

Department of Medical Laboratory Technology
Faculty of Applied Medical Sciences
Northern Border University
KPI Report 2024-25

KPI Analysis: 2024-25

Code	Key Performance Indicators	Gender	Target Value (2024-25)	Actual Value (2024-25)	Internal Benchmark (2023-24)	New Target (2025-26)
KPI-01	Students' evaluation of quality of learning experience in the program	Males	5.0	4.17	5	5
		Females	4.43	4.33	4.22	4.54
		All	4.52	4.22	4.31	4.43
KPI-02	Students' evaluation of the quality of the courses	Males	4.29	4.02	4.09	4.22
		Females	4.09	3.78	3.90	3.96
		All	4.15	3.82	3.96	4.01
KPI-03	Completion rate	Males	59.8%	72%	57%	75.6%
		Females	94.9%	85%	90.4%	89.25%
		All	83.37%	78.9%	79.4%	82.84%
KPI-04	First-year students retention rate	Males	61.2%	0%	58.3%	5%
		Females	100%	100%	100%	100%
		All	96.49%	100%	91.9%	100%
KPI-05	Students' performance in the professional and/or national examinations	Males	100%	100%	100%	100%
		Females	87.5%	100%	83.3%	100%
		All	96.18%	100%	91.6%	100%
KPI-06	Graduates' employability and	Males	86%	NA	82%	NA
		Females	83%	NA	79%	NA
		All	85%	NA	81%	NA
	enrolment in postgraduate programs	Males	19%	NA	18%	NA
		Females	15%	NA	14%	NA
		All	17%	NA	16%	NA
KPI-07	Employers' evaluation of the program graduates proficiency	Males	4.29	4.26	4.09	4.47
		Females	4.29	4.26	4.09	4.47
		All	4.29	4.26	4.09	4.47
KPI-08	Ratio of students to teaching staff	Males	1:1	1:1	1:1	1:1
		Females	3:1	6.4:1	3:1	6.1:1
		All	2:1	3:1	2:1	3:1
KPI-09	Percentage of publications of faculty members	Males	89.9%	96%	85.71%	100%
		Females	87.5%	100%	83.33%	100%
		All	89.08%	98%	84.84%	100%
KPI-10	Rate of published research per faculty member	Males	3.7	4.57	3.5	4.80
		Females	4	3.90	3.8	4.09
		All	3.78	4.37	3.6	4.59
KPI-11	Citations rate in refereed journals per faculty member	Males	1.7	20.08	1.6	21.1
		Females	1	1.72	0.8	1.81
		All	1.36	15.2	1.3	15.96

KPI-01: Students' Evaluation of quality of learning experience in the program

Description: Average of overall rating of final year students for the quality of learning experience in the program on a five- point scale in an annual survey

Aim: Getting feedback from senior students (last year of the program) on the quality of the program before graduation, improving the academic and non-academic aspects of the program to increase students' satisfaction, and the outcomes of the program.

Method of Assessment: A five-point Likert scale survey that is provided by the deanship of quality and academic accreditation. The survey evaluates the program based on specific criteria.

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

Analysis:

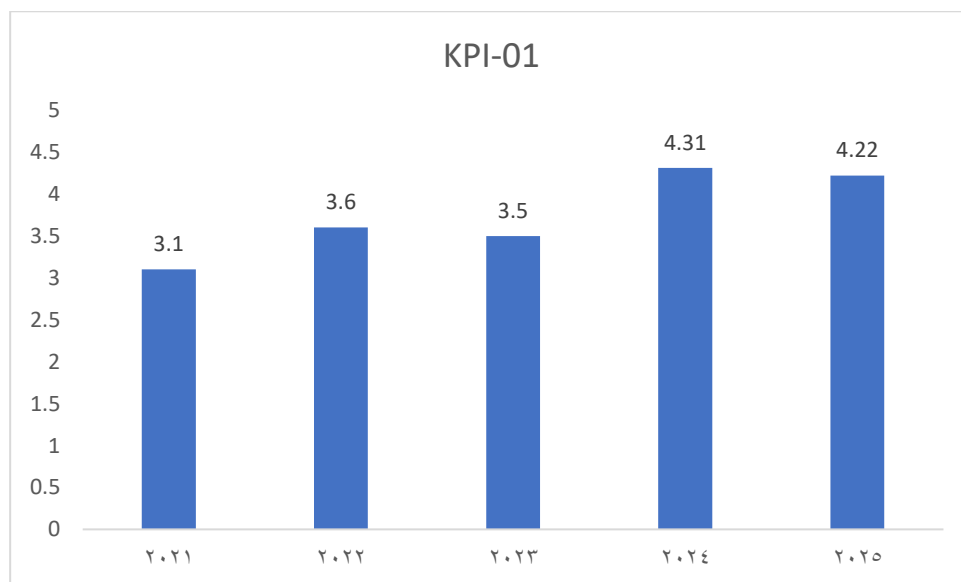


Figure 1. Students' Evaluation of quality of learning experience in the program (2021-2025)

Table 1 indicates the results of measuring KPI-01 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-01 Students' Evaluation of quality of learning experience in the program	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	4.52	4.22	4.31	3.67	4.43

The above table indicates that the actual value was more close to achieve the target and better than the external benchmark. However, the result is satisfactory.

KPI-02: Students' evaluation of the quality of the courses

Description: Average students overall rating for the quality of courses on a five-point scale in an annual survey

Aim: Getting feedback from students on the quality of the courses in the program, improving the academic aspects of the program to increase students' satisfaction, and the outcomes of the program courses.

Method of Assessment: A five-point Likert scale survey that is provided by the deanship of quality and academic accreditation. The survey evaluates the courses in the program based on specific criteria.

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

Analysis:

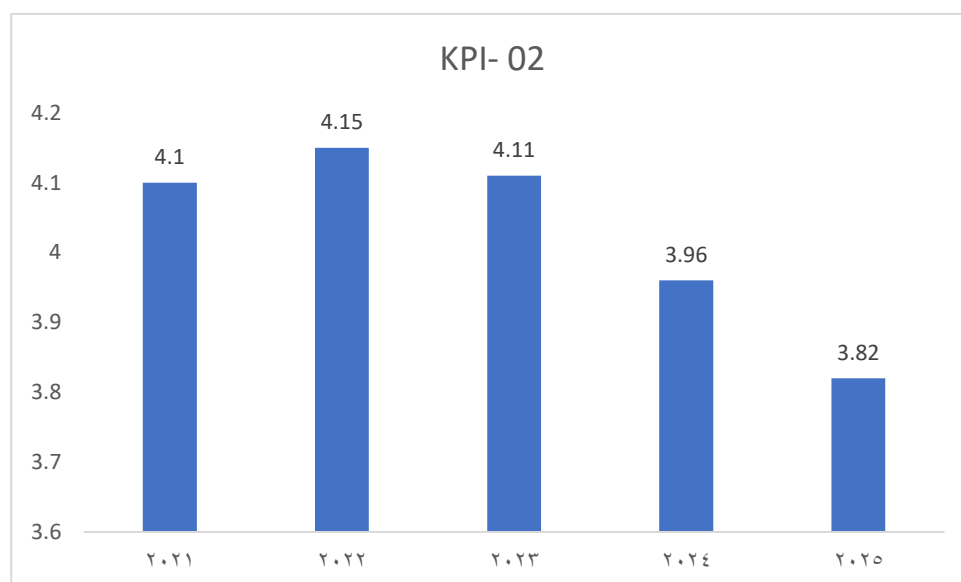


Figure 2. Students' evaluation of the quality of the courses (2021-2025)

Table 2 indicates the results of measuring KPI-02 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-02 Students' evaluation of the quality of the courses	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	4.15	3.82	3.96	4.2	4.01

The above table indicates that the actual value did not achieve the target benchmark and was lower than the internal and external benchmarks.

Areas for improvement:

This indicator could not achieve the target benchmark. There are certain areas which need improvement:

- Courses, which received low ratings, need to be evaluated by members of the curriculum team.

Action Plan:

- The curriculum development team will conduct a review of the courses to ensure their relevance and suitability to the program's objectives and student needs.

Implementation:

- The curriculum development committee revised all course specifications of the entire curriculum with more focus on CLOs format and their alignment with PLOs, revising of teaching and assessment methods and their alignment, and updating learning resources.

KPI-03: Completion rate

Description: Proportion of undergraduate students who completed the program in minimum time in each cohort.

Aim: Measuring the quality of education and students' ability to complete the program within the regular period.

Method of calculation:

Total number of students who graduated successfully in a minimum time of 4 years X100
The total Number of the students of that batch

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

Analysis:

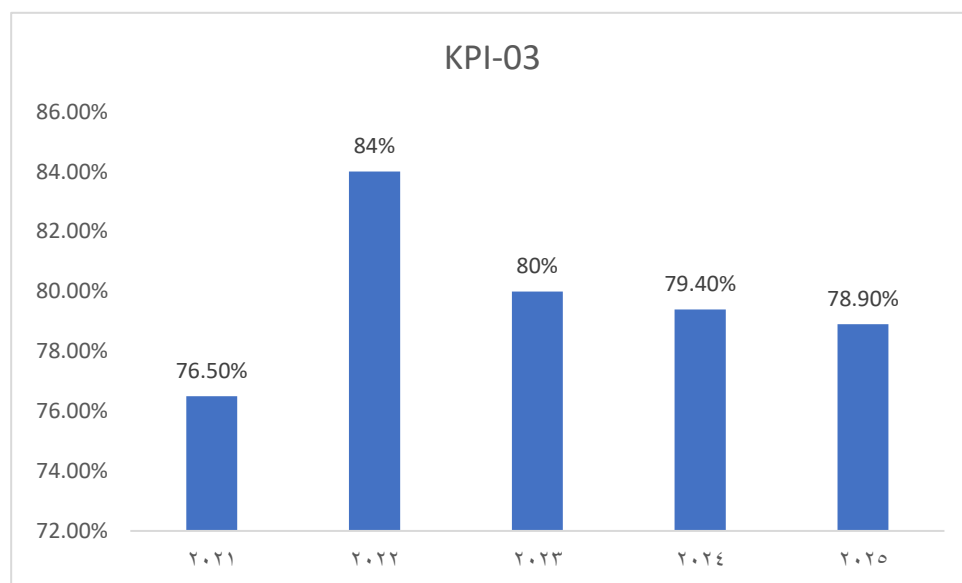


Figure 3. Completion rate of students (2021-2025)

Table 3 indicates the results of measuring KPI-03 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-03 Completion rate	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	83.37%	78.9%	79.4%	80%	82.84%

The above table indicates that the actual value didn't achieve the target benchmark, and was more close to the internal and external benchmark.

Areas for improvement:

- Student career counseling
- Academic Guidance and support

Action Plan:

1. The program will provide career counselling to the students at the beginning of their course which will:
2. The program will also offer academic guidance to students, including early intervention for those who are struggling, to help them stay on track and succeed.

Implementation:

- The program organizes welcome event for newly admitted students at the beginning of the academic year 2025/2026 with more focus on service provided (advising, counseling, etc.) orientation, and discussing the importance of the MLT specialty.
- From the early enrollment point the academic affairs unit at the MLT program assigned academic advisor for each enrolled student to ensure the regular guidance and support.

KPI-04: First-year students' retention rate

Description: Percentage of first-year undergraduate students who continue at the program the next year to the total number of first-year students in the same year.

Aim: Measuring the ability of the program to maintain admitted students and not to withdraw from the first year of the program.

Method of calculation:

number of students who continue in the program for the following year (Year 2) X100
The number of students enrolled in the program (first year) for the same batch

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

Analysis:

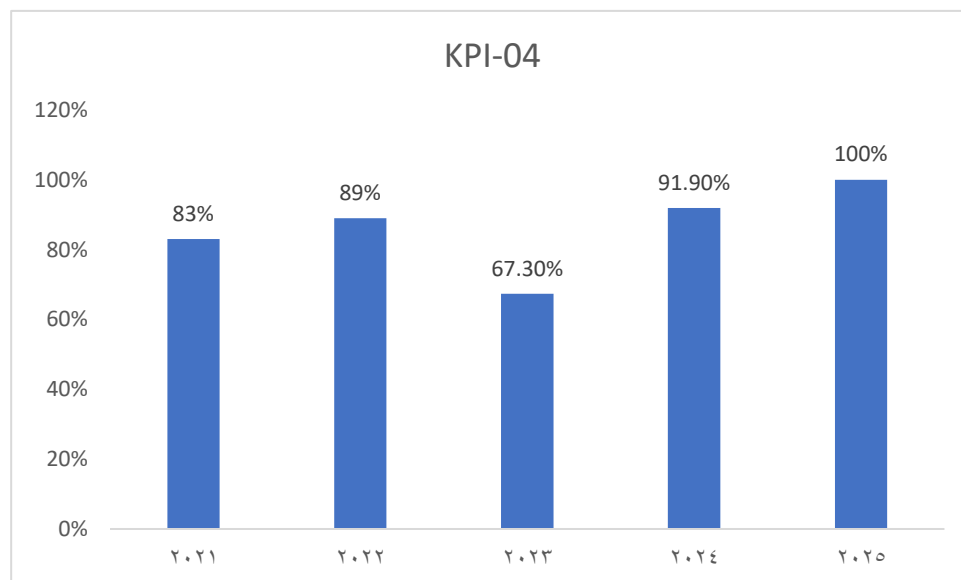


Figure 4. First-year students' retention rate (2021-2025)

Table 4 indicates the results of measuring KPI-04 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-04 First-year students' retention rate	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	96.49%	100%	91.9%	87.5%	100%

The above table shows that the actual value achieved the target benchmark as was better than internal and external benchmark.

KPI-05: Students' performance in the professional and/or national examinations

Description: Percentage of students or graduates who were successful in the professional and / or national examinations, or their score average and median (if any)

Aim: Assess the quality of earned learning outcomes among the graduates of the program.

Method of calculation:

Number of the students/ graduates who were successful in the professional and / or national examinations X100
The total Number of the students/ graduates who were participated in such exams

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

Analysis:

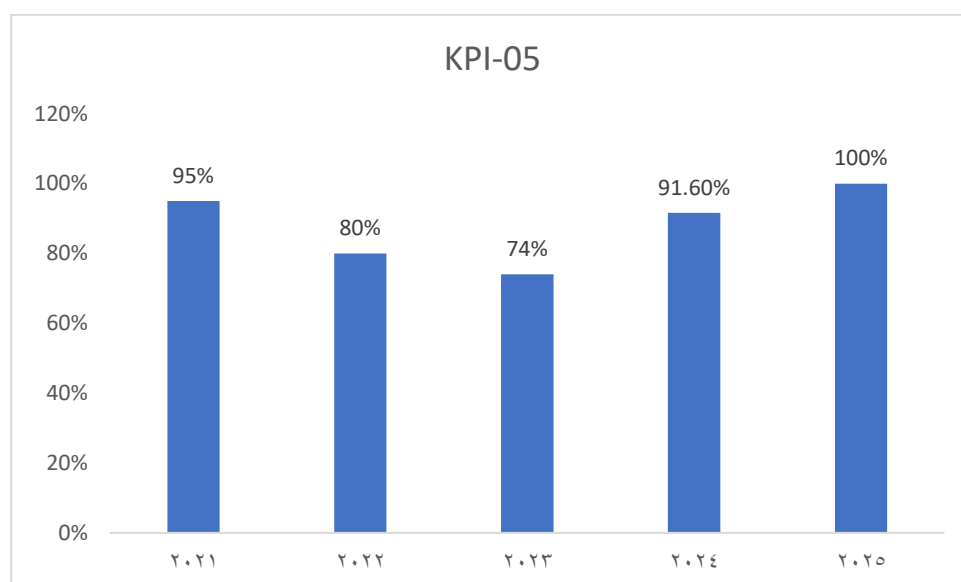


Figure 5. Students' performance in the professional and/or national examinations (2021-2025)

Table 5 indicates the results of measuring KPI-05 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-05 Students' performance in the professional and/or national examinations	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	96.18%	100%	91.6%	71%	100%

The above table indicated that the actual value achieved the target benchmark as was better than internal and external benchmark.

KPI-06: Graduates' employability and enrolment in postgraduate programs

Description: Percentage of graduates from the program who within a year of graduation were employed/ enrolled in postgraduate programs during the first year of their graduation to the total number of graduates in the same year.

Method of calculation:

Number of employed graduates X100
Total Number of graduates

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

Tables below indicate the results of measuring KPI-06 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-06 Graduates' employability	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	85%	NA	81%	44%	NA

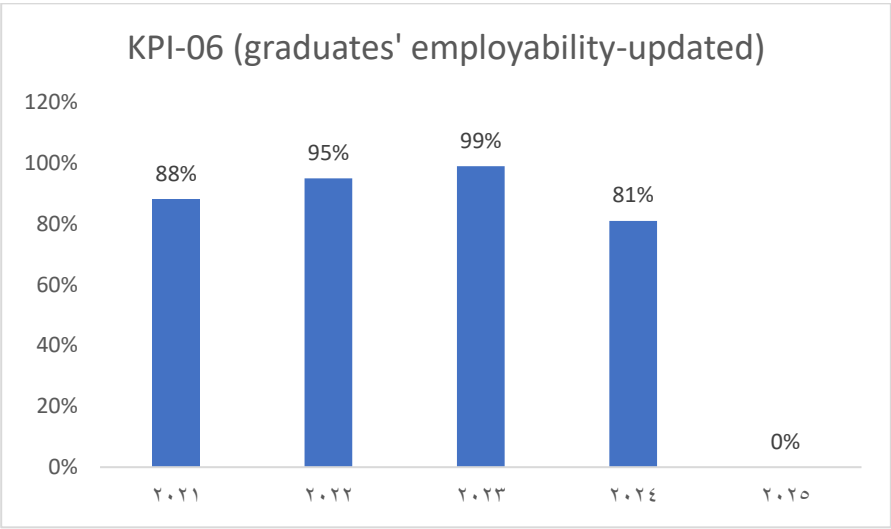


Figure 6a. Graduates’ employability (2021-2025)

KPI-06 Graduates' enrolment in postgraduate programs	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	17%	NA	16%	16%	NA

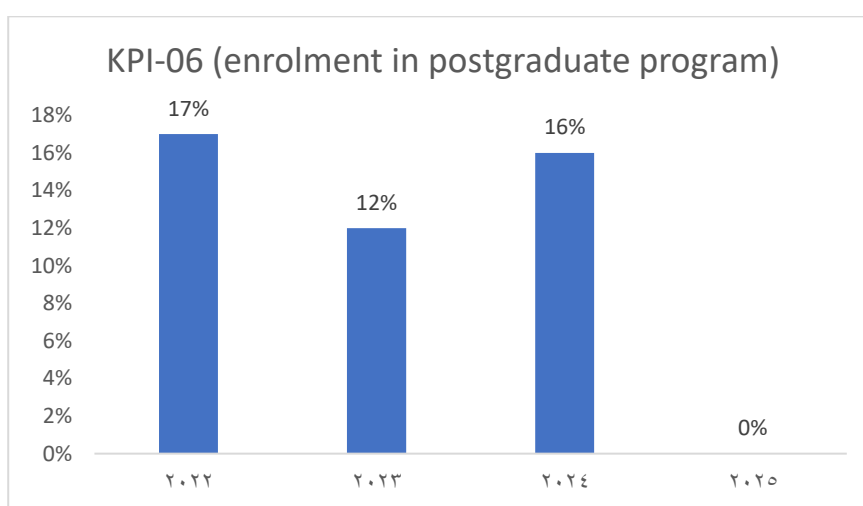


Figure 6b. Graduates' enrolment in postgraduate programs (2022-2025)

The actual value of graduates' employability and enrolment in post graduate programs is not available for the year 2024-25 as the graduates are still in the process of internship.

The program will continue to evolve its training approaches to ensure that graduates are well-equipped to meet the dynamic demands of the labor market.

KPI-07: Employers' evaluation of the program graduates' proficiency

Description: Average of overall rating of employers for the proficiency of the program graduates on a five-point scale in an annual survey

Aim: Getting feedback from employers on the proficiency of the program graduates, improving the attributes of the program graduates to increase employers' satisfaction, improving the program learning outcomes.

Method of Assessment: A five-Likert scale survey that is provided by the deanship of quality and academic accreditation. The survey evaluates the graduates of the program based on specific criteria.

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

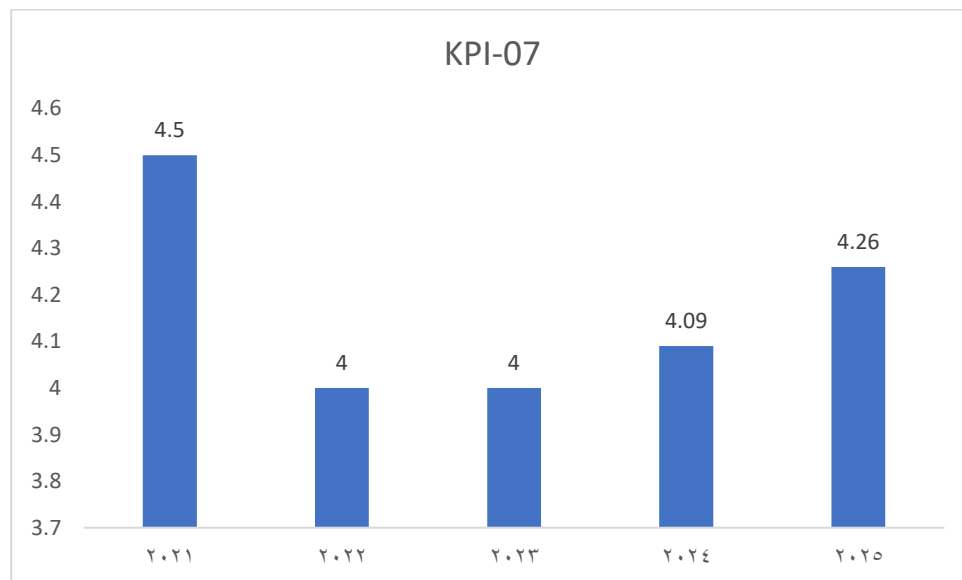


Figure 7. Employers' evaluation of the program graduates' proficiency (2021-2025)

Table 7 indicates the results of measuring KPI-07 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-07 Employers' evaluation of the program graduates' proficiency	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	4.29	4.26	4.09	4.38	4.47

The above table indicated that the actual value achieved the target benchmark as was better than internal benchmark.

KPI-08: Ratio of students to teaching staff

Description: Ratio of the total number of students to the total number of full-time and full-time equivalent teaching staff in the program

Aim: This ratio helps the program to has achieved the required percentage, and it helps in planning for accepting students and recruiting faculty members according to the program's needs

Method of calculation:

Number of registered students in the program
Number of full-time teaching staff in the program

Measurement time: semester/Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

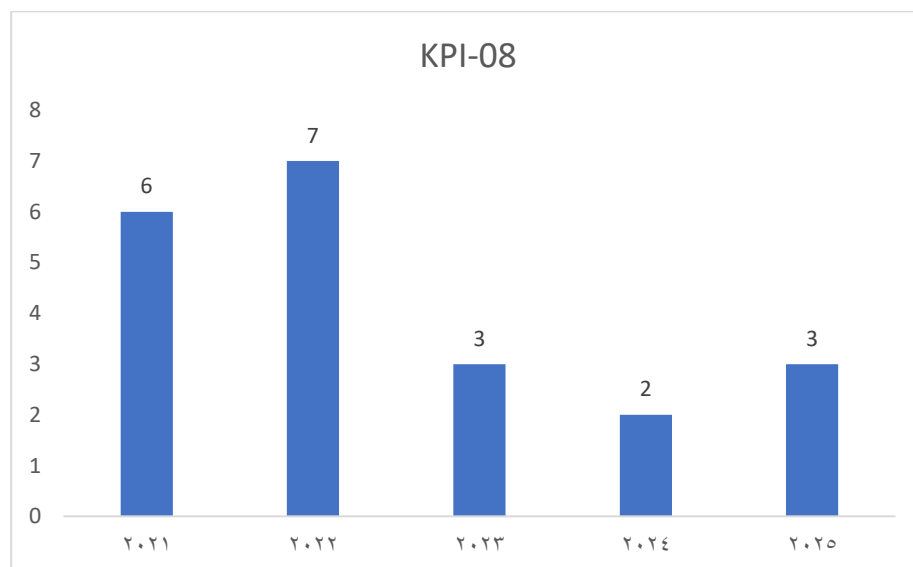


Figure 8. Ratio of students to teaching staff (2021-2025)

Table 8 indicates the results of measuring KPI-08 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-08 Ratio of students to teaching staff	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	2:1	3:1	2:1	7.5:1	3:1

The above table indicates that the actual value was close to achieve the target benchmark and was better than the external benchmark. However, the result is satisfactory.

KPI-09: Percentage of publications of faculty members

Description: Percentage of full-time faculty members who published at least one research during the year to total faculty members in the program

Aim: evaluation of the scientific and research activity of the faculty members in the program

Method of calculation:

Number of program members who published at least one research X100
Total Number of the program members

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

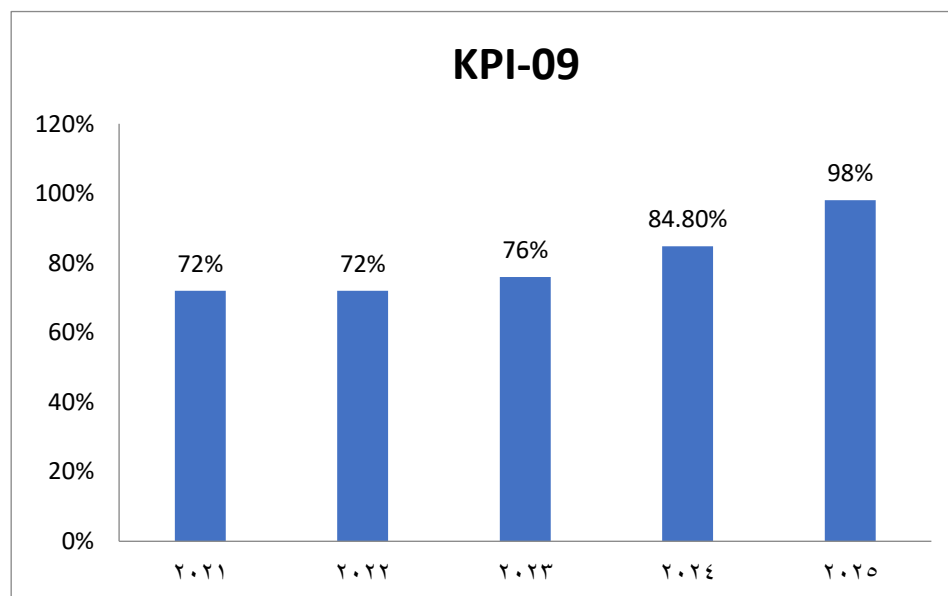


Figure 9. Percentage of publications of faculty members (2021-2025)

Table 9 indicates the results of measuring KPI-09 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-09 Percentage of publications of faculty members	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	89.08%	98%	84.84%	89.3%	100%

The above table indicates that the actual value achieved the target benchmark and was better than the internal and external benchmarks.

KPI-10: Rate of published research per faculty member

Description: The average number of refereed and/or published research per each faculty member during the year (total number of refereed and/or published research to the total number of full-time or equivalent faculty members during the year)

Aim: evaluation of the scientific and research activity of the faculty members in the program.

Method of calculation:

total number of refereed and/or published research during the year X100
total number of full-time or equivalent faculty members

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

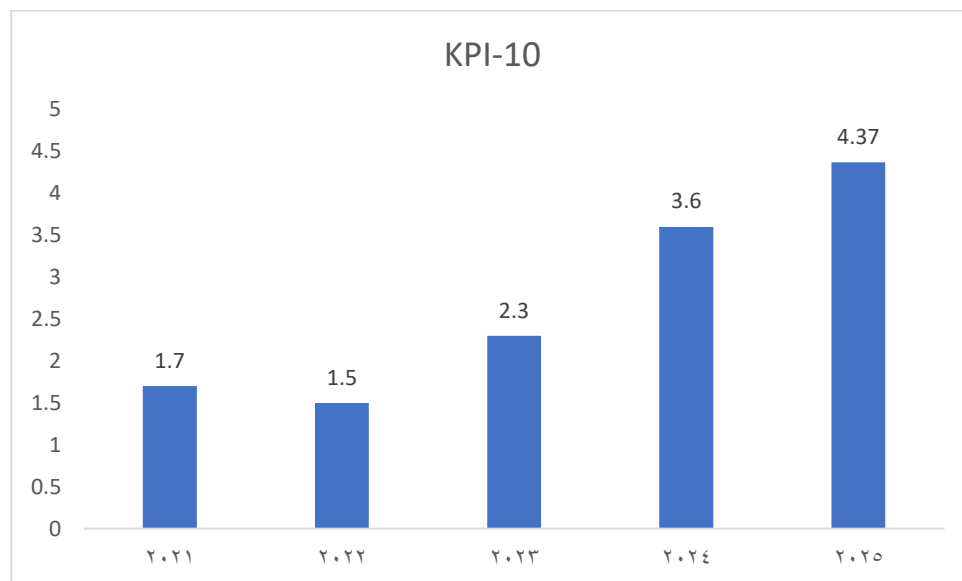


Figure 10. Rate of published research per faculty member (2021-2025)

Table 10 indicates the results of measuring KPI-10 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-10 Rate of published research per faculty member	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	3.78	4.37	3.6	11.9	4.59

The above table indicates that the actual value achieved the target benchmark, was better than internal benchmark but less than the external benchmark.

KPI-11: Citations rate in refereed journals per faculty member

Description: The average number of citations in refereed journals from published research per faculty member in the program (total number of citations in refereed journals from published research for full-time or equivalent faculty members to the total research published).

Aim: evaluation of the scientific and research activity of the faculty members in the program

Method of calculation:

total number of citations in refereed journals from published research for full-time or equivalent faculty members
the total research published during the year

Measurement time: Annual

Target Benchmark: Exceeded the previous benchmark by 5% or decided by the owner of the KPI according to the available data.

Internal Benchmark: is the previous (last year) benchmark in the program

External Benchmark: Clinical Laboratory Sciences at Taif University (NCAAA Accredited program)

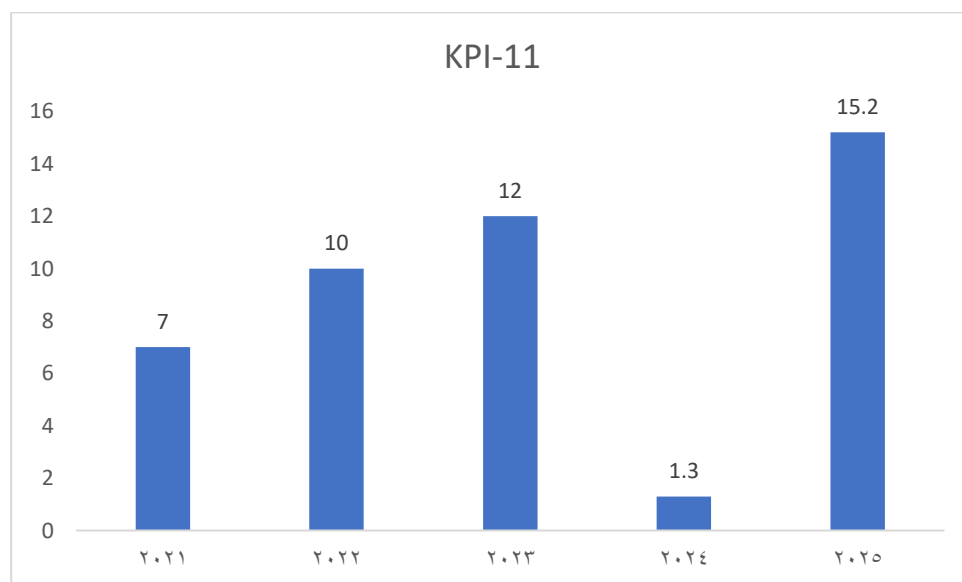


Figure 11. Citations rate in refereed journals per faculty member (2021-2025)

Table 11 indicates the results of measuring KPI-11 as one of the main key performance indicators of the program accreditation in MLT program for the academic year of 2024/2025.

KPI-11 Citations rate in refereed journals per faculty member	Target benchmark	Actual value	Internal Benchmark	External Benchmark	New Target
Value	1.36	15.2	1.3	27	15.96

The above table indicates that the actual value achieved the target benchmark, was higher than the internal benchmark but less than the external benchmark.

Source of Data:

Student Data: From the banner system of Deanship of Admission and Registration.

Teaching Staff Data: From the MLT Department Program Management.

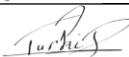
Research Data: From the Deanship of Scientific Research

Survey Data: From the Quality Unit of Faculty of Applied Medical Sciences

External Benchmark: The **Clinical Laboratory Sciences Program at Taif University** is used as an external benchmark because it is a **nationally accredited program** and shares key similarities with our program in terms of size and available resources. In addition, **NBU has an official cooperation agreement with Taif University**, which makes it possible to formally request benchmarking data and exchange relevant program information.

The report was prepared by the Quality Committee of MLT Department and was reviewed by the Peer Reviewers.

MLT Quality Committee Members' Signatures:

<i>Member</i>	<i>Signature</i>
Dr. Ahmed bin Khuzaim Al-Zahrani	
Dr. Maria Nawab Hafiz	
Dr. Abdelbasset Amara	
Dr. Nida Suhail Anwer	
Dr. Amira Abdelrazaq Turki	

Peer Reviewers' Signatures:

<i>Member</i>	<i>Signature</i>
Dr. Awadh Elkareem Abbas	
Dr. Syed Raziuddin Qadri	

Approval

Council / Committee	Medical Laboratory Technology Department Council
Reference No.	14 th MLT Department Council Meeting
Date	06/04/2026

