as advising them of the imperative to refer to the academic advisor	Internal audit for the facilities and services.	Internal audit commitee	Quality Coordinator	1-9-2020	30-5-2021

in their main campus life - Providing notifications and messaging services on academic activities can enhance the offered services.						
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## Standard 5: Teaching Staff

### **KPI-P-11: Ratio of students to teaching staff.**

#### Program

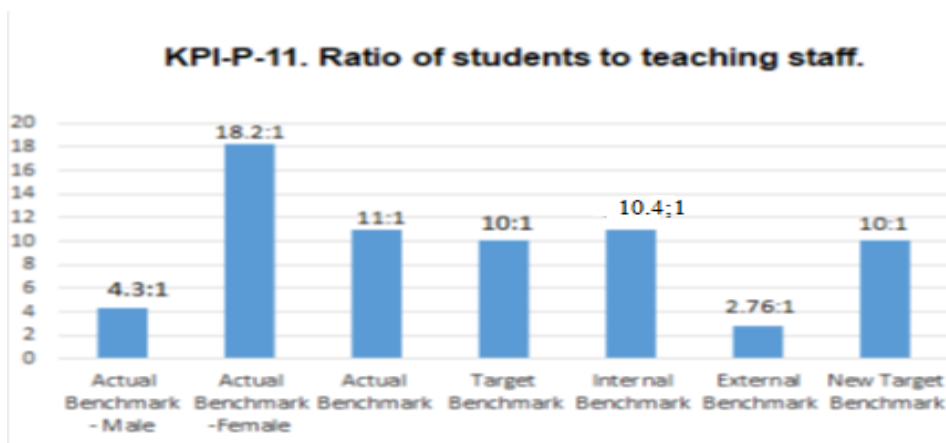
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
11:1	10:1	10.4:1	2.76:1	10:1

(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4.3:1	10:1	5.5:1	2.76:1	10:1

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
18.2:1	10:1	15.3:1	2.76:1	10:1



.Figure 11: The ratio of students to teaching staff in the Chemistry program

*Measurement way: The ratio of students to teaching staff in the chemistry program*

$$\text{Ratio of students to teaching staff in the program} = \frac{\text{The total number of students of the program}}{\text{Total number of full-time faculty members}}$$

#### Analysis:

**Figure 11:** The results show that the ratio of students to teaching staff.

is 11:1 little higher than that the previous year (10.4). The target benchmark indicator should be decreased to 10:1. and it and also it is less than that of the (PSAU), the external benchmark (2.76:1). Generally, the ratio is adequate.

This ratio is calculated as total number of staff members to the total number of students.

- ✚ This internal benchmark was chosen because it describes the achievement of the previous year.
- ✚ Last academic year was taken as internal benchmark.

The external benchmark Chemistry program in Prince Sattam Bin -Abdulaziz University (PSAU)

The justification of using the external benchmark Chemistry program in Prince -Sattam Bin Abdulaziz University (PSAU) is as follows

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.

- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

**Cause:** The reasons that led to the failure to achieve the target performance indicator: Due to Insufficiency of qualified cadres in the female section.

**Result:** Sufficiency of qualified cadres with high scientific experience in the field of teaching and scientific research especially in the female section is needed.

**Recommendations:**

- 1-Qualified and experienced scientific cadres are drawn through the main campus
- 2-There is a need to increase the proportion of Associate and Full Professors in the female section.

**Proposal Action plan**

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPP-P-11	1- Qualified and experienced scientific cadres are drawn through the main campus  2-There is a need to increase the proportion of Associate and Full Professors in the female section.	Holding seminars and workshop with sec. school students  recruit more Assoc. Prof. and full Prof.	Program Coordinator	Department committee	1-9-2020	30-5-2021

			Faculty Contracting Committee	Department committee		
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### KPI-P-12: Percentage of teaching staff distribution.

#### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
Assist. P:59.24 % Assoc. P:26.06 % Prof.: 14.7 %	Assist. P:59.24 % Assoc. P:26.06 % Prof.: 14.7 %	Assist. P:59.24 % Assoc. P:26.06 % Prof.: 14.7 %	Assist. P:52 % Assoc.P:29% Prof.: 6.5%	Assist. P:59.24 % Assoc. P:26.06 % Prof.: 14.7 %

#### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
Assist. P: 31.82 Assoc. P: 45.45 % Prof.: 22.73 %	Assist. P: 31.82 Assoc. P: 45.45 % Prof.: 22.73 %	Assist. P: 31.82 % Assoc. P: 45.45 % Prof.: 22.73 %	-	Assist. P: 31.82 Assoc. P: 45.45 % Prof.: 22.73 %

#### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
Assist. P: 86.66 % Assoc. P: 6.67 % Prof.: 6.67 %	Assist. P: 86.66 % Assoc. P: 6.67 % Prof.: 6.67 %	Assist. P: 86.66 % Assoc. P: 6.67 % Prof.: 6.67 %	-	Assist. P: 86.66 % Assoc. P: 6.67 % Prof.: 6.67 %

KPI Analysis of the Percentage of teaching staff distribution based on gender, branches and academic Ranking in the Chemistry program -

*Measurement way: The Percentage of teaching staff distribution in the chemistry program*

*1- Percentage distribution of faculty members by sex*

**Percentage of faculty members, female part =**

$$\frac{\text{Total Number of teaching staf, Female Section}}{\text{The total number of teaching staff in the program}} \times 100$$

**Percentage of faculty members, male part =**

$$\frac{\text{Total Number of teaching staf F, male Section}}{\text{The total number of teaching staff in the program}} \times 100$$

*2- Percentage distribution of the total number of faculty members in each branch =*

$$\frac{\text{the total number of teaching staff in each branch}}{\text{the total number of teaching staff in the program}} \times 100$$

**3- Percentage of the distribution of teaching staff in terms of scientific rank =**

$$\frac{\text{Number of teaching staff in each scientific rank}}{\text{the total number of teaching staff in the program}} \times 100$$

**Analysis:**

Percentage of teaching staff distribution is shown in the above table for both males and females. There is a gap still exist between the required and what already in. It clearly appears in the female branch.

This internal benchmark was chosen because it describes the achievement of previous year.

Last academic year was taken as internal benchmark.

The external benchmark Chemistry program in Prince Sattam Bin Abdulaziz University (PSAU). The number of Prof. and Associate prof. in Jouf university is greater than that than in (PSAU)m the external benchmark.-

The justification of using the external benchmark Chemistry program in Prince Sattam Bin Abdulaziz University (PSAU) is as follows -

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

**Cause:** Insufficiency of qualified cadres in the female section.

**Result:** Sufficiency of qualified cadres with high scientific experience in the field of teaching and scientific research especially in the female section is needed.

**Recommendations:**

Many assistant professors should be encouraged to be associate professors especially in female section. Some Associated professors should also be promoted to be professors especially in male section to get balanced pyramid for the ranks of the staff members.

It is also advised to recruit associate professors in female sections



### Proposal Action plan

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
<b>KPI-P-12</b>	<p>Recruit associate professors in female sections when new recruitment is considered.</p> <p>2- Many assistant professors should be encouraged to be associate professors especially in female section. Some Associated professors should also be promoted to be professors especially in male section to get balanced pyramid for the ranks of the staff members.</p>	<p>recruit more Assoc. Prof. and full Prof</p>	<p>Faculty Contracting Committee</p>	<p>Faculty Contracting Committee</p>	<p>1-9-2020</p>	<p>30-5-2021</p>

### KPI-P-13: Proportion of teaching staff leaving the program.

#### Program

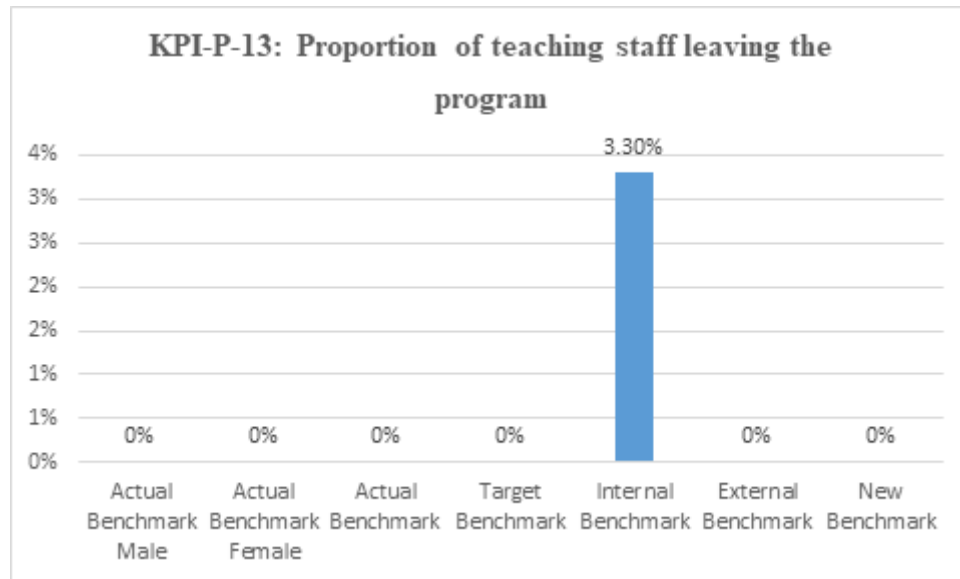
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
0%	0%	3.3%	0%	0%

(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
0%	0%	0		0%

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
0%	0%	6.6%	-	0%



**Measurement way: The Percentage Number of faculty members who leave the age. program for reasons other than retirement**

Percentage of Faculty dropout from the program=

$$\frac{\text{number of Faculty dropout from the program}}{\text{the total number of teaching staff in the program}} \times 100$$

### Analysis:

**Table 13:** shows that proportion of teaching staff leaving staff in the Chemistry program in the Main campus, As it clear that NO teaching staff left in the Chemistry program in the main campus.

The external benchmark Chemistry program in Prince Sattam Bin -Abdulaziz University (PSAU)

The justification of using the external benchmark Chemistry program in Prince -Sattam Bin Abdulaziz University (PSAU) is as follows

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

**Cause:** Increasing the stability of the faculty members of the program

**Result:** increase the student teaching staff ratio in female section.

### **Recommendations:**

- 1- The need for continuous evaluation to improve the conditions of faculty members (financially and administratively) and to work to attract distinguished talent staff.
- 2-Increasing the stability of the faculty members of the program

### Proposal Action plan

No. of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-13	Improve the conditions of faculty members (financially and administratively) and to work to attract distinguished talent staff.	Increasing the stability of the faculty members of the program	Training and development committee	Program coordinator	1-9-2020	30-5-2021

### KPI-P-14: Percentage of publications of faculty members.

#### Program

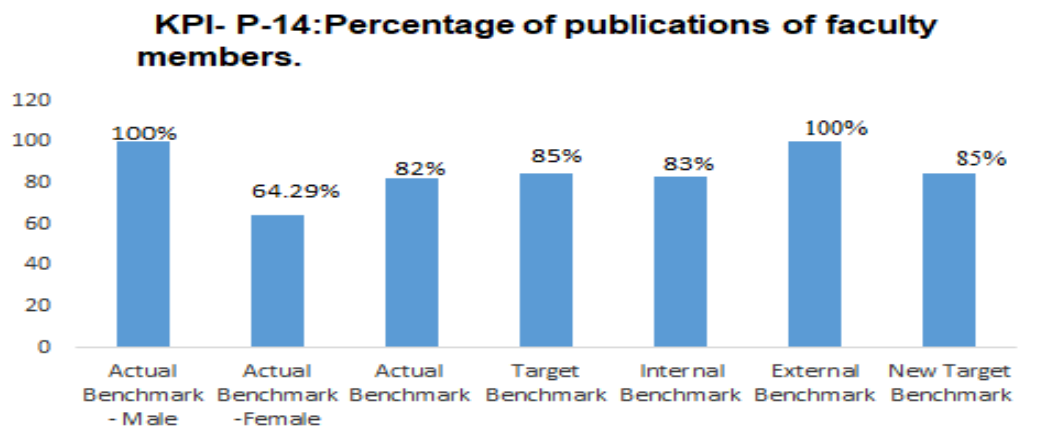
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
82%	85%	83%	100%	85%

#### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
100%	85%	86%	100%	85%

#### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
64.3%	85%	80%	100%	85%



**Figure 12: The percentage of publications of faculty members in the Chemistry program**

**Measurement way:** The Percentage of publications of faculty members in the chemistry program.

Percentage of scientific publication for faculty members =

$$\times 100 \frac{\text{Number of full-time faculty members who published at least one research during the year}}{\text{the total number of teaching staff in the program}}$$

**Analysis:**

**Figure 12:** shows that the actual benchmark is 82 % that is less than the previous year 40-41 H (83%). The male section is more than the female section. The benchmark is calculated as number of staff members published at least an article this year to the total number of staff. The actual benchmark in male is higher than female section.

This ratio is calculated as number of staff members published at least an article this year to the total number of staff.

This internal benchmark was chosen because it describes the achievement of the previous year

Last academic year was taken as internal benchmark.

The external benchmark Chemistry program in Prince Sattam Bin -Abdulaziz University (PSAU)

The justification of using the external benchmark Chemistry program in Prince -Sattam Bin Abdulaziz University (PSAU) is as follows

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

**Cause:** the publication in female section need to increase

**Result:** The research supporting financial needs extra supports.

**Recommendations:**

Work to provide research laboratories equipped with the latest equipment to raise the rate of scientific publishing for faculty members of the program in scientific journals with high impact factors

Proposals for improvement: Improvement of research facilities and the increment of number of financed projects may enhance the value of this indicator.

**Proposal Action plan**

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-14	Encouraging formation of research groups within the department would help create a stronger culture of collaboration while also affecting the KPI positively	Involve the faculty member in group research	Scientific Research Committee	Program Administration	1-9-2020	30-5-2021

2- The research supporting financial needs extra supports					
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### KPI-P-15: Rate of published research per faculty member.

#### Program

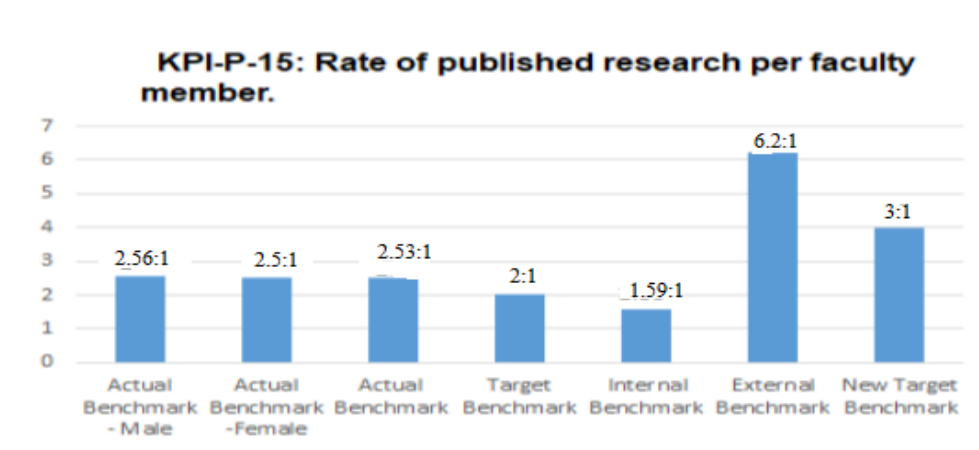
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2.53:1	2:1	1.59:1	6.2:1	3:1

#### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2.56	2:1	2:1	-	3:1

#### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2.5	2:1	1.2:1	-	3:1



.Figure 13: The rate of published research per faculty member in the Chemistry program

**Measurement way:** *The rate of published research per faculty member in the chemistry*

$$\text{program} = \frac{\text{The total number of research published during the year}}{\text{The total number of teaching staff in the program}}$$

**Analysis:**

**Figure 13:** Results show increasing in the number of refereed publications in international impacted journals per full time equivalent teaching staff in the academic year 42/41 compared to 41/40. Both sections attain the same values.

This ratio is calculated as number of all published articles this year to the total number of staff.

Last academic year was taken as internal benchmark.

The external benchmark Chemistry program in Prince Sattam Bin Abdulaziz University -(PSAU)

The justification of using the external benchmark Chemistry program in Prince -Sattam Bin Abdulaziz University (PSAU) is as follows

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

**✚ Strengths:**

Rate of published research per faculty member in male section is relatively higher than that of female section

**Cause:** Due to the raising in the rate of scientific publishing for faculty members of the program in scientific journals with high impact factors.

**Result:** research must be further encouraged and enhanced the publication in ISI database

**✚ Recommendations:**



## Increasing the number of research projects financed by the university

### Proposal Action plan

No. of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-15	1-Increase the number of research projects financed by the University.	Involve the faculty member in group research	Scientific Research Committee	Program Administration	1-9-2020	30-5-2021

### KPI-P-16: Citations rate in refereed journals per faculty member.

#### Program

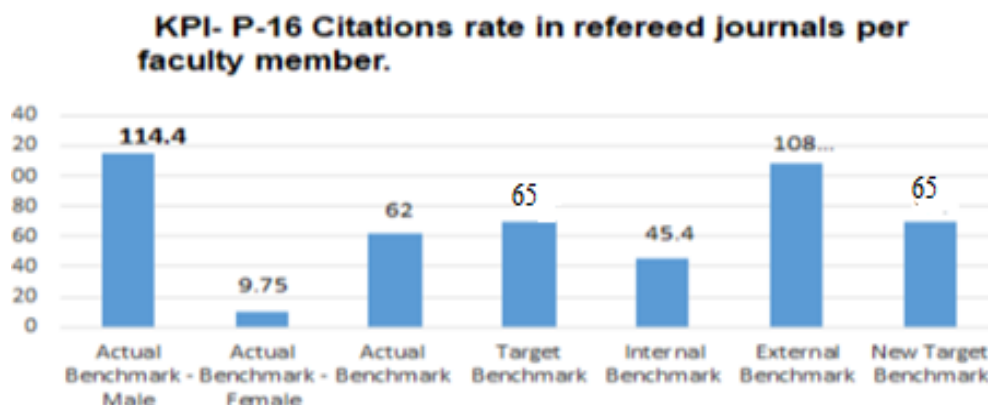
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
62:1	50 :1	45.4 :1	108.75 :1	65:1

#### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
114.4:1	70:1	75.6:1	-	100:1

#### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
9.75	30:1	15.2:1	-	30:1



**Figure 14: The Citations rate in refereed journals per faculty member in the Chemistry program**

**Measurement way:** The Citations rate in refereed journals per faculty member=

$$\frac{\text{The total number of citations in refereed journals from scientific research published by faculty members}}{\text{The total number of scientific research published for faculty members}}$$

**Analysis:**

**Figure 14:** Results show that the number of citations in refereed journals per full time equivalent faculty members in the academic year 42/41 (62:1) is higher compared to 41/40 (45.4:1). This may be due to the increase in the number of publication and improvement of the research experimental facilities. However, this number is aimed to be increased with the increased number of publications in the next year. Also, The male section is more than the female section.

This internal benchmark was chosen because it describes the achievement of the previous year.

Last academic year was taken as internal benchmark.

The external benchmark Chemistry program in Prince Sattam Bin -Abdulaziz University (PSAU)

The justification of using the external benchmark Chemistry program in Prince -Sattam Bin Abdulaziz University (PSAU) is as follows

- Prince Sattam Bin Abdulaziz University University was chosen because it was recently being accredited by the NCAAA, in addition to its collaboration agreement with the Ju to provide the required data for the NCAAA KPIs.
- Prince Sattam Bin Abdulaziz University similar to jouf university in governance, infrastructure and budgetary systems.

The Chemistry program at Prince Sattam Bin Abdulaziz University is similar to the program offered by Jouf University

- ✚ the actual KPI No. is not reached to the target one, therefore the latter is taken to be the new benchmark.

**Cause:** Due to encouraging chemistry staff member to develop research work and research groups.

**Result:** continuous encouragement and enhanced the publication in ISI database

✚ **Recommendations:**

1-Work to provide research laboratories equipped with the latest equipment to raise the rate of scientific publishing for faculty members of the program in scientific journals with high impact factors.

2-Increase the number of research projects financed by the University

**Proposal Action plan**

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-16	-Work to provide research laboratories equipped with the latest equipment to raise the rate of scientific publishing for faculty members of the program in scientific journals with high impact factors.	Involve the faculty member in group research	Scientific Research Committee	Program Administration	1-9-2020	30-5-2021

2-Increase the number of research projects financed by the University.						
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### KPI-P-17: Satisfaction of beneficiaries with the learning resources.

#### Program

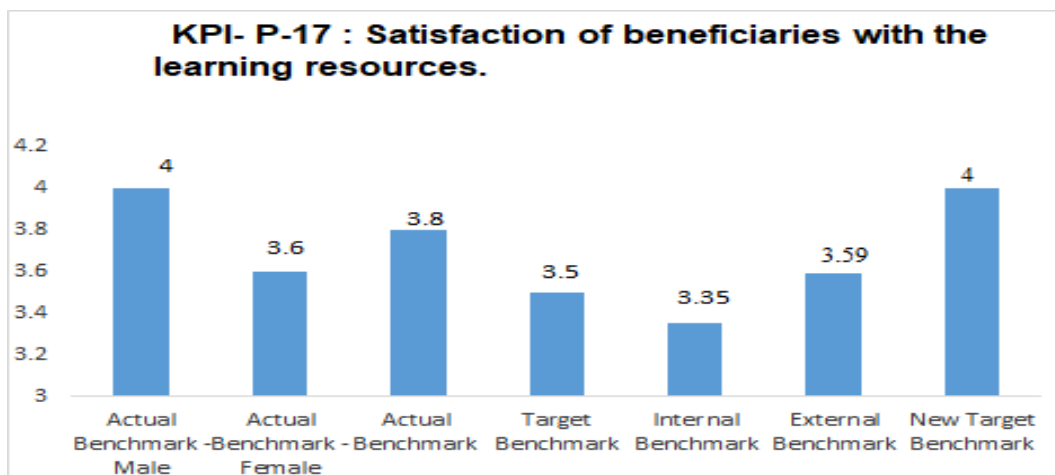
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3.8	3.5	3.35	3.59	4.0

#### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4	3.5	3.25		4.0

#### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3.6	3.5	3.45	-	4.0



**Measurement way:** Average rating of beneficiaries' satisfaction with learning resources.

The application of a questionnaire to evaluate beneficiaries' satisfaction with learning resources on a scale from five levels in an annual survey.

### The satisfaction of beneficiaries with the learning resources in the chemistry program:

3.95.

#### Analysis:

**Figure 30:** The results show a higher rate of adequacy of the Stakeholder evaluation of the digital library in the academic year 42/41 compared to 40/41. That implies a continuous improvement in the provided services and increasing the accessible database/content.

Furthermore, the actual KPI No. is not reached to the target one, therefore the latter is taken to be the new benchmark.

The benchmark calculated by a questionnaire is applied and analyzed on a scale from one to five.

This internal benchmark was chosen because it describes the achievement of the previous year

Last academic year was taken as internal benchmark.


The external benchmark is not available

**Cause:** Due to continuous improvement in the provided services and increasing the accessible database/content

**Result:** More effort should be exerted for developing laboratories and libraries.

The program graduates need more training and improvements of their qualifications and skills

#### **Recommendations:**

-  Given special attention by increasing interest in questionnaires and realizing the shortcomings of its items given that it represents the effective indicator for measuring the quality of teaching and learning in the program

### Proposal Action plan

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-P-17	Given special attention by increasing interest in questionnaires and realizing the shortcomings of its items given that it represents the effective indicator for measuring the quality of teaching and learning in the program	Help and demonstrate students how to use the digital library	Staff members	Program Administration	1-9-2020	30-5-2021

### KPI-AP-01: No. of research groups in the program.

#### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
0	2	0	Not available	2

#### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
0	1	0	Not available	1

#### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
0	1	0	- Not available	1

#### Measurement way:

The number of research groups projects received by faculty members in the program annually

#### Analysis:

No research groups were introduced

**Cause:** the financial support for research projects provided by the Deanship of Scientific Research caused increase in the value of indicator

Result:

**Result:** Increasing financial support continuously should be provided the deanship

#### Recommendation:

A continuous improvement in the provided funds for such groups.

• Proposal Action plan

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-AP-01	Increasing financial support for research projects to match the costs of chemicals and characterization	Involve the faculty member in group research	Scientific Research Committee	Program Administration	1-9-2020	30-5-2021

**KPI-AP-02: No. of subsidized research projects that you receive from program staff annually**

Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
5	15	14	Not available	15

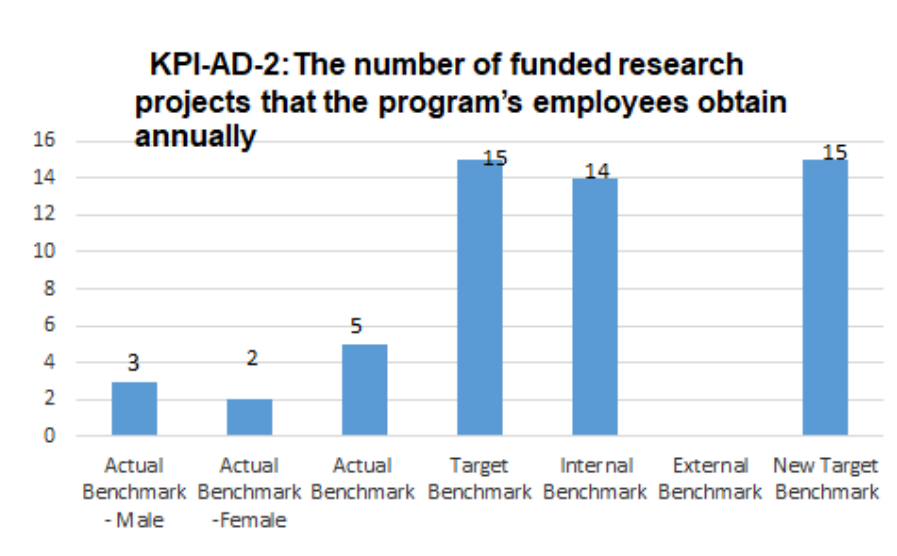
(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
3	10	12	Not available	10

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
2	5	2	- Not available	5





**Figure 16: The number of funded research projects that the number of funded research projects program's employees obtain annually in the Chemistry program**

*Measurement way: Number of research projects supported annually*

*Number of research projects supported annually in the program for female part: 2*

*Number of research projects supported annually in the program for male part: 3*

*Total Number of research projects supported annually: 5*

**Analysis:**

**Figure 16:** The results show a lower rate of the number of funded research projects program's employees obtain annually in the academic year 42/41 compared to 41/40.

That implies a continuous improvement in the provided funds. It is clear that the female section got double than that of male section.

Furthermore, the actual KPI No. is not reached to the target one, therefore the latter is taken to be the new benchmark.

**Strengths:**

**The number of funded research projects program's employees obtain annually in the Chemistry program at the Main campus level is more than that of the internal benchmark**

**Cause:** the financial support for research projects provided by the Deanship of Scientific Research cause increasing in the value of indicator

**Result:** Increasing financial support continuously should be provided the deanship

**Recommendations:**

- Given that it represents the effective indicator for a continuous improvement in the provided funds by the main campus.

**Proposal Action plan**

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-AP-02	Increasing financial support for research projects to match the costs of chemicals and analysis	Involve the faculty member in group research	Scientific Research Committee	Program Administration	1-9-2020	30-5-2021

### KPI-AP-03: The percentage of students participating in extra-curricular activities.

#### Program

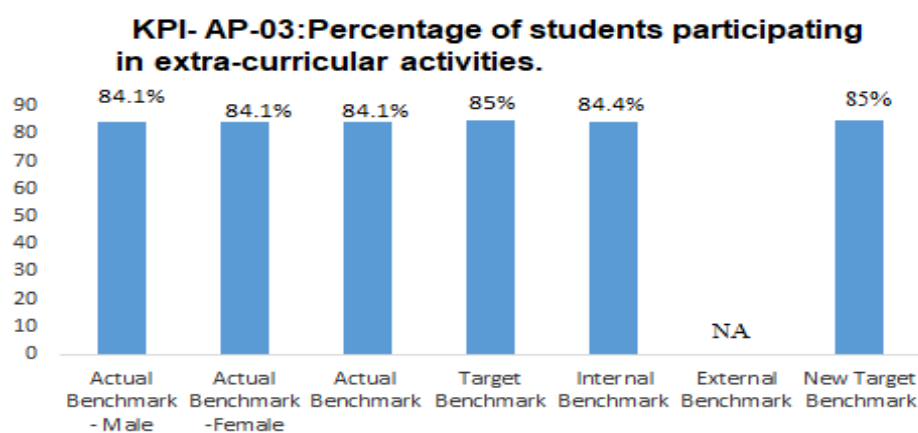
Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
84.1%	85%	84.8	Not available	85%

(Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
84.1%	85%	84.8	Not available	85%

(Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
84.1%	85%	84.8	- Not available	85%



**Figure 17: Percentage of students participating in extra-curricular activities in the program in the Chemistry program**

*Measurement way: The percentage of students participating in the activities extra-curricular*

$$\times 100 = \frac{\text{Average number of students participating in all extra-curricular activities}}{\text{The total number of students in the program}}$$

**Analysis:**

**Figure 17:** The results show a higher rate of the Percentage of students participating in extra-curricular activities in the program in the Chemistry program in the academic year 42/41 is 84.1% while no previous data is available. That implies a continuous encouragement for the students to participate in such activities  
Furthermore, the actual KPI No. is not reached to the target one, therefore the latter is taken to be the new benchmark.

**Strengths:**

The percentage of students participating in extra-curricular activities in the Chemistry program at the Main campus level is more than that of the internal benchmark

**Cause:** Due to a continuous encouragement for the students to participate in such activities

**Results:** The program students need more training and improvements of their practice, qualifications and skills and educating students about the importance of participating in various activities in their public life.

**Recommendations:**

Establishing many student extracurricular activities within the program and encouraging students to participate in them

### Proposal Action plan

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-AP-03	Establishing many students' extracurricular activities within the program and encouraging students to participate in them	Increase student-peer interaction.	Staff members	Program Administration	1-9-2020	30-5-2021

### KPI-AP-04: Employers' satisfaction with the program's mission, vision, and goals.

#### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4.11	4.2	3.9	Not available	4.2

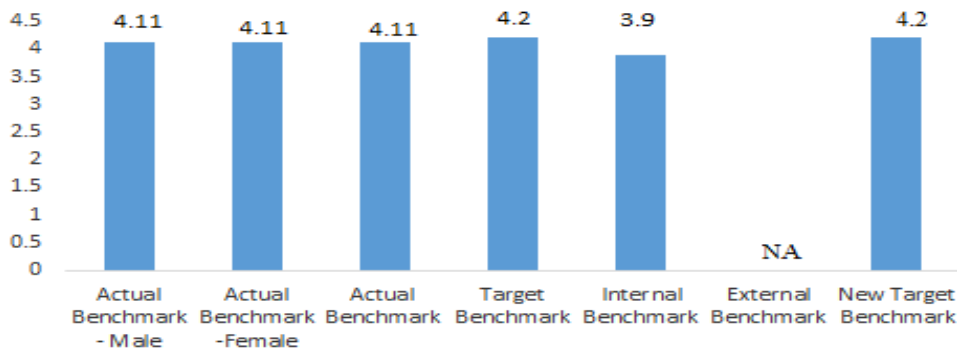
#### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4.11	4.2	3.9	Not available	4.2

#### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
4.11	4.2	3.9	- Not available	4.2

### KPI- AP-04: Employers satisfaction with the program's mission, vision and goals.



*Measurement way: Applying a questionnaire to survey the opinion of employers on a five-level scale annually*

Employers' satisfaction with the program's target, vision and mission: 4.11

Figure 18: The employers satisfaction with the program's mission, vision and goals in the program in the Chemistry program in the academic year 41/42 is (4.11) that is higher than that of previous year .

Furthermore, the actual KPI No. is not reached to the target one, therefore the latter is taken to be the new benchmark.

The benchmark calculated by a questionnaire is applied and analyzed on a scale from one to five.

#### **Strengths:**

The employers satisfaction with the program's mission, vision and goals in the Chemistry program at the Main campus level is more than that of the internal benchmark

**Cause:** the continuous contact with the employers and informing them of all developments and developments in the mission and vision plan caused the increasing in the value of indicator.

#### **Result**

The program graduates need more training, improvements of their qualifications and skills and establish an alumni unit to support the graduate's student employment and follow up their feedback

#### ✚ Recommendations:

- ✚ Given that it represents the effective indicator for measuring the employers satisfaction, therefore it should be given special attention by increasing interest in questionnaires and realizing the shortcomings of its items

#### Proposal Action plan

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-AP-04	More efforts by the staff and institute to maintain this trust of the Employers' towards the graduates and the program.	Holding meetings with the employers to discuss the development in the program	Alumni unit	Program Administration	1-9-2020	30-5-2021

## KPI-AP-05: Percentage of student graduation projects related to the surrounding community

### Program

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
25%	30%	20%	Not available	30%

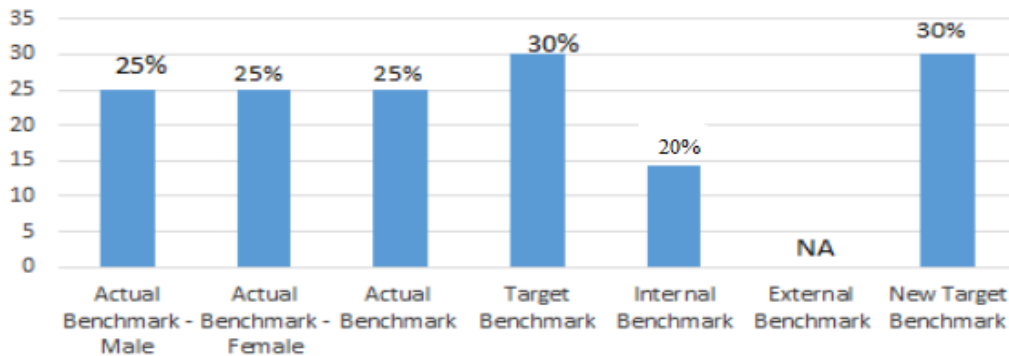
### (Male Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
25%	30%	20%	Not available	30%

### (Female Section)

Actual Benchmark	Target Benchmark	Internal Benchmark*	External Benchmark**	New Target Benchmark
25%	30%	20%	- Not available	30%

### KPI-AP-05. Percentage of the student's graduation projects related to the surrounding community.



**Measurement way:** Percentage of student graduation projects related to the surrounding community

$$= \frac{\text{Number of community-related graduation projects}}{\text{The total number of graduation projects in the program}} \times 100$$

**Analysis:**



**Figure 19:** The results show a higher rate of Percentage of the student's graduation projects related to the surrounding in the academic year 41/42 compared to 40/41. That implies a continuous improvement in the provided student's graduation projects  
The benchmark calculated as percentage

**Strengths and Recommendations:**

Percentage of the student's graduation projects related to the surrounding community in the Chemistry program at the Main campus level is more than that of the internal benchmark

**Cause:** The continuous contact with the all aspects of research project related to the surrounding community caused increasing in the value of indicator.

**Result:** The Chemistry program continuously improves all aspects of research project related to the surrounding community

 **Proposal Action plan**

Number of KPI	Recommendations	Action	Responsible Person	Follow up	Start Date	Completion Date
KPI-AP-05	Academic advisors during the orientation sessions should discussed the key points with the students in order to improve their research experiences	Conduct meetings between the students and the staff	Community service unit	Program Administration	1-9-2020	30-5-2021

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عمادة الجودة والاعتماد الأكاديمي



المملكة العربية السعودية  
وزارة التعليم  
جامعة الجوف

## The Enhancement and development of Key Performance Indicators for Chemistry Program, Year 1442 H

### Action plan:

Number of KPI	Name of KPI	Recommendations	Action plan	Responsible Person	Start Date	Completion Date
KPI-P-01	Percentage of achieved indicators of the program operational plan objectives.	1- Making an announcement to the stakeholders to know about the goals and objectives of the program	Prepare achievable operational plan	Operational plan committee	1-9-2020	30-5-2021
KPI-P-02	Students' Evaluation of quality of learning	- Developed the improvement plan for all aspects of student learning experiences in the Chemistry program.	Holding seminars with the students	Quality and Academic	1-9-2020	30-5-2021

	experience in the program	Key performance indicator must be made known to all stakeholders -		accreditation committee		
<b>KPI-P-03</b>	Students' evaluation of the quality of the courses conferences	1- Making committees to follow up the performance. 2-Improving the services provided to the students. 3-Motivating students to participate their opinions through different polls.	Proportion of courses in which student evaluations were conducted during the year will reach the new target benchmark	courses coordinators	1-9-2020	30-5-2021
<b>KPI-P-04</b>	Completion rate	• Formation of a committee to investigate the cause for a low proportion of students completing program in minimum possible time	Holding seminars to discuss the problems suffering the students to help them	Academic advisor committee	1-9-2020	30-5-2021

		<ul style="list-style-type: none"> <li>Strengthening the role of academic advising and urging the importance of communicating with the academic advisor</li> </ul> <p>-</p>				
<b>KPI-P-05</b>	First-year student's retention rate	<p>The need for continuous students evaluation to encourage to work hard and activate the role of academic advisors</p> <p>-</p>	Verifications of students achievements in each program should be send to an audit outside university in order to gain more special feedbacks	Academic Advising Committee	1-9-2020	30-5-2021
	Students' performance in the	<p>- Support the graduated student with some specialized high-level training courses that helps to raise the employment</p>	Holding workshop to improve the quality of the graduates		1-9-2020	30-5-2021

<p><b>KPI-P-06</b></p>	<p>professional and/or national examinations</p>	<p>opportunities for our graduated students.</p>				
<p><b>KPI-P-07</b></p>	<p>Graduates' employability and enrolment in postgraduate programs</p>	<p>Establishing fair job</p> <p>-More data about employment agencies is required for program graduates, as well as a more effective mechanism for communicating with the graduate.</p>	<p>Work to set up partnerships with .the business sector</p> <p>-Work to organize various events such as Career Day (career absolvent) so that our students explore</p>	<p>Alumni Affairs Committee</p>	<p>1-9-2020</p>	<p>30-5-2021</p>

<b>KPI-P-08</b>	Average number of students in the class	More efforts has to be done by the institute to lower the number of students entering the chemistry program and/ or increase the number of classrooms and laboratories specially in female section	- increasing the number of classrooms and laboratories specially in female section	Student Affairs Committee	1-9-2020	30-5-2021
<b>KPI-P-09</b>	Employers' evaluation of the program graduates proficiency.	1-More efforts by the stuff and institute to maintain this trust of the Employers' towards the graduates.	Holding meeting with the employers	Program coordinator	1-9-2020	30-5-2021
<b>KPI-P-10</b>	Students' satisfaction with	Increasing awareness of students with the digital library and the many valuable references it contains, as	Internal audit for	Internal audit commitee	1-9-2020	30-5-2021

	the offered services	well as advising them of the imperative to refer to the academic advisor in their main campus life  - Providing notifications and messaging services on academic activities can enhance the offered services.	the facilities and services.			
<b>KPI-P-11</b>	Ratio of students to teaching staff	1- Qualified and experienced scientific cadres are drawn through the main campus  2-There is a need to increase the proportion of Associate and Full Professors in the female section.	Holding seminars and workshop with sec. school students  recruit more Assoc. Prof. and full Prof.	Program Coordinator	1-9-2020	30-5-2021



		-				
<b>KPI-P-12</b>	Percentage of teaching staff distribution	1- Qualified and experienced scientific cadres are drawn through the main campus	Holding seminars and workshop with sec. school students	Program Coordinator	Faculty Contracting Committee	

		2-There is a need to increase the proportion of Associate and Full Professors in the female section.	recruit more Assoc. Prof. and full Prof.	Faculty Contracting Committee		
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<b>KPI-P-13</b>	Proportion of teaching staff leaving the program	<ul style="list-style-type: none"><li>- Improve the support for new and existing faculty members through the establishment of better tenure, and a rewarding system.</li><li>- Establish a program for assessment of salaries of the faculties and doing benchmarking with other peer colleges</li><li>- Increasing the stability of the faculty members of the program</li></ul>	Increase student teaching staff ratio.	University Contracting Committee	1-9-2020	30-5-2021

KPI-P-14	Percentage of publications of faculty members	<p>Encouraging formation of research groups within the department would help create a stronger culture of collaboration while also affecting the KPI positively</p> <p>2- The research supporting financial needs extra supports</p> <p>-</p>	Involve the faculty member in group research	Scientific Research Committee	1-9-2020	30-5-2021
KPI-P-15	Rate of published research per faculty member	<ul style="list-style-type: none"> <li>- Encouraging faculty staff to develop research work and research groups.</li> <li>- Establish postgraduate programs.</li> <li>- Work to provide research laboratories equipped with the latest equipment to raise the rate of scientific publishing for faculty members of the program</li> </ul>	The research supporting financial needs extra supports.	Scientific Research Committee	1-9-2020	30-5-2021

		in scientific journals with high impact factors.	-Overall, research must be further encouraged and enhanced as the number of ISI publications from the Department doesn't match its great potential  -Develop the link with the community			
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<b>KPI-P-16</b>	Citations rate in refereed journals per faculty member	<p>-Work to provide research laboratories equipped with the latest equipment to raise the rate of scientific publishing for faculty members of the program in scientific journals with high impact factors.</p> <p>2-Increase the number of research projects financed by the University.</p>	Involve the faculty member in group research	Scientific Research Committee	1-9-2020	30-5-2021
<b>KPI-P-17</b>	Satisfaction of beneficiaries with the learning resources	<p>- The student survey for the Training in the skills of using the</p> <p>- E- Library is good; must be improved further.</p> <p>- Given that it represents the effective indicator for measuring</p>			1-9-2020	30-5-2021

		the quality of teaching and learning in the program, therefore it should be given special attention by increasing interest in questionnaires and realizing the shortcomings of its items				
<b>KPI-AP-01</b>	Number of research groups in the program	Increasing the number of research groups to include all members of the department	The research supporting financial needs extra supports.  -Overall, research must be further		1-9-2020	30-5-2021

			encouraged and enhanced as the number of ISI publications from the Department doesn't match its great potential -Develop the link with the community			
<b>KPI-AP-02</b>	The number of supported research projects obtained	Increasing financial support for research projects to match the costs of chemicals and analysis	The research supporting financial needs extra supports.		1-9-2020	30-5-2021



	by the program per year		-Overall, research must be further encouraged and enhanced as the number of ISI publications from the Department doesn't match its great potential -Develop the link with the community			
<b>KPI-AP-03</b>	Percentage of students	Establishing many student extracurricular activities within the			1-9-2020	30-5-2021

	participating in extra-curricular activities	program and encouraging students to participate in them Announcing these activities to students in different ways to increase the number of participating students. Educating students about the importance of participating in various activities in their public life				
<b>KPI-AP-04</b>	Employers' satisfaction with the program's	More efforts by the staff and institute to maintain this trust of the Employers' towards the graduates and the program.	Holding meetings with the employers to discuss the	Alumni unit	1-9-2020	30-5-2021

	target, vision and mission		development in the program			
<b>KPI-AP-05</b>	Percentage of student graduation projects related to the surrounding community	<ul style="list-style-type: none"><li>- Develop the link with the community.</li><li>- Establishment of a strategic plan for community services in the program.</li><li>- Develop the established unit for community service</li></ul>			1-9-2020	30-5-2021

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## I. Action Plan Progress Report

1. Progress on Implementation of Previous Year's Action Plans					
Actions Planned	Planned Completion Date	Person Responsible	Completed	If Not Complete, Give	
				Reasons	Proposed action
<b>KPI-P-01:</b> Prepare achievable Operational plan	During the semester		Has been improved but not completed		

<b>KPI-P-02:</b> Forming permanent and temporary advisory teams from within and outside the university to follow up and advise.	During the semester	Quality and Academic accreditation committee	Has been improved but not completed	The covid-19 pandemic disrupted education in the spring of 2020. Meanwhile, students already on college campus were quickly sent home as residential buildings closed and learning was moved online. As a result, it was not possible to form teams	
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<b>KPI-P-03:</b> Proportion of courses in which student evaluations were conducted during the year will reach the new target benchmark	During the semester	Student Affairs Committee	Has been improved but not completed	The covid-19 pandemic disrupted education in the spring of 2020. Meanwhile, students already on college campus were quickly sent home as residential buildings closed and learning was moved online. Arising the difficulties that prevent reaching the highest level of the quality of the courses.	
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<b>KPI-P-04:</b> An internal committee should be formed from all departments in order to verify the student's achievement	During the semester	Academic Advising Committee	Has been improved but not completed	The covid-19 pandemic disrupted education in the spring of 2020. Meanwhile, students already on college campus were quickly sent home as residential buildings closed and learning was moved online. Result in avoiding the communicate with students privately one on one to stand on the problem they suffer from	
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<b>KPI-P-05:</b> Verifications of students achievements in each program should be sent to an audit outside the university in order to gain more special feedbacks	During the semester	Academic Advising Committee	Has been improved but not completed	The covid-19 pandemic disrupted education in the spring of 2020. Meanwhile, students already on college campus were quickly sent home as residential buildings closed and learning was moved online. So, there was no chance for increasing interest in the practical side through laboratories to produce cadres competing with their counterparts from other universities.	
<b>KPI-P-06:</b> Not available					



<p><b>KPI-P-07:</b> Established postgraduate program in chemistry department due to the majority of highly qualified teaching staff exist</p> <ul style="list-style-type: none"> <li>- Support the graduated student with some specialized high-level training courses that helps to raise the employment opportunities for our graduated students.</li> <li>-Work to set up partnerships with the business sector.</li> <li>-Work to organize various events such as Career Day (career absolvent) so that our students explore</li> </ul>	<p>During the semester</p>	<p>Alumni Affairs Committee</p>	<p>Has been improved but not completed</p>	<p>The covid-19 pandemic disrupted education in the spring of 2020. Meanwhile, students already on college campus were quickly sent home as residential buildings closed and learning was moved online. So, There was no more companies and businessmen in the employment forum could be invited</p>	
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<b>KPI-P-08:</b> - <i>increasing the number of classrooms and laboratories specially in female section</i>	During the semester	Student Affairs Committee	Has been improved but not completed	The covid-19 pandemic disrupted education in the spring of 2020. Meanwhile, students already on college campus were quickly sent home as residential buildings closed and learning was moved online.	
<b>KPI-P-09:</b> <i>A questionnaire is applied and analyzed on</i>	During the semester	-----	Has been improved but not completed		
<b>KPI-P-10:</b> Localization of Services, programs, events, and other community .involvement opportunities  increasing the ability of individuals and groups to influence issues that affect them and their communities	During the semester	Academic Advising Committee	Has been improved but not completed	The covid-19 pandemic disrupted education in the spring of 2020. Meanwhile, students already on college campus were quickly sent home as residential buildings closed and learning was moved online.	

<b>KPI-P-11:</b> Increase student teaching staff ratio.	During the semester	Faculty Contracting Committee	Has been improved but not completed	The covid-19 pandemic disrupted education in the spring of 2020. Meanwhile, students already on college campus were quickly sent home as residential buildings closed and learning was moved online. So, Qualified and experienced scientific cadres are not available for drawn through the University	
<b>KPI-P-12:</b> Increase student teaching staff ratio.	During the semester	Faculty Contracting Committee	Has been improved	There is a sufficiency of qualified cadres with high scientific experience in the field of teaching and scientific research	

<p><b>KPI-P-13:</b> Increase student teaching staff ratio.</p>	<p>During the semester</p>	<p>University Contracting Committee</p>	<p>Has been improved</p>	<p>There is no stability for the faculty members of the program</p>	
<p><b>KPI-P-14:</b> The research supporting financial needs extra supports.  -Overall, research must be further encouraged and enhanced as the number of ISI publications from the Department doesn't match its great potential  Develop the link with the community-</p>	<p>During the semester</p>	<p>Scientific Research Committee</p>	<p>Has been improved but not completed</p>	<p>There is no extra supports for supporting financial</p>	

<p><b>KPI-P-15:</b> The research supporting financial needs extra supports.</p> <p>-Overall, research must be further encouraged and enhanced as the number of ISI publications from the Department doesn't match its great potential</p> <p>Develop the link with the community-</p>	<p>During the semester</p>	<p>Scientific Research Committee</p>	<p>Has been improved but not completed</p>	<p>Due to the covid-19 There is no work on providing research laboratories equipped with the latest equipment to raise the rate of scientific publishing for faculty members of the program</p>	
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<p><b>KPI-P-16:</b> The research supporting financial needs extra supports.</p> <p>-Overall, research must be further encouraged and enhanced as the number of ISI publications from the Department doesn't match its great potential</p> <p>-Develop the link with the community</p>	<p>During the semester</p>	<p>Scientific Research Committee</p>	<p>Has been improved but not completed</p>	<p>Due to the covid-19 There is no work on providing research laboratories equipped with the latest equipment to raise the rate of scientific publishing for faculty members of the program</p>	
<p><b>KPI-P-17:</b> should be given special attention by increasing interest in questionnaires and realizing the shortcomings of its items</p>	<p>During the semester</p>			<p>should be given special attention by increasing interest in questionnaires and realizing the shortcomings of its items</p>	

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**Head of Department**

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