



Program Specification

(Bachelor)

| | |
|-------------------------------------------------|---------------------------------------------------------------------------|
| Program: | Technical Support Program |
| Program Code (as per Saudi university ranking): | 06120201 |
| Qualification Level: | (5) Intermediate Diploma |
| Department: | Information and Communication Technology |
| College: | Applied College |
| Institution: | Najran university |
| Program Specification: | New <input type="checkbox"/> updated* <input checked="" type="checkbox"/> |
| Last Review Date: | 13/04/1444 |

*Attach the previous version of the Program Specification.

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A. Program Identification and General Information

1. Program's Main Location :

Najran University City - **Applied College – Building(24 -28)**

2. Branches Offering the Program (if any):

No branches

3. Partnerships with other parties (if any) and the nature of each:

NO

4. Professions/jobs for which students are qualified

- 1- Telecom technology service worker
- 2- Data and communication line installer
- 3- Electronic maintenance of computers
- 4- Electronic maintenance of public communication equipment

5. Relevant occupational/ Professional sectors:

- Telecommunications
- Maintenance
- IT

6. Major Tracks/Pathways (if any):

| Major track/pathway | Credit hours (For each track) | Professions/jobs (For each track) |
|-------------------------------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Associate Technical Support Diploma | 39 | <ul style="list-style-type: none"> • Telecom technology service worker • Data and communication line installer |
| 2. Intermediate Technical Support Diploma | 75 | <ul style="list-style-type: none"> • Electronic maintenance of public communication equipment • Electronic maintenance of computers |
| 3. | | |
| ... | | |

7. Exit Points/Awarded Degree (if any):



| exit points/awarded degree | Credit hours |
|-------------------------------------|--------------|
| 1. Associate Diploma Certificate | 39 |
| 2. IC3 Professional Certificate | 26 |
| 3. CompTIA A+ Certificate | 66 |
| 4. Intermediate Diploma Certificate | 75 |
| 8. Total credit hours: (75) | |



B. Mission, Objectives, and Program Learning Outcomes

1. Program Mission:

Preparing cadres in the field of technical support to bridge the gap in intermediate jobs by providing students with skills that enable him to provide technical support to the user, and solve problems related to applications and systems.

2. Program Goals:

The information systems program aims to provide the student with

- 1- Computer collection.
- 2- Upgrade the computer.
- 3- It maintains the computer.
- 4- Provides support for technical problems in the computer.
- 5- Provides technical support in work related to computer networks and their protection.
- 6- Provides basic support for applications and operating systems.
- 7- Provides basic support for network operating systems.
- 8- Manages technical support centers
- 9- Communicates functionally with specialists in the field of specialization.
- 10- Maintains simple communications equipment.
- 11- Design digital circuits for a specific application.

3. Program Learning Outcomes*

Knowledge and Understanding

| | |
|------|-----------------------------------------------------------------------------|
| K1 | The student define the basic concepts related to technical support |
| K2 | The student understands the principles of modern technical support |
| K3 | The student acquires technical skills related to networks and smart devices |
| K4 | |
| K... | |

Skills

| | |
|------|-----------------------------------------------------------------------------------------------|
| S1 | The student uses computer programs including intelligent operating systems and communications |
| S2 | The student analyzes problems related to computer operating systems and digital circuits |
| S3 | The student discovers computer malfunctions and ways to maintain them |
| S4 | The student builds reports of the various malfunctions that keep occurring and addresses them |
| S... | |

Values, Autonomy, and Responsibility

| | |
|----|--------------------------------------------------------------------------------------------------|
| V1 | The student is committed to the ethical values adopted by the university in the work environment |
|----|--------------------------------------------------------------------------------------------------|



| | |
|------|-----------------------------------------------------------------------------------------------------|
| V2 | The student participates in bilateral work and teamwork and takes responsibility in decision-making |
| V3 | |
| V4 | |
| V... | |

* Add a table for each track or exit Point (if any)



C. Curriculum

1. Curriculum Structure

| Program Structure | Required/ Elective | No. of courses | Credit Hours | Percentage |
|----------------------------|-----------------------|-------------------|-----------------|-------------|
| Institution Requirements | Required | 0 | 0 | 0 |
| | Elective | 0 | 0 | 0 |
| College Requirements | Required | 8 | 16 | 21.6% |
| | Elective | | | |
| Program Requirements | Required | 16 | 47 | 63.5% |
| | Elective | | | |
| Capstone Course/Project | | 1 | 1 | 4.1% |
| Field Training/ Internship | | | | |
| Residency year | | | | |
| Others | | | | |
| Total | | 27 | 74 | 100% |

* Add a separate table for each track (if any).

2. Program Courses

| Level | Course Code | Course Title | Required or Elective | Pre-Requisite Courses | Credit Hours | Type of requirements (Institution, College, or Program) |
|--------------|----------------|------------------------------------|----------------------------|--------------------------|-----------------|------------------------------------------------------------------|
| Level 1 | 156 CIS-2 | Computer Skills 1 | Required | | 2 | College |
| | 197ENG-2 | Grammar1 | Required | | 2 | |
| | 192ENG-2 | Reading and writing1 | Required | | 2 | College |
| | 193ENG-2 | Listening & Speaking1 | Required | | 2 | College |
| | 159MAN-2 | Modern communication Skills | Required | | 2 | College |
| | 180 CIS-2 | Computer Mathematics | Required | | 2 | Program |
| | 181CIS-3 | Programming Basics | Required | | 3 | Program |
| Total | | | | | 15Hrs | |
| Level 2 | 157CIS-2 | Computer Skills 2 | Required | 156 CIS-2 | 2 | Program |
| | 167CIS-3 | Operating systems | Required | | 3 | Program |
| | 154 CIS-3 | Technical Support Skills | Required | | 3 | Program |
| | 195ENG-2 | Reading and writing2 | Required | 192ENG-2 | 2 | College |
| | 196ENG-2 | Grammar2 | Required | 197ENG-2 | 2 | College |
| | 198ENG-2 | Listening & Speaking2 | Required | 193ENG-2 | 2 | College |
| | 155 CIS-3 | Computer assembly and operation | Required | | 3 | Program |
| Total | | | | | 17Hrs | |





| Level | Course Code | Course Title | Required or Elective | Pre-Requisite Courses | Credit Hours | Type of requirements (Institution, College, or Program) |
|---------|-------------|-----------------------------------------------|----------------------|-----------------------|--------------|---------------------------------------------------------|
| Level 3 | 254 CIS-3 | computer maintenance | Required | | 3 | Program |
| | 165 CIS-3 | computer networks | Required | | 3 | Program |
| | 190 CIS-2 | information security principles | Required | | 2 | Program |
| | 269 CIS-3 | Database basics | Required | | 3 | Program |
| | 256 CIS-2 | Smart device operating Systems | Required | 167 CIS-3 | 2 | Program |
| | 252 CIS-4 | digital circuits | Required | 180 CIS-2 | 4 | Program |
| Total | | | | | 17Hrs | |
| Level 4 | 281CIS-3 | Applied Project | Required | All the above | 3 | Program |
| | 253 CIS-4 | Network Support | Required | 165 CIS-3 | 4 | Program |
| | 255 CIS-3 | Qualification for professional certifications | Required | | 3 | Program |
| | 257 CIS-3 | Selected Topics | Required | | 3 | Program |
| | 258 CIS-4 | communication systems | Required | 252 CIS-3 | 4 | Program |
| | | | | | | |
| Total | | | | | 17Hrs | |
| Level 5 | 283 CIS-6 | Training Field-2 | Required | All the above | 6 | Program |
| | | | | | | |
| Total | | | | | 6Hrs | |
| Level 6 | | | | | | |
| | | | | | | |
| Level 7 | | | | | | |
| | | | | | | |
| Level 8 | | | | | | |
| | | | | | | |

* Include additional levels (for three semesters option or if needed).

** Add a table for the courses of each track (if any)

3. Course Specifications:

Insert hyperlink for all course specifications using NCAAA template (T-104)

4. Program learning Outcomes Mapping Matrix:





Align the program learning outcomes with program courses' according to the following desired performance levels (I = Introduced & P = Practiced & M = Mastered).

| Course code & No. | Program Learning Outcomes | | | | | | | | | | |
|-------------------|-----------------------------|----|----|-----|--------|----|----|----|--------------------------------------|----|------|
| | Knowledge and understanding | | | | Skills | | | | Values, Autonomy, and Responsibility | | |
| | K1 | K2 | K3 | --- | S1 | S2 | S3 | S4 | V1 | V2 | ---- |
| 156 CIS-2 | I | | I | | I | P | | | | | |
| 197ENG-2 | I | I | | | | | | I | | I | |
| 192ENG-2 | | I | | | P | P | I | | | I | |
| 193ENG-2 | I | | | | | | | P | | I | |
| 159MAN-2 | I | | | | | | I | M | | I | |
| 180 CIS-2 | I | I | | | | | | | | I | |
| 157CIS-2 | | | | | M | | | M | | I | |
| 167CIS-3 | | | | | | | | | | M | |
| 181CIS-3 | I | | I | | M | | M | M | | P | |
| 195ENG-2 | | | | | | | | | | | |
| 196ENG-2 | P | | I | | P | | M | M | | P | |
| 198ENG-2 | | P | | | | | M | P | M | | |
| 154 CIS-3 | I | I | I | | | | | | | P | |
| 155 CIS-3 | P | I | | | M | P | P | | P | | |
| 165 CIS-3 | | | M | | | M | | M | | | |
| 190 CIS-2 | P | I | | | | | M | | | I | |
| 182 CIS-2 | I | | | | | | I | M | | M | |
| 252 CIS-3 | | | P | | | | | M | | M | |
| 254 CIS-3 | | P | | | | P | I | | P | | |
| 256 CIS-2 | | | I | | | I | | M | P | | |
| 269 CIS-3 | P | M | | | | M | | M | | | |
| 253 CIS-4 | P | P | P | | | M | | M | | | |
| 255 CIS-3 | P | P | | | | | P | | | | |





| Course code & No. | Program Learning Outcomes | | | | | | | | | | |
|-------------------|-----------------------------|----|----|-----|--------|----|----|----|--------------------------------------|----|------|
| | Knowledge and understanding | | | | Skills | | | | Values, Autonomy, and Responsibility | | |
| | K1 | K2 | K3 | --- | S1 | S2 | S3 | S4 | V1 | V2 | ---- |
| 257 CIS-3 | | | | | P | | | M | | M | |
| 258 CIS-4 | | M | | | | | | P | | M | |
| 281CIS-3 | P | P | M | | M | | P | M | | M | |
| 286CIS-6 | M | M | I | | P | | M | | | | |

* Add a separate table for each track (if any).

5. Teaching and learning strategies applied to achieve program learning outcomes.

Describe teaching and learning strategies and curricular and extra-curricular activities adopted to achieve the Program's learning outcomes in all areas.

1. Lectures
2. Small and large group discussions
3. Brainstorming
4. Working in small group
5. Application in laboratories
6. Small projects

6. Assessment Methods for program learning outcomes.

Describe assessment methods (Direct and Indirect) that can be used to measure the achievement of program learning outcomes in all areas.

The Program should devise a plan for assessing Program Learning Outcomes (all learning outcomes should be assessed at least twice in the bachelor program's cycle and once in other degrees).

- 1- Monthly Exams
- 2- Periodic exercises
- 3- Practical exams
- 4- Application project report evaluation
- 5- Discussion of the applied project



- 6- Evaluation of the trainee's report
- 7- Trainee's discussion
- 8- Final Exams

D. Student Admission and Support:

1. Student Admission Requirements

1. He must have a high school certificate or its equivalent from within the Kingdom or from outside.
2. Should not have passed the high school or equivalent for more than five years (for regularity).
3. Passing the National Center for Measurement and Evaluation
4. Successfully pass any test or personal interview determined by the University.
5. Be medically fit.
6. The applicant should not exceed 30 years of age.
7. To obtain the approval of his / her reference to the study if he works in any governmental or private entity.
8. Has not obtained a bachelor's degree from another university.
9. He shall meet any other conditions determined by the University Council and announce the time of submission.
10. Not be separated from another university for disciplinary or educational

2. Guidance and Orientation Programs for New Students

(Include only the exceptional needs offered to the students of the Program that differ from those provided at the institutional level).

- At the beginning of the student's enrollment in the program, the Technical Support Program
- Department at the beginning of the semester will hold a meeting with the new students.
- The program structure, the study plan and the program guide will be presented to the new students.
- Students are introduced to the system of academic guidance and the distribution of students to academic counselors who help students in academic and academic affairs and work to clarify the things needed by students, guide them in the process of registration of courses, and solve the problems they face.

3. Student Counseling Services



(Academic, professional, psychological, and social)

(Include only the exceptional needs offered to the students of the Program that differ from those provided at the institutional level).

| Program of Academic Guidance for each semester | |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| week | Tasks and activities. |
| 1, 2 | Hold a meeting with the students of the department to welcome them and acquaintances and clarify the tasks of the academic guide |
| 3 | - Meeting with the Dean, the Undersecretaries and the Head of Computer Department with the new students. - Courses Delete and add action |
| 4 | - Holding a meeting with the members of the faculty in the department to coordinate with them in the performance of tasks and the formation of the educational bag. - To develop a list of the names of students and their cases in terms of being incompetent or outstanding or creative and inform the members of the faculty. - First Class Report (Guides) |
| 5 | - Limiting the creative activities of students and their tendency to start joining the various activities in college. - Restricting the number of students who did not exceed 75% of the lectures and contact them or their families to inform them of their embarrassment and to determine the reasons for this and whether it is possible to provide assistance. |
| 8 | Psychological preparation and problem solving for the first quarterly test. |
| 10 | Restrict students who did not exceed 50% of the lectures and contact them or their families to inform them of their embarrassment and to find out the reasons for this and whether it is possible to provide assistance. |
| 11 | A meeting with all members of the faculty to determine the conditions of students who failed (after the first and second semesters test) and what was directed towards them and the extent of the impact of the program followed with them in the adjustment of their results of study as well as outstanding students and their motivation, Special care. |
| 13 | Restrict students who did not exceed 25% of the lectures and contact them or their families to inform them of their embarrassment and to determine the reasons for this and whether it is possible to provide assistance |
| 13 | - Instructing the students of the department how to deal with the anxiety tests and ways to overcome it. - Second report on the semester (mentors). |
| 14 | Survey the students of the department to learn about their impressions of the activities of academic guidance section. |
| 15 | Report of the academic advisor on the activity of academic guidance department during the semester and submitted to the head of the department. |

4. Special Support

(Low achievers, disabled, gifted, and talented students).

- 1) A list of outstanding and talented students in the program at the end of the academic year prepare
- 2) Honoring outstanding and gifted students during the introductory meeting at the beginning of the academic year and inviting their parents
- 3) Distribute certificates of excellence to students who are outstanding and talented
- 4) Publishing the names of outstanding and talented students in the program on the website of the College
- 5) Put the names of the outstanding in the plaque of honor for the program and are displayed throughout the year
- (6) Conducting monthly social evenings where the Dean of college and faculty members meet





E. Faculty and Administrative Staff:

1. Needed Teaching and Administrative Staff

| Academic Rank | Specialty | | Special Requirements / Skills (if any) | Required Numbers | | |
|---------------------------------------|----------------------|----------|----------------------------------------|------------------|---|----|
| | General | Specific | | M | F | T |
| Professor | Computer Sciences | | | 2 | 2 | 4 |
| Associate Professor | Computer Sciences | | | 2 | 2 | 4 |
| Assistant Professor | Computer Engineering | | | 2 | 2 | 4 |
| Lecturer | Information system | | | 2 | 2 | 4 |
| Teaching Assistant | Computer Sciences | | | 5 | 5 | 10 |
| Technicians and Laboratory Assistants | Technical | | | 3 | 3 | 6 |
| Administrative and Supportive Staff | Business office | | | 3 | 3 | 6 |
| Others (specify) | | | | | | |

F. Learning Resources, Facilities, and Equipment:

1. Learning Resources

Learning resources required by the Program (textbooks, references, e-learning resources, web-based resources, etc.)

- IC3 GS5 Certification Guide, ISBN: 978-1-55332-463-8, 2016 CCI Learning Solutions Inc
- IC3 (GS5) 3EXAMS [والإنترنت نهجاسب اندونيت انشهادة ARABIC]



- A+ Guide to Managing and Maintaining Your PC. By Jean Andrews, 8 th Edition
- Frenzel, Louis. Principles of Electronic Communication System
- S. Haykin, “Communication Systems”, J. Wiley and Sons
- Behrouz A. Forouzan, Data communications and networking, 5th Edition, McGraw-Hill, 2013, ISBN:9780-07-337622-6
- William Stallings Data and Computer Communications, 10th Edition, Pearson, 2014, ISBN-10: 0-13-350648-7
- Computer Networks 5th Ed. Andrew S. Tanenbaum, Pearson Prentice Hall, 2010
- Information Technology Project Management , Kathy Schwalbe, 7th edition, 2014
- IT Essentials Companion Guide v6, 6th Edition by Cisco Networking Academy, Cisco Press (page 73 - 102).
- Modern Operating Systems”, Andrew S. Tanenbaum., Third Edition , Prentice Hall
- Michael E. Whitman, Herbert J. Mattord, Principles of information security, Cengage Learning, 2013. W. Stallings, Cryptography and Network Security: Principles and Practice, Prentice Hall, Six Edition. 2013.
- ochen M.Schiller, Mobile Communications, 2nd edition , Pearson Education, India 2003

2. Facilities and Equipment

(Library, laboratories, classrooms, etc.)

- Providing computer labs equipped with the required software to teach practical courses, capacity commensurate with the number of students
- Providing classrooms equipped with modern educational aids (display screens) with a capacity commensurate with the number of students

3. Procedures to ensure a healthy and safe learning environment

(According to the nature of the Program)

- A precautionary committee responsible for following up on health procedures
- Providing security and safety equipment
- There are emergency exits





G. Program Quality Assurance:

1. Program Quality Assurance System

Provide a link to the quality assurance manual.

<https://ddq.nu.edu.sa/iso/page-366.html> دليل نظام ضمان الجودة

2. Procedures to Monitor Quality of Courses Taught by other Departments

- Specify a list of approved books as a source
 - Updating and reviewing courses, then approving them by the department council
- Considering the textbook as the minimum for a scientific subject

3. Procedures Used to Ensure the Consistency between Main Campus and Branches (including male and female sections).

do not apply

4. Assessment Plan for Program Learning Outcomes (PLOs),

The learning outcomes of the courses and the program are measured after each semester. There is a relationship between the learning outcomes of the program with the learning outcomes of the courses as in the matrix included in the program description.

Program learning outcomes and course learning outcomes are measured through an electronic program designed using Microsoft Excel. The program was programmed based on the number of program learning outputs, the relative weights of each scheduled output in relation to the program output.

The data to be entered are:

1. Course information
2. Students' names
3. Write the number of course learning outcomes

After that, the appropriate assessment is selected and students' grades are entered for the specified outcome

After saving, the program measures the percentage of outputs achieved





The program provides a diagram for each area of learning outcomes that includes the target and actual level of performance.

strength point:

There is one system in the program to measure learning outcomes

Weak points

After the notes in the system, you need to modify, for example, the possibility of adding more than 100 students to the system

improvement points

Develop and update the system in line with the system users' feedback

5. Program Evaluation Matrix

| Evaluation Areas/Aspects | Evaluation Sources/References | Evaluation Methods | Evaluation Time |
|---------------------------------------|-------------------------------|--------------------|---------------------|
| Program leaders | Program Faculties | questionnaires | End of year |
| Teaching and assessment effectiveness | the students | questionnaires | during the semester |
| learning resources | Students - faculty members | questionnaires | during the semester |
| Services | Students - faculty members | questionnaires | End of year |
| | | | |

Evaluation Areas/Aspects: e.g., leadership, effectiveness of teaching & assessment, learning resources, services, partnerships, etc.

Evaluation Sources: students, graduates, alumni, faculty, program leaders, administrative staff, employers, independent reviewers, etc.

Evaluation Methods: e.g., Surveys, interviews, visits, etc.

Evaluation Time: e.g., beginning of semesters, end of the academic year, etc.



6. Program KPIs*

The period to achieve the target (____) year(s).

| No. | KPIs Code | KPIs | Targeted Level | Measurement Methods | Measurement Time |
|-----|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 1 | KPI-P01 | Percentage of performance indicators of the operational plan objectives of the program that achieved the targeted annual level to the total number of indicators targeted for these objectives in the same year | 100% | The percentage of performance indicators of the operational plan goals that achieved the target level to the total number of indicators targeted for these goals in the same year | End of the year |
| 2 | KPI-P02 | Students' Evaluation of quality of learning experience in the program | 90% | Average overall rating of final year students for the quality of learning experiences in the program, on a five-level scale in questionnaires | End of each semester |
| 3 | KPI-P03 | Students' evaluation of the quality of the courses | | Average student overall rating for course quality, on a five-level scale in questionnaires | End of each semester |
| 4 | KPI-P04 | Completion rate | 95% | Percentage of undergraduate students who have completed in the minimum set period of the program in each batch | End of the year |
| 5 | KPI-P05 | First-year students retention rate | 99% | Percentage of first-year students who continue in the following year to the total number of first-year | End of the year |



| No. | KPIs Code | KPIs | Targeted Level | Measurement Methods | Measurement Time |
|-----|-----------|------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| | | | | students in the same year | |
| 6 | KPI-P06 | Students' performance in the professional and/or national examinations | 100% | Percentage of students or graduates who pass professional and/or national examinations, their average and median score -if any | End of the year |
| 7 | KPI-P7 | Graduates' employability and enrolment in postgraduate programs | 95% | Percentage of program graduates who: Employees--enrolled in a postgraduate program during the first year of their graduation to the total number of graduates in the same year | End of the year |
| 8 | KPI-P08 | Average number of students in the class | 25 | Average number of students per class (per meeting/teaching activity: small group lecture, panel discussions, lab or clinical lessons(| Beginning of the semester |
| 9 | KPI-P09 | Employers' evaluation of the program graduates proficiency | 95% | The average overall rating of employers for the efficiency of program graduates on a five-level scale in questionnaires | End of year |
| 10 | KPI-P10 | Students' satisfaction with the offered services | 95% | Average rating of students' satisfaction with the various services provided by the program | End of each semester |



| No. | KPIs Code | KPIs | Targeted Level | Measurement Methods | Measurement Time |
|-----|-----------|--------------------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| | | | | (restaurants, transportation, sports facilities, academic advising) on a five-level scale in questionnaires | |
| 11 | KPI-P011 | Ratio of students to teaching staff | 1:25 | The Percentage of the total number of students to the total number of full-time faculty or its equivalent in the program | Beginning of the year |
| 12 | KPI-P012 | Percentage of teaching staff distribution | 1:1 | Percentage distribution of faculty members in terms of: A- gender b- branches c scientific rank | Beginning of the year |
| 13 | KPI-P013 | Proportion of teaching staff leaving the program | 0% | Percentage of faculty who leave the program annually for reasons other than reaching the legal age to the total number of faculty members | End of year |
| 14 | KPI-P014 | Percentage of publications of faculty members | 50% | Percentage of faculty members who published at least one research during the year to the total number of faculty members in the program | End of year |
| 15 | KPI-P015 | Rate of published research per faculty member | 90% | Average number of refereed and/or published research for each faculty member | End of year |

| No. | KPIs Code | KPIs | Targeted Level | Measurement Methods | Measurement Time |
|-----|-----------|--------------------------------------------------------------------------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| | | | | during the year (the total number of refereed and/or published research to the total number of full-time faculty members or its equivalent during the year) | |
| 16 | KPI-P016 | Citations rate in refereed journals per faculty member | 90% | Average number of citations in refereed journals from research published for each faculty member in the program (total number of citations in refereed journals from practical research published for full-time faculty members or its equivalent to the total number of published research) | End of year |
| 17 | KPI-P017 | Satisfaction of beneficiaries with the learning resources | 90% | Average rating of beneficiaries' satisfaction with the adequacy and diversity of learning resources (references, periodicals, databases, etc.) on a five-level scale in questionnaires | End of year |
| 1 | KPI-P01 | Percentage of performance indicators of the operational plan objectives of the | 100% | The percentage of performance indicators of the operational plan | End of the year |





| No. | KPIs Code | KPIs | Targeted Level | Measurement Methods | Measurement Time |
|-----|-----------|----------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| | | program that achieved the targeted annual level to the total number of indicators targeted for these objectives in the same year | | goals that achieved the target level to the total number of indicators targeted for these goals in the same year | |
| 2 | KPI-P02 | Students' Evaluation of quality of learning experience in the program | 90% | Average overall rating of final year students for the quality of learning experiences in the program, on a five-level scale in questionnaires | End of each semester |
| 3 | KPI-P03 | Students' evaluation of the quality of the courses | | Average student overall rating for course quality, on a five-level scale in questionnaires | End of each semester |
| 4 | KPI-P04 | Completion rate | 95% | Percentage of undergraduate students who have completed in the minimum set period of the program in each batch | End of the year |
| 5 | KPI-P05 | First-year students retention rate | 99% | Percentage of first-year students who continue in the following year to the total number of first-year students in the same year | End of the year |
| 6 | KPI-P06 | Students' performance in the professional and/or national examinations | 100% | Percentage of students or graduates who pass professional and/or national | End of the year |





| No. | KPIs Code | KPIs | Targeted Level | Measurement Methods | Measurement Time |
|-----|-----------|-----------------------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| | | | | examinations, their average and median score -if any | |
| 7 | KPI-P7 | Graduates' employability and enrolment in postgraduate programs | 95% | Percentage of program graduates who: Employees--enrolled in a postgraduate program during the first year of their graduation to the total number of graduates in the same year | End of the year |
| 8 | KPI-P08 | Average number of students in the class | 25 | Average number of students per class (per meeting/teaching activity: small group lecture, panel discussions, lab or clinical lessons(| Beginning of the semester |
| 9 | KPI-P09 | Employers' evaluation of the program graduates proficiency | 95% | The average overall rating of employers for the efficiency of program graduates on a five-level scale in questionnaires | End of year |
| 10 | KPI-P10 | Students' satisfaction with the offered services | 95% | Average rating of students' satisfaction with the various services provided by the program (restaurants, transportation, sports facilities, academic advising) on a | End of each semester |



| No. | KPIs Code | KPIs | Targeted Level | Measurement Methods | Measurement Time |
|-----|-----------|--------------------------------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| | | | | five-level scale in questionnaires | |
| 11 | KPI-P011 | Ratio of students to teaching staff | 1:25 | The Percentage of the total number of students to the total number of full-time faculty or its equivalent in the program | Beginning of the year |
| 12 | KPI-P012 | Percentage of teaching staff distribution | 1:1 | Percentage distribution of faculty members in terms of: A- gender b- branches c scientific rank | Beginning of the year |
| 13 | KPI-P013 | Proportion of teaching staff leaving the program | 0% | Percentage of faculty who leave the program annually for reasons other than reaching the legal age to the total number of faculty members | End of year |
| ١٤ | KPI-P014 | Percentage of publications of faculty members | 50% | Percentage of faculty members who published at least one research during the year to the total number of faculty members in the program | End of year |
| 15 | KPI-P015 | Rate of published research per faculty member | 90% | Average number of refereed and/or published research for each faculty member during the year (the total number of refereed and/or published | End of year |



| No. | KPIs Code | KPIs | Targeted Level | Measurement Methods | Measurement Time |
|-----|-----------|-----------------------------------------------------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| | | | | research to the total number of full-time faculty members or its equivalent during the year(| |
| 16 | KPI-P016 | Citations rate in refereed journals per faculty member | 90% | Average number of citations in refereed journals from research published for each faculty member in the program (total number of citations in refereed journals from practical research published for full-time faculty members or its equivalent to the total number of published research(| End of year |
| 17 | KPI-P017 | Satisfaction of beneficiaries with the learning resources | 90% | Average rating of beneficiaries' satisfaction with the adequacy and diversity of learning resources (references, periodicals, databases, etc.) on a five-level scale in questionnaires | End of year |
| | | | | | |

*including KPIs required by NCAAA

H. Specification Approval Data:

Council / Committee





Reference No.

Date

