



**KEY PERFORMANCE
INDICATORS**
STUDENT SERVICE

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SOUTHERN SERBIAN ACADEMY

- KPI 1: STUCE – student centeredness
- KPI 2: COFI – concern for the individual
- KPI 3: SSUS – student service utility (meeting students' needs)
- KPI 4: SSAC – student service accessibility
- KPI 5: PHYF – physical facilities



KEY INDICATOR 1:

- Domain: student service
- Strategic goal: keeping records of the extent to which the service is student-oriented
- Name:STUCE
- Aim: measuring the extent to which the service is student-oriented
- Interpretation: L2
- Procedure of measurement: survey, student service data, analysis of data, comparison, result;action plan



KEY INDICATOR 1

- Source of facts: student service data; questionnaires
- Target value: keeping the focus on students² needs and meeting their requirements
- Interval: continually
- Levels: Academy, colleges, study programmes
- Measurements: student service staff/QM staff
- Calculation: SPSS
- Customise: QM team/student service team – improvement plan:
 - constant review of student service activities, functions;
 - constant review of the benefits of student service and their success in dealing with students² needs and requirements
 - providing necessary service in every aspect of students² campus life



KEY INDICATOR 2:

- Domain: student service
- Strategic goal: keeping records of the extent to which the service cares for every single student
- Name:COFI
- Aim: establishing the amount of satisfaction of students with the student service
- Interpretation: L3
- Procedure of measurement: student service data; survey; analysis of data, comparison, result; action plan



KEY INDICATOR 2

- Source of facts: questionnaires, student interviews; student service
- Target value: raising the amount of students² satisfaction and trust with respect to student service
- Interval: continually
- Levels: Academy, colleges
- Measurements: student service staff - questionnaires
- Calculation: SPSS
- Customise:SS team – improvement plan:
 - improvement of student service staff (training)
 - offering services which deal not only with students² physical needs, but also with psychological, health, accomodation, transportation, etc.



KEY INDICATOR 3:

- Domain: student service
- Strategic goal: keeping records of the extent to which student service is useful and meets the needs and requirements of students
- Name:SSUS
- Aim: measuring the satisfaction of students with the provided services
- Interpretation: L3
- Procedure of measurement: student survey; student service data; analysis of data, comparison, result; action plan



KEY INDICATOR 3

- Source of facts: questionnaires; student service, student administration service
- Target value: raising the amount of students² satisfaction and trust with respect to student service
- Interval: continually
- Levels: Academy, colleges
- Measurements: : student service staff - questionnaires
- Calculation: SPSS
- Customise: SS team – improvement plan:
-providing additional required services (accomodation, counselling, health, tutorship)



KEY INDICATOR 4:

- Domain: student service
- Strategic goal: keeping records of the extent to which student service is accessible to each individual student
- Name:SSAC
- Aim: measuring the extent to which student service is accessible and attainable
- Interpretation: L3
- Procedure of measurement: survey, student service data; analysis of data, comparison, result; action plan



KEY INDICATOR 4

- Source of facts: questionnaires, student service
- Target value: increasing the extent of accessibility of student service
- Interval: continually
- Levels: Academy, colleges
- Measurements: student service staff-questionnaires
- Calculation: SPSS
- Customise:SS team – improvement plan:
 - increasing the number of student service staff, if need be
 - offering/improving the help of tutors
 - extending the availability of student service beyond the student service offices (online contacts, mail service)



KEY INDICATOR 5:

- Domain: student service
- Strategic goal: keeping records of students² satisfaction with the space and comfort offered by student service offices intended for counselling/meeting
- Name: PHYF
- Aim: measuring the extent of students² satisfaction with the space and comfort offered by student service offices intended for counselling/meeting
- Interpretation: L3
- Procedure of measurement: survey; analysis of data, comparison, result; action plan



KEY INDICATOR 5

- Source of facts: questionnaires
- Target value: improving the physical environment in which students are provided with various services, thus improving their feeling of comfort
- Interval: continually
- Levels: Academy, colleges
- Measurements: student service staff-questionnaires
- Calculation: SPSS
- Customise: SS/ QM team – improvement plan:
 - improving the physical environment
 - procuring necessary equipment, furniture, etc.

