**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 the  Adequacy of academic and career counselling on a five point scale in an annual survey of final year students. | Program  College  Institution  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.