UNIVERSITETI HAXHI ZEKA – PEJË

MANUAL ON
KEY PERFORMANCE INDICATORS FOR STUDY PROGRAM

Pejë, January 2020

KEY PERFORMANCE INDICATORS FOR STUDY PROGRAM AT THE UNIVERSITY

The key performance indicators for study program are measurable values used by educational institutions to measure and track their progress on specific objectives. Moreover, these key performance indicators help educational institutions monitor and evaluate how well they are performing, and guide the formulation of policies and the setting of their goals. Below we have listed some performance indicators for study program and matrix (filled in with an example from the study program at the Faculty of Law ''LL. Master of International and European Law'').

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

First-year to third-year student retention rates: This KPI measures and reports on the percentage of first year students who succeed in completing Year 3 (consecutive years of study). There are many reasons a student may dropout and not make it from first to third year. However, a university with low levels of retention may mean an institution that does not take good care of his students the first year.
KPI Example: Increasing First Year Retention Levels to Third Year to 90% by 12/12/2022

2. Student to teacher ratio

Measure how many students are admitted per class, per teacher. If you have a low student to teacher ratio, you're doing well.
KPI Example: Reducing the ratio student / teacher at 40: 1 to 2022

3. Student attendance rate::

By measuring how frequently students attend their classes, you'll get an idea of student satisfaction and engagement. A low attendance rate should raise alarm bells, giving you the opportunity to investigate why students aren't turning up.
KPI Example: Increasing the level of student attendance to 97% until 2022

4. Course completion rate

Is the course too difficult? Or maybe the workload is unreasonable? Does the institution have the correct materials for students to use? In a similar way, students hitting their predicted grades will signify strong teaching ability. This helps measure the success of the institution because it often goes towards the ranking in university leader boards.
KPI Example: Increasing the level of graduation to 80% by 2022

5. Percentage (%) of international students

Some international students often have different requirements, such as additional storage and holiday accommodation. Measure this metric to keep track of how many students from abroad you have per year and aim to increase this for next time. Furthermore, it'll earn you cash and it'll have a positive effect on diversity within the student population.

KPI Example: 5% students incoming outside of Kosovo till 2022

6. Drop out rate

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

7. Research Grant:

This metric examines the percentage of the grants students and/or faculty received versus those that were applied for. Research grant earned by an institution provide an indication of its effectiveness in conducting relevant and evaluated research, while also informing the community on how the university finances its efforts to advance knowledge. The income from research is an important measure of the importance of study and competition.
KPI Example: Increasing research revenue to 20000 euro by 2022

8. Number of Publication per academic staff

The number of publications referenced in reputable journals is a key performance indicator that measures a university's search results.
KPI Example*: Increase publications for academic staff to 5 – 10 % by 2022*

9. Additional key performances indicators

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

1. Grant Money:	8. Calls to tech department per month:
2. Faculty to administration ratio:	9. Percentage of students that take public transit:
3. Percentage students in focus areas:	10. Percentage of students that commute:
4. Percentage of faculty with advanced certifications or degrees:	11. Cost of transit:
	12. Percentage of students living on campus:
5. Number of training sessions per year:	13. Percentage of buildings passing inspection:
6. Average age of buildings:	14. Classroom utilization rate:
7. Percentage of administrators using technology:	15. Percentage of classes using technology:
	16. Social media engagement:

10. Matrix of Key Performance Indicators for Study Program

Each holder of the study program at UHZ is obliged to determine the key performance indicators by completing the following matrix with clear and accurate data. The following is an example of a table

completed with Key Performance Indicators (TKP) for the LL study program. Master of International and European Law, a program "accredited in 2019 but which has not yet begun to be implemented until the moment of institutional accreditation.

Key Performance Indicators (TKP) for the LL.M. Master on International and European Law

Finances - revenues and expenditures

Main Indicators of Financial Performance		
Subsector	*Measuring indicators*	*Reporting on the achievement of targets*
Revenues	Student payments from the registration of semesters of 40 students per year each student will pay for one semester 250 euro and for one year 500 euro. 40 students x 2 years = 80 students 40 students x 500 euro per academic year = 20.000 euro per year x 2 years = 40.000 euro per 2 years. 10% or 8 students are released from payment 40 students will pay for the course of master thesis 3 euro+ 120 euro **TOTAL: 40.120 euro - 4000 euro= 36.120 euro**	
	The amount of projects won that are related to the study program	
TOTAL	**36.120 euro +**	
Direct and indirect costs	Payments professors to lecture: 200 hours per academic year x = x 30 euro = 6000 euro x 3 years = 18000 euro	
	Payments of professors for mentoring: 40 master thesis x 250 euro per a mentor= 10.000 euro 40 thesis x 90 euro per commission chair = 3.600 euro	

	40 thesis x 80 euro per commission member = 3.200 euro 40 mentors are pay x 3 euro per course of master thesis = 120 euro **Total**: **16.920** euro	
Scholarships for distinguished students	Scholarships for 10% or 8 distinguished students x 500 euro = 4000 euro per program **Total: 4000 euro**	
Released from payment of 10% of students	8 students are released from payment x 500 euro = 4000 euro Total: 4000 euro	
Buying books	15 books x 100 euro per book = 1500 euro	
Accreditation	1000 euro	
TOTAL:	**45.420 euro Euros**	
TOTAL of balance revenues: expenses	**36.120: 45.420**	
TOTAL OF ADDITIONAL EXPENSES PER PROGRAM	**9.3000 euro**	

Students and graduates

Key Performance Indicators - Admission, retention and graduation of students		
Subsector	*Measuring indicators*	*Reporting on the achievement of targets*
Applications and student registrations	Number of students enrolled per number of applications	
	Ratio boys and girls 20:20 (or 50%:50%).	
	Minimum of average grade 7.5 Knowledge of English	
	10% of students enrolled from marginalized groups	
Keeping students until the end of the year	Increasing the levels of holding the first semester in the second semester to 95%	
Academic staff-student ratio	Keeping the student / academic staff ratio to 4: 1	
Student attendance rate	Increasing the level of student attendance to 97% by the end of	

	the academic year	
Graduation rate	Increasing the level of graduation to 90% within the regular legal deadlines	
Faculty to administration ratio	The ratio of students to the number of administrative staff 40: 1	
Alumni creation and functionalization	Creating Alumni and membership of all students in Alumn	
Employment rate and practical work	100% of students will have the opportunity to complete practice work	
Continuation of studies by students	10% of students will be helped to continue doctoral studies	
Number of students interrupting their studies	Number of students discontinuing their studies for academic and non-academic reasons	
Number of transfers	Number of students requesting transfer from other programs	
International students %	% of foreign students in the program	

Curriculum and quality

Key Performance Indicators - Curriculum and Quality		
Subsector	*Measuring indicators*	*Reporting on the achievement of targets*
Lecture in English	60% of subjects are taught in English	
Technology	Training of academic staff at the beginning of each academic year for the use of new technology for teaching methodology	
Gratitude	10% of the best students in the given subject will be awarded a prize (for each subject will be done)	
Student passability and success	10% of students to have an average grade above 9 40% of students to have an average grade above 8	

	40% of students to have an average grade above 7	
	10% of students to have an average grade above 6	
Number of hours of online lectures	20% of lectures will be offered online until 2021/2022	

Academic staff

Key Performance Indicators - Academic Staff		
Subsector	*Measuring indicators*	*Reporting on the achievement of targets*
Percentage of academic staff with scientific degrees of doctorate	90% of the academic staff will have scientific degrees Dr.sc.	
Percentage of academic staff - females	50% of the academic staff will be women / girls	
Number of academic staff for the course	70% of the courses will be taught by two professors	
Number of guest lecturers	10 guest lecturers from different institutions will be invited during the academic year	

Scientific research

Key Performance Indicators – *Scientific research*		
Subsector	*Measuring indicators*	*Reporting on the achievement of targets*
Number of publications by academic staff	1 publication per year for each academic staff in credible journals	
Number of papers published by academic staff and students	70% of the academic staff publish 1-2 papers where the co-authors will be students	
Number of publications presented at scientific conferences	At least 1 publication per year will be presented at international conferences by academic staff and students	
Publication of books, chapters of books	At least one book or chapter from the academic staff until 2022.	
Participation in Scientific Conferences	Each academic staff and 50% of students participate in scientific conferences	
Number of research projects by	2 research projects per academic	

academic staff and students	year designed by academic staff and students and funded by the University or external donors	

Other:

Key Performance Indicators – *other*		
Subsector	*Subsector*	*Subsector*
Training	At least 1 training per year	
Application of technology	Each classroom should have access to the use of technology and the application of e-learning	