



**KEY PERFORMANCE  
INDICATORS**  
INFORMATION TECHNOLOGY

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INFORMATION TECHNOLOGIES SERVICE  
SOUTHERN SERBIAN ACADEMY

- KPI 1: REEF – registration effectiveness
- KPI 2: NOA – number of online applications
- KPI 3: NOE – number of online evaluations
- KPI 4: FOSTUV – frequency of students' visits
- KPI 5: FOTEAV – frequency of teachers' visits



## KEY INDICATOR 1:

- Domain: ICT
- Strategic goal: keeping records (monitoring) of registration effectiveness
- Name: REEF
- Aim: measuring the ease and speed of online registration
- Interpretation: L2
- Procedure of measurement: survey; analysis of data, comparison, result; action plan



## KEY INDICATOR 1

- Source of facts: questionnaire
- Target value: increasing effectiveness and thus the number and frequency of regular users (80% of users until 2020)
- Interval: annually: June
- Levels: Academy, colleges
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise: IT team – improvement plan:
  - improved interface
  - menu improvement (increased visibility of and access to menu options)



## KEY INDICATOR 2:

- Domain: ICT
- Strategic goal: keeping records of the number of online applications (enrollment, exam applications, etc.)
- Name:NOA
- Aim: measuring the number of online applications per college
- Interpretation: L2
- Procedure of measurement: student administration data, analysis of data, comparison, result; action plan



## KEY INDICATOR 2

- Source of facts: student administration service
- Target value: raising the number of online applications (80% of applicants until 2020)
- Interval: twice a year: December/June
- Levels: Academy, colleges
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise: IT team – improvement plan:  
-promoting the advantages of online application



## KEY INDICATOR 3:

- Domain: ICT
- Strategic goal: keeping records of the number of students who fill student evaluation questionnaires online
- Name: NOE
- Aim: measuring the number of completed questionnaires
- Interpretation: L2
- Procedure of measurement: website data, student administration data, analysis of data, comparison, result; action plan



## KEY INDICATOR 3

- Source of facts: website, student administration service
- Target value: raising the number of completed questionnaires online (80% of completed questionnaires until 2020)
- Interval:twice a year: December/June
- Levels: Academy, colleges, study programmes
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise:IT team – improvement plan:  
-promoting the advantages of online evaluation





## KEY INDICATOR 4:

- Domain: ICT
- Strategic goal: keeping records of the frequency of students<sup>2</sup> visits
- Name: FOSTUV
- Aim: measuring the number of students who use student service/administration online platform
- Interpretation: L2
- Procedure of measurement: website, student administration data, analysis of data, comparison, result; action plan



## KEY INDICATOR 4

- Source of facts: website, student administration service
- Target value: increasing the frequency of students<sup>2</sup> visits (80% of applicants until 2020)
- Interval: continually
- Levels: Academy, colleges, study programmes
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise: IT team – improvement plan:
  - constant improvement of student service software
  - providing additional service on various levels



## KEY INDICATOR 5:

- Domain: ICT
- Strategic goal: keeping records of the frequency of teachers<sup>2</sup> visits
- Name:FOTEAV
- Aim: measuring the number of teachers who use student service/administration online platform
- Interpretation: L2
- Procedure of measurement: website, student administration data, analysis of data, comparison, result; action plan



## KEY INDICATOR 5

- Source of facts: website, student administration data
- Target value: increasing the frequency of teachers<sup>2</sup> visits (80% of applicants until 2020)
- Interval: continually
- Levels: Academy, colleges, study programmes
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise: IT team – improvement plan:
  - constant improvement of the service software
  - providing additional service on various levels

