**ATTACHMENT 2**

**Key Performance Indicators**

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|  Standard/Broad Area  |  Key Performance Indicator  |  Level at Which Data is Required  |
| 3-Management of Quality Assurance and Improvement  | 1. Students overall evaluation on the quality of their learning experiences at the institution.  (Average rating of the overall quality of their program on a five point scale in an annual survey of final year students.)   | Program Institution Data separately for male and female sections and combined for all.  |
|   | 2. Proportion of courses in which student evaluations were conducted during the year.  | Department Institution Data separately for male and female sections and combined for all.  |
|   | 3. Proportion of departments in which there was independent verification of standards of student achievement through internal processes during the past year.  | College Institution  |
|   | 4. Proportion of departments verifying achievement standards through external processes during the past year.  | College Institution  |
| 4- Learning and Teaching  | 5. Ratio of students to teaching staff. (Based on full time equivalents)  | Department or College (see note) Institution Data separately for male and female sections and combined for all.  |
|   | 6. Students overall rating of the quality of their courses. (Average rating by students on a five point scale on overall evaluation of courses.)  | Department or College (see note) College Institution Data separately for male and female sections and combined for all.  |
|   | 7. Proportion of teaching staff with verified doctoral qualifications.  | Department or College (see note) Institution Data separately for male and female sections and combined for all.  |

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|   | 8. Percentage of full time undergraduate students who are eligible to proceed to second year after their first academic year.  | Program/ College (See note) Institution Data separately for male and female sections and combined for all.  |
|   | 9. Proportion of full time students commencing undergraduate programs who complete those programs in minimum time specified for the program.  | Program/Department/College (see note) Institution Data separately for male and female sections and combined for all.  |
|   | 10. Proportion of students entering postgraduate programs who complete those programs in minimum time specified for the program.  | Program/College (see note) Institution Data separately for male and female sections and combined for all.  |
|   | 11. Proportion of graduates from undergraduate programs who within six months of graduation are: employed enrolled in further study not seeking employment or further study  | Program College Institution Data separately for male and female sections and combined for all.  |
| 5- Student Administration and Support Services  | 12. Ratio of administrative and support staff to students.  | College Institution Data separately for male and female sections and combined for all.  |
|   | 13. Proportion of total operating funds (other than accommodation and student allowances) allocated to provision of student services.  | Institution Data separately for male and female sections and combined for all.  |

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|  | 14. Student evaluation of academic and career counselling. (Average rating on theAdequacy of academic and career counselling on a five point scale in an annual survey of final year students.  | Program CollegeInstitution Data separately for male and female sections and combined for all.  |
| 6- Learning Resources  | 15. Ratio of book titles held in the library to the number of students.  | Institution Data separately for male and female sections and combined for all.  |
|   | 16. Number of data base subscriptions as a proportion of the number of programs offered.  | Institution  |
|   | 17. Number of periodical subscriptions as a proportion of the number of programs offered.  | Institution  |
|   | 18. Student evaluation of library and learning resource services. (Average rating on adequacy of library and or learning resource services on a five point scale in an annual survey of final year students.) (See explanatory notes)  | Institution Data separately for male and female sections and combined for all.  |
| 7- Facilities and Equipment  | 19. Annual expenditure on IT as a proportion of total operating funds.  | Institution  |
|   | 20. Number of accessible computer terminals per student.  | Institution Data separately for male and female sections and combined for all.  |
|   | 21. Average overall rating of adequacy of facilities and equipment in a survey of teaching staff.  | Department College Institution Data separately for male and female sections and combined for all.  |
| 8- Financial Planning and Management  | 22. Total operating expenditure (other than accommodation and student allowances) per student.  | Institution  |
| 9- Faculty and Staff Employment Processes  | 23. Proportion of teaching staff leaving the institution in the past year for reasons other than age retirement.  | Department College Institution Data separately for male and female sections and combined for all.   |
|   | 24. Proportion of teaching staff participating in at least one full day or equivalent of professional development activities arranged by the department, college or institution during the past year.  | Department College Institution Data separately for male and female sections and combined for all.  |
| 10- Research  | 25. Number of refereed publications in the previous three years per full time members of teaching staff. (Publications based on the formula in the Higher Council Bylaw excluding conference presentations)  | Department College Institution Data separately for male and female sections and combined for all.  |
|   | 26. Number of citations in refereed journals to publications by full time teaching staff as a proportion of full time teaching staff.  | Department College Institution Data separately for male and female sections and combined for all.  |
|   | 27. Proportion of full time members of teaching staff with at least one refereed publication during the previous year.  | Department College Institution Data separately for male and female sections and combined for all.  |
|   | 28. Number of research articles published by graduate students or recent graduates based on their thesis research as a percentage of the number of postgraduate students.  | Department College Institution Data separately for male and female sections and combined for all.  |
|   | 29. Number of papers or reports presented at academic conferences during the past year per full time member of teaching staff.  | Department College Institution Data separately for male and female sections and combined for all.  |
|   | 30. Research income from external sources in the past year as a proportion of the number of full time teaching staff members.  | Institution  |
|   | 31. Proportion of total operating funds spent on research in the last financial year.  | Institution  |
| 11- Community Service  | 32. Number of community education programs provided.  | Department College Institution Data separately for male and female sections and combined for all.  |
|   | 33. Number of hours of voluntary professional work spent in the community as a percentage of full time teaching staff.  | Department College Institution Data separately for male and female sections and combined for all.  |

Note: In indicators 5 to 14 where the level at which data is required shows department/college, program/college, or program/department/college the larger administrative unit should be used where a substantial number of common courses are taken within the larger unit.