



**KEY PERFORMANCE
INDICATORS**
QUALITY MANAGEMENT

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QUALITY MANAGEMENT SERVICE
SOUTHERN SERBIAN ACADEMY

- KPI 1: NOAP – number of applications
- KPI 2: NOAC – number of acceptance
- KPI 3: NOC – number of conversions
- KPI 4: SRR – student retention rate
- KPI 5: GER – graduate employment rate
- KPI 6: SPE – study programme evaluation
- KPI 7: TPE – teacher performance evaluation



KEY INDICATOR 1:

- Domain: quality management
- Strategic goal: keeping records of the number of applications for the purposes of establishing either rise or fall of interest in certain fields
- Name:NOAP
- Aim: measuring the number of applications per study programme and per college
- Interpretation: L2
- Procedure of measurement: student administration data, analysis of data, comparison, result; action plan



KEY INDICATOR 1

- Source of facts: student administration service
- Target value: raising the level of applicants (40% of applicants more until 2020)
- Interval: annually: October
- Levels: Academy, colleges, study programmes
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise: QM team – improvement plan:
 - improved promotion activities realised in a timely manner



KEY INDICATOR 2:

- Domain: quality management
- Strategic goal: keeping records of the number of enrolled students for the purposes of establishing either rise or fall in acceptance rate
- Name:NOAC
- Aim: measuring the number of enrolled students per study programme and 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 level of enrolled students (40% of students more until 2020)
- Interval: annually: October
- Levels: Academy, colleges, study programmes
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise: QM team – improvement plan:
 - improved promotion activities realised in a timely manner
 - offering preparatory courses
 - scheduling meetings and discussions with the teaching staff



KEY INDICATOR 3:

- Domain: quality management
- Strategic goal: keeping records of the number of conversions for the purposes of establishing either success or failure of a certain recruitment policy
- Name: NOC
- Aim: measuring the number of converted students according to the cause of their conversion
- Interpretation: L2
- Procedure of measurement: website data, staff data, student administration data, analysis of data, comparison, result; action plan



KEY INDICATOR 3

- Source of facts: website, student service, student administration service
- Target value: raising the level of converted students (20% of converted students more until 2020)
- Interval: annually: October
- Levels: Academy, colleges, study programmes
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise: QM team – improvement plan:
 - improved promotion activities (online service, counselling) realised in a timely manner
 - offering campus visits
 - scheduling meetings and discussions with the teaching staff



KEY INDICATOR 4:

- Domain: quality management
- Strategic goal: keeping records of the retention rate for the purposes of establishing the reasons for either staying at or leaving college
- Name: SRR
- Aim: measuring the number of students who left college after the first year
- Interpretation: L2
- Procedure of measurement: student administration data, analysis of data, comparison, result; action plan



KEY INDICATOR 4

- Source of facts: student service, student administration service
- Target value: lowering the level of students who leave studies after the first year (20% of applicants until 2020)
- Interval: annually: June
- Levels: Academy, colleges, study programmes
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise: QM team – improvement plan:
 - improved study programmes
 - offering/improving the help of a tutor
 - providing student service on various levels
 - offering additional extra-curricular activities



KEY INDICATOR 5:

- Domain: quality management
- Strategic goal: keeping records of the number of students who find employment within a year after graduation for the purposes of establishing which fields deserve a larger number of applicants
- Name:GER
- Aim: measuring the number of students who found employment within a year after graduation
- Interpretation: L3
- Procedure of measurement: National Employment Service data; administration data, analysis of data, comparison, result; action plan



KEY INDICATOR 5

- Source of facts: National Employment Service, Alumni database, student administration service
- Target value: increasing the level of students who find employment within a year after graduation (20% of employed until 2020)
- Interval: annually: June
- Levels: Academy, colleges, study fields
- Measurements: administrative staff-forms
- Calculation: SPSS
- Customise: QM team – improvement plan:
 - improved study programmes
 - improved co-operation with workfields
 - improved placements of students through student fairs
 - offering career guidance/counselling



KEY INDICATOR 6:

- Domain: quality management
- Strategic goal: keeping records of students² evaluation of study programmes for the purposes of their improvement
- Name: SPE
- Aim: obtaining evaluation of study programmes
- Interpretation: L2
- Procedure of measurement: survey - questionnaire; analysis of data, comparison, result; action plan



KEY INDICATOR 6

- Source of facts: questionnaires
- Target value: improving the quality of study programmes
- Interval: twice a year: December/June
- Levels: Academy, colleges, study fields
- Measurements: QM staff-forms
- Calculation: SPSS
- Customise: QM team – improvement plan:
 - monitoring the needs and requirements of students
 - introducing innovations
 - following the examples of good practice



KEY INDICATOR 7:

- Domain: quality management
- Strategic goal: keeping records of students² evaluation of teachers² performance for the purposes of improvement of the teaching process
- Name:TPE
- Aim: obtaining evaluation of teachers² performance
- Interpretation: L2
- Procedure of measurement: survey - questionnaire; analysis of data, comparison, result; action plan



KEY INDICATOR 7

- Source of facts: questionnaires
- Target value: improving the quality of the teaching process
- Interval: twice a year: December/June
- Levels: Academy, colleges, study fields
- Measurements: QM staff-forms
- Calculation: SPSS
- Customise: QM team – improvement plan:
 - monitoring the needs and requirements of students
 - offering additional opportunities for teachers² improvement (conferences, research, etc)
 - international exchange of teaching staff

