الجامعة السعودية الإلكترونية
SAUDI ELECTRONIC UNIVERSITY
2011-1432

Performance Indicator Resources Guide

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Performance Indicator Resources Guide

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Performance Indicator Resources Guide

This guide provides a detailed explanation of performance indicator Resources, based on three key types of indicators:

1. Institutional Accreditation Performance Indicators.
2. Performance indicators of Higher Education Programs (Bachelor's Degree).
3. Performance Indicators of Higher Education Programs (Post Graduate).

The guide reviews the indicators for institutional and program accreditations according to the 2024 edition of the Education and Training Evaluation Commission. It also provides a clear methodology for extracting indicator results from their Resources, including periodic survey analysis reports sent to university leaders, program leaders, and quality coordinators. In addition, the guide includes examples that illustrate how to extract performance indicator results from the survey results report.

This guide aims to facilitate the process of monitoring and analyzing performance indicators, contributing to achieving continuous improvement and ensuring the quality of academic and administrative performance at the university by providing a mechanism for extracting performance indicators in a standardized and clear manner. The guide also enhances the ability of educational institutions to make decisions based on reliable data, which helps raise the level of credibility and transparency.

First: Performance Indicator Resources:

1. Institutional Accreditation Performance Indicators:

The Standard	Indicator Number KPI	Key Performance Indicators of Higher Education Institutions	Source
Mission, Vision and Strategic Planning	KPI-I-01	**The percentage of achieved indicators of the strategic plan objectives** The percentage of strategic plan objectives' performance indicators that achieved the targeted annual level out of the total number of targeted indicators for these objectives in the same year.	General Administration of Strategic Planning
Learning and Teaching	KPI-I-02	**Student Assessment of Learning Quality in Programs** Overall rating by final-year students of the learning quality in programs on a five-level scale in an annual survey.	Student Satisfaction Survey for the Program _See details of performance indicators related to satisfaction surveys (page 11)_
	KPI-I-03	**Graduate Employment and Enrollment in Postgraduate Studies Programs** The percentage of bachelor's program graduates from the institution who: • Are employed. • Enrolled in postgraduate studies programs, within one year of their graduation, out of the total number of graduates from the same year (same batch).	Graduates Office
	KPI-I-04	**Undergraduate graduation rate within the specified period.** The percentage of undergraduate students who completed the academic programs within the prescribed program duration for each batch.	The Scientific Department in the colleges
	KPI-I-05	**Beneficiaries Satisfaction with Learning Resources** Average satisfaction rating of beneficiaries (faculty, students) with learning resources on a five-level scale in an annual survey, regarding: • Sufficiency and diversity (references, periodicals, information Resources, etc.). • Support services provided to utilize them.	Surveys measuring students and faculty members satisfaction with services and facilities _See details of performance indicators related to satisfaction surveys (page 11)_
	KPI-I-06	**Employer Assessment of Institution Graduates' Competence** Average overall rating by employers of institution graduates' competence (according to the domains of the National Qualifications Framework) on a five-level scale in an annual survey.	Employer Satisfaction Survey with Saudi Electronic University Graduates _See details of performance indicators related to satisfaction surveys (page 11)_

First: Performance Indicator Resources:

1. Institutional Accreditation Performance Indicators:

The Standard	Indicator Number KPI	Key Performance Indicators of Higher Education Institutions	Source
Students	KPI-I-07	**Student satisfaction with the provided services** Average rating of student satisfaction with various services provided by the institution (restaurants, transportation, sports facilities, academic guidance..) On a five-level scale in an annual survey.	Student satisfaction survey with services and facilities See details of performance indicators related to satisfaction surveys (page 11)
Faculty and Staff	KPI-I-08	**Student-to-Faculty Ratio** Percentage total number of students to the total number of full-time faculty members or equivalent.	Data Management Office\ Scientific Department
	KPI-I-09	**Percentage of faculty members obtaining a PhD degree** The percentage of faculty members obtaining a verified PhD degree out of the total number of faculty members.	Data Management Office\ General Administration of Human Resources
	KPI-I-010	**Percentage of Faculty Dropout from the Institution** The percentage of faculty members who leave the institution annually for reasons other than retirement, to the total number of faculty members.	General Administration of Human Resources
Institutional Resources	KPI-I-011	**Percentage of Institutional Self-Generated Income** The percentage of the institution's self-generated income to the institution's total income.	General Administration of Budget and Financial Affairs
	KPI-I-012	**Beneficiaries Satisfaction with Technical Services** Average beneficiary satisfaction with technical services on a five-level scale in an annual survey in terms of: A) Suitability, B) Security and confidentiality, C) Availability and ease of access, D) Regular maintenance and support services.	Surveys measuring students, faculty members and staff satisfaction with services and facilities See details of performance indicators related to satisfaction surveys (page 11)

First: Performance Indicator Resources:

1. Institutional Accreditation Performance Indicators:

The Standard	Indicator Number KPI	Key Performance Indicators of Higher Education Institutions	Source
Scientific Research and Innovation	KPI-I-13	**Percentage of Faculty Scientific Publications** The percentage of full-time faculty members who published at least one research paper during the year, to the total number of faculty members in the institution.	Deanship of Postgraduate Studies, Research and Innovation
	KPI-I-14	**Research Publication Rate per Faculty Member** Average number of peer-reviewed or published research per faculty member during the year (total number of peer-reviewed or published research to the total number of full-time faculty members or equivalent).	Deanship of Postgraduate Studies, Research and Innovation
Scientific Research and Innovation	KPI-I-15	**Citation Rate in Peer-Reviewed Scientific Journals per Faculty Member** Average number of citations in peer-reviewed journals from scientific research per faculty member in the institution (total number of citations in peer-reviewed journals from scientific research published by full-time faculty members or equivalent to total published research).	Deanship of Postgraduate Studies, Research and Innovation
	KPI-I-16	**Number of Patents, Innovations, and Excellence Awards** • Number of patents and innovations. • Number of excellence awards obtained by the institution's staff at the national/regional/international level.	Deanship of Postgraduate Studies, Research and Innovation
	KPI-I-17	**Percentage of Scientific Research Budget within the Institution** Percentage of budget allocated for scientific research through: • Percentage of the budget allocated for scientific research to the total institution budget. • Percentage of external funding for research from the total scientific research budget during a year.	Deanship of Postgraduate Studies, Research and Innovation

First: Performance Indicator Resources:

1. Institutional Accreditation Performance Indicators:

The Standard	Indicator Number KPI	Key Performance Indicators of Higher Education Institutions	Source
Community Partnership	KPI-I-18	**Beneficiaries Satisfaction with Community Services** The average satisfaction rating of beneficiaries with community services provided by the institution, on a five-level scale in an annual survey.	Faculty Members and Staff Satisfaction Survey with Services and Facilities Program Assessment Survey See details of performance indicators related to satisfaction surveys (page 11)
	KPI-I-19	**Percentage of Faculty Members and Students Participating in Community Activities** Percentage of faculty members/students who participated in community service activities to the total number of faculty members/students in the institution.	Community Service Management
Governance, Leadership, and Management (Special Additional Indicator for Accredited Institutions)	KPI-I-20	**Percentage of approved programs** Percentage of programs with valid accreditation from recognized approving authorities to the total number of programs in the institution.	Deanship of Development and Quality / Agency for Quality and Academic Accreditation

First: Performance Indicator Resources:

2. Performance indicators of Higher Education Programs (Bachelor's Degree):

The Standard	Indicator Number KPI	Performance Indicators for Higher Education Programs (Bachelor's Degree)	Source
Learning and Teaching	KPI-P-01	**Student Assessment of the Quality of Learning Experiences in the Program** Average overall rating of final-year students regarding their learning experience in the program. Student satisfaction with various services provided by the program (restaurants, transportation, sports facilities, academic, professional, and psychological guidance...). Student satisfaction with the sufficiency and diversity of learning resources (references, periodicals, databases, etc.) on a five-point scale in an annual survey.	Student Satisfaction Survey for the Program See details of performance indicators related to satisfaction surveys (page 11)
	KPI-P-02	**Student Assessment of Course Quality** Average overall student rating of course quality on a five-level scale in an annual survey.	Course Assessment Survey See details of performance indicators related to satisfaction surveys (page 11)
	KPI-P-03	**On-Time Graduation Rate** Percentage of undergraduate students who completed the program within the minimum prescribed duration for the program in each batch.	The Scientific Department in the colleges
	KPI-P-04	**First-Year Student Retention Rate** The percentage of first-year students in the program who continue in the program for the following year to the total number of first-year students in the same year.	The Scientific Department in the colleges
	KPI-P-05	**Student Performance Level in Professional and/or National Exams** The percentage of students or graduates who successfully pass professional or national exams, or their average and median scores (if available).	Deanship of Development and Quality / Agency for Quality and Academic Accreditation
	KPI-I-06	**Graduate Employment and Enrollment in Postgraduate Studies Programs** The percentage of program graduates who: • Were hired within 12 months. • Enrolled in postgraduate studies programs within the first year of their graduation, to the total number of graduates in the same year	Graduates Office

2. Performance indicators of Higher Education Programs (Bachelor's Degree):

The Standard	Indicator Number KPI	Performance Indicators for Higher Education Programs (Bachelor's Degree)	Source
	KPI-P-07	**Employer Assessment of Program Graduates' Competence** Average overall rating by employers of program graduates' competence on a five-point scale in an annual survey.	Employer Satisfaction Survey with Saudi Electronic University Graduates See details of performance indicators related to satisfaction surveys (page 11)
Faculty	KPI-P-8	**Students-to-Faculty Members Ratio** Percentage of total number of students to the total number of full-time faculty members or equivalent	The Scientific Department in the colleges
	KPI-P-9	**Percentage of Faculty Scientific Publications** The percentage of full-time faculty members who published at least one research paper during the year, to the total number of faculty members in the program.	Deanship of Postgraduate Studies, Research and Innovation
	KPI-P-10	**Research Publication Rate per Faculty Member** Average number of peer-reviewed or published research per faculty member during the year (total number of peer-reviewed or published research to the total number of full-time faculty members or equivalent during the year).	Deanship of Postgraduate Studies, Research and Innovation
	KPI-P-11	**Citation Rate in Peer-Reviewed Journals per Faculty Member** Average number of citations in peer-reviewed journals from published scientific research (total number of citations in peer-reviewed journals from scientific research published by full-time faculty members or equivalent to total published research).	Deanship of Postgraduate Studies, Research and Innovation

3. Performance Indicators of Higher Education Programs (Postgraduate Studies):

The Standard	Indicator Number KPI	Performance Indicators for Higher Education Programs (Postgraduate Studies)	Source
Learning and Teaching	KPI-PG-1	Student Assessment of the Quality of Learning Experiences in the Program Average overall rating of final year students regarding their experience in the program.	Student Satisfaction Survey for the Program See details of performance indicators related to satisfaction surveys (page 11)
	KPI- PG-2	Student Assessment of Course Quality Average overall student rating of course quality in an annual survey.	Course Assessment Survey See details of performance indicators related to satisfaction surveys (page 11)
	KPI-PG-3	Student Assessment of Practical Supervision Quality Average overall student rating of practical supervision quality in an annual survey.	Not applicable
	KPI-PG-4	Average Student Graduation Duration The average time (in academic semesters) a student spends to graduate from the program.	The Scientific Department in the colleges
	KPI-PG-5	Student Dropout Rate from the Program Percentage of students who did not complete the program to the total number of students in the same batch.	The Scientific Department in the colleges
	KPI-PG-6	Employer Assessment of Program Graduates' Competence Average overall rating by employers of program graduates' competence on a scale in an annual survey.	Employer Satisfaction Survey with Saudi Electronic University Graduates See details of performance indicators related to satisfaction surveys (page 11)

3. **Performance Indicators of Higher Education Programs (Postgraduate Studies):**

The Standard	Indicator Number KPI	Performance Indicators for Higher Education Programs (Postgraduate Studies)	Source
Students	KPI-PG-07	**Student Satisfaction with the Provided Services** Average rating of student satisfaction with various services provided by the program (restaurants, transportation, sports facilities, academic guidance..) On a five-point scale in an annual survey.	Student satisfaction survey with services and facilities See details of performance indicators related to satisfaction surveys (page 11)
Faculty Members	KPI-PG-08	**Students-to-Faculty Members Ratio** Percentage of total number of students to the total number of full-time faculty members participating in delivering the program or equivalent.	The Scientific Department in the colleges
Scientific Research and Projects	KPI-PG-09	**Percentage of Faculty Scientific Publications** The percentage of full-time faculty members who published at least one research paper during the year, to the total number of faculty members in the program.	Deanship of Postgraduate Studies, Research and Innovation
	KPI-PG-10	**Research Publication Rate per Faculty Member** Average number of peer-reviewed or published research per faculty member during the year (Total number of full-time faculty members or equivalent during the year).	Deanship of Postgraduate Studies, Research and Innovation

First: Performance Indicator Resources:

3. **Performance Indicators of Higher Education Programs (Postgraduate Studies):**

The Standard	Indicator Number KPI	Performance Indicators for Higher Education Programs (Postgraduate Studies)	Source
Scientific Research and Projects	KPI-PG-11	**Citation Rate in Peer-Reviewed Journals per Faculty Member** Average number of citations in peer-reviewed journals from published scientific research (total number of citations in peer-reviewed journals from scientific research published by full-time faculty members or equivalent to total published research).	Deanship of Postgraduate Studies, Research and Innovation
	KPI-PG-12	**Percentage of Student Scientific Publications** A. Published their research in peer-reviewed scientific journals. B. Presented scientific papers at conferences. To the total number of students in the program during the year.	Deanship of Postgraduate Studies, Research and Innovation\ Scientific Department
	KPI-PG-13	**Number of Patents, Innovations, and Excellence Awards** A. Number of patents and innovative products. B. Number of national and international excellence awards. Obtained annually by their students and program staff.	Deanship of Postgraduate Studies, Research and Innovation

Second: Performance indicators Related to Surveys Measuring Beneficiaries Satisfaction:

Indicator	Indicator Description	Survey Name \ Question Text in the Survey	Survey Name \ Question Text in the English Language Survey Form
Institutional Accreditation (KPI-I-02) Program Accreditation (Bachelor's) (KPI-P-01) Program Accreditation (Postgraduate Studies) (KPI-PG-01)	• Student Assessment of the Quality of Learning Experiences in the Program (KPI-PG-01) (KPI-P-01) • Student Assessment of Learning Quality in Programs (KPI-I-02)	Student Satisfaction Survey with the Program Overall Assessment Section: Question: I am generally satisfied with the quality of my educational experience in the university.	Survey of Program Assessment Overall assessment section: I am generally satisfied with the quality of my educational experience in this course.
Program Accreditation (Bachelor's) (KPI-P-02) Program Accreditation (Postgraduate Studies) (KPI-PG-02)	Student Assessment of Course Quality ((KPI-PG-02) (KPI-P-02	Course Assessment Survey Overall Assessment Section: Question: I generally satisfied with the quality of this course.	Survey of course assessment Overall assessment section: Overall, I am satisfied with the quality of this course.
Institutional Accreditation (KPI-I-07) Program Accreditation (Bachelor's) (KPI-P-01) Program Accreditation (Postgraduate Studies) (KPI-PG-07)	• Student Satisfaction with the Provided Services (KPI-I-07) (KPI-PG-07) • Student Assessment of the quality of learning experiences in the program concerning facilities and knowledge Resources (KPI-P-01)	Survey Measuring Student Satisfaction with services and facilities Overall Survey Score.	Survey Measuring Student Satisfaction with Services and Facilities Overall Survey Score - "total score".

Second: Performance indicators Related to Surveys Measuring Beneficiaries Satisfaction:

Indicator	Indicator Description	Survey Name \ Question Text in the Survey	Survey Name \ Question Text in the English Language Survey Form
Institutional Accreditation (KPI-I-05)	Beneficiaries Satisfaction with Learning Resources (KPI-I-05)	**Students:** Survey Measuring Student Satisfaction with Services and Facilities **Faculty:** Survey Measuring Faculty Satisfaction with Services and Facilities Learning Resources Section (The answer represents the overall result of this section) 1. The learning resources provided by the digital library are varied and sufficient to support learning, teaching, and scientific research. 2. The university provides training programs on how to use the digital library and benefit from its services. 3. Response to technical issues related to the digital library is efficient and problems are resolved in a timely manner.	**Students:** Survey Measuring Student Satisfaction with Services and Facilities **Faculty:** Survey measuring student satisfaction with services and facilities Learning Resources section:)The answer represents the overall result of this section) 1. The learning resources provided by the digital library are varied and sufficient to support teaching and learning. 2. The university provides training programs on how to use the digital library and benefit from its services. 3. Response to technical issues related to the digital library is efficient and problems are resolved in a timely manner.

Second: Performance indicators Related to Surveys Measuring Beneficiaries Satisfaction:

Indicator	Indicator Description	Survey Name \ Question Text in the Survey	Survey Name \ Question Text in the English Language Survey Form
Institutional Accreditation (KPI-I-12)	Beneficiaries Satisfaction with technical services (KPI-I-12)	**Students:** Survey Measuring Student Satisfaction with Services and Facilities **Faculty and Administrative Staff:** Survey Measuring Faculty Satisfaction with Services and Facilities Information Technology Section: (The answer represents the overall result of this section) • Suitable computers and programs are available and accessible. • The electronic systems and services are available, adequate and fulfill the intended purpose • Adequate technical support is available for users of information. and communication technologies • The university's electronic systems are considered to be safe and private	**Students:** Survey Measuring Student Satisfaction with Services and Facilities **Faculty and Administrative Staff:** Survey measuring student satisfaction with services and facilities. Information Technology section: (The answer represents the overall result of this section) • Suitable computers and programs are available and accessible. • The electronic systems and services are available, adequate, and fulfill the intended purpose. • Adequate technical support is available for users of information and communication technologies. • The university's electronic systems are considered to be safe and private.

Second: Performance indicators Related to Surveys Measuring Beneficiaries Satisfaction:

Indicator	Indicator Description	Survey Name \ Question Text in the Survey	Survey Name \ Question Text in the English Language Survey Form
Institutional Accreditation (KPI-I-18)	Beneficiaries Satisfaction with Community Services (KPI-I-18)	**Faculty and Administrative Staff:** Survey Measuring Faculty Satisfaction with Services and Facilities **Services and Facilities section** Question: "I am satisfied about community participation in the university". **Students:** Survey of Program Assessment. Educational Environment Section Question "I am satisfied with university's community services".	**Faculty and Administrative Staff:** Survey measuring student satisfaction with services and facilities. **Services and Facilities section** Question: I am satisfied with community participation in the university. **Student:** Survey of Program Assessment Educational environment section Question: I am satisfied with the university's community services.
Institutional Accreditation (KPI-I-06) Program Accreditation (Bachelor's) (KPI-P-07) Program Accreditation (Postgraduate Studies) (KPI-PG-06)	• Employer assessment of institution graduates' competence (KPI-I-06) • Employer assessment of program graduates' competence (KPI-P-07) (KPI-PG-06)	**Employer Satisfaction Survey with Saudi Electronic University Graduates** Question: "In general, I am satisfied with the competence of the university graduate".	**Survey of Employer Satisfaction for Graduates of Saudi Electronic University** Question: "In general, I am satisfied with the competence of the university graduate".

Third: Measuring Beneficiary Satisfaction from Surveys:

General description of measuring beneficiary satisfaction	The associated survey
Student satisfaction with the educational process	Survey of course assessment. Survey of Program Assessment. Postgraduate Studies Program Assessment Survey
Quality of services and facilities (Includes technical services, facilities, and learning resources)	Students: Survey Measuring Student Satisfaction with Services and Facilities Faculty and Administrative Staff: Survey Measuring Faculty Satisfaction with Services and Facilities
Faculty Satisfaction	Faculty Satisfaction Survey with the University.
Staff Satisfaction	Staff Satisfaction Survey with Saudi Electronic University.
Beneficiaries Satisfaction with learning resources	Students: Survey Measuring Student Satisfaction with Services and Facilities Faculty: Survey Measuring Faculty Satisfaction with Services and Facilities
Beneficiaries Satisfaction with community service	Students: Survey of Program Assessment. Postgraduate Studies Program Assessment Survey Faculty and Administrative Staff: Survey Measuring Faculty Satisfaction with Services and Facilities

Third: Measuring Beneficiary Satisfaction from Surveys:

General description of measuring beneficiary satisfaction	The associated survey
Beneficiaries Satisfaction with community service	Students: Survey of Program Assessment. Postgraduate Studies Program Assessment Survey Faculty and Administrative Staff: Survey Measuring Faculty Satisfaction with Services and Facilities
Beneficiaries Satisfaction with Technical Services	Students: Survey Measuring Student Satisfaction with Services and Facilities Faculty and Administrative Staff: Survey Measuring Faculty Satisfaction with Services and Facilities
Student satisfaction with faculty members	Survey of course assessment.
Employer satisfaction with graduates	Employers satisfaction survey with the Saudi Electronic University graduates.
Graduates satisfaction with the university	Graduates Satisfaction Survey with the University.

Third: Measuring Beneficiary Satisfaction from Surveys:

It should be noted that the general format of the reports is standardized, and the basic information for the survey can be obtained from the first page of the report:

- Report title.

- Title of the survey sent to beneficiaries.

- Semester and academic year.

- Response rate.

- Number of recipients.

The images below illustrate an example of the first page format of the "Course Assessment" survey results report, and its essential data from the first page.

Third: Measuring Beneficiary Satisfaction from Surveys:

Student satisfaction with services and facilities Survey Report 1444-1445

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Project Title: **Survey measuring student satisfaction with services and facilities 1444-1445**

Survey Audience: **28148**
Responses Received: **3814**
Response Ratio: **13.55%**

Student satisfaction with services and facilities Survey Report 1444-1445

Response Ratio

Raters	Students
Responded	3814
Invited	28148
Response Ratio	13.55%

Fourth: How to Obtain Results from a Survey Analysis Report:

1. **The result from a specific question about the beneficiary satisfaction with a certain topic:**

It should be noted that if the question is about "beneficiary satisfaction", then the result represents the average satisfaction of students, faculty, and staff regarding the section or question related to the indicator in the survey for each targeted group.

Example:

Beneficiaries Satisfaction with Community Services:

The satisfaction results of the faculty and staff are obtained from the faculty and staff satisfaction survey with services and facilities.

As for the students, the result appears in a survey measuring student satisfaction with services and facilities, and after obtaining the results for each group, the average is calculated to obtain the indicator result for all beneficiaries.

Services and Facilities
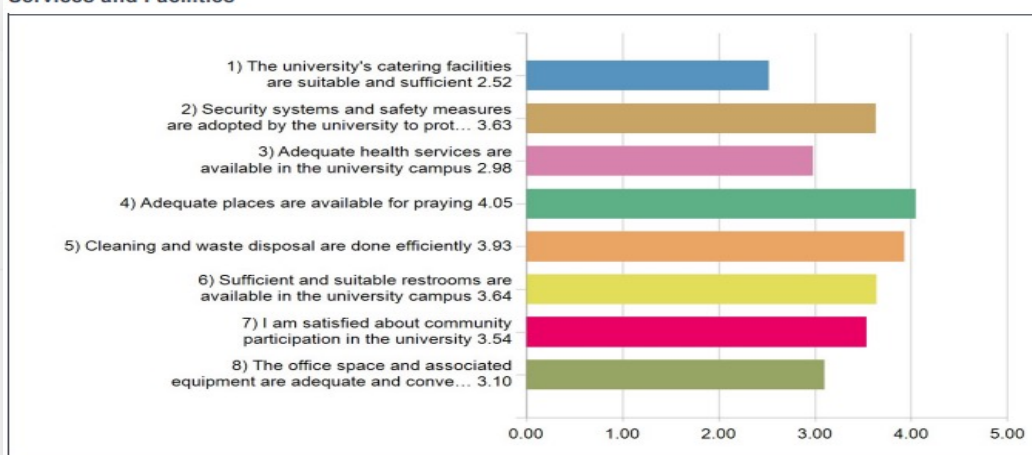
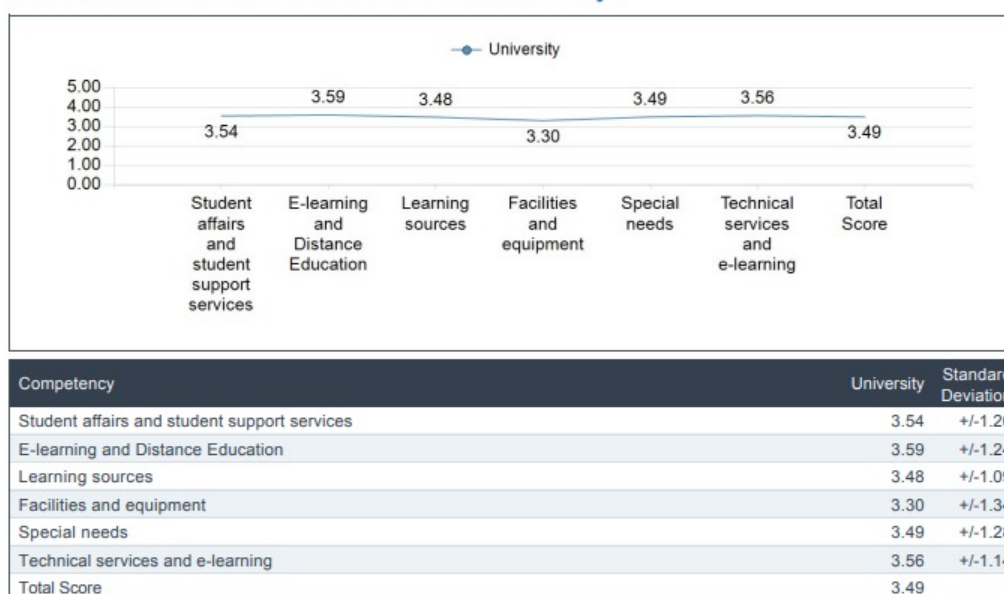|	Mean	Response Count	Strongly Agree%	Agree%	Neutral%	Disagree%	Strongly disagree%
The university's catering facilities are suitable and sufficient	2.52	256	4.69%	19.14%	27.73%	19.92%	28.52%
Security systems and safety measures are adopted by the university to protect employees and their personal belongings	3.63	256	22.66%	40.23%	21.09%	9.77%	6.25%
Adequate health services are available in the university campus	2.98	256	8.98%	30.86%	25.00%	19.53%	15.63%
Adequate places are available for praying	4.05	256	39.06%	42.58%	7.81%	5.86%	4.69%
Cleaning and waste disposal are done efficiently	3.93	256	35.55%	38.28%	14.45%	7.42%	4.30%
Sufficient and suitable restrooms are available in the university campus	3.64	256	29.69%	35.16%	14.45%	10.94%	9.77%
I am satisfied about community participation in the university	3.54	256	16.80%	38.28%	32.42%	7.42%	5.08%
The office space and associated equipment are adequate and convenient for work	3.10	256	17.58%	28.91%	17.97%	17.19%	18.36%

Fourth: How to Obtain Results from a Survey Analysis Report:

2. Overall survey analysis results:

In some cases, the result is entirely an extrapolation of the beneficiaries' opinions from the survey, such as measuring student satisfaction with services and facilities; the result is obtained by averaging the students' satisfaction across all aspects of the survey as shown in the image below.

Student satisfaction with services and facilities Summary:

Competency	University	Standard Deviation
Student affairs and student support services	3.54	+/-1.20
E-learning and Distance Education	3.59	+/-1.24
Learning sources	3.48	+/-1.09
Facilities and equipment	3.30	+/-1.34
Special needs	3.49	+/-1.28
Technical services and e-learning	3.56	+/-1.14
Total Score	3.49	

Fourth: How to Obtain Results from a Survey Analysis Report:

3. The result from the satisfaction measurement section for a set of services:

Some results are derived from the evaluation of the entire section to cover questions related to the conditions and description of the indicator; the section refers to the classification of a group of related questions, while some results are obtained directly from answering the question, as explained in this guide.

If the indicator result is derived from the section assessment, as mentioned in the table of "Details of Performance Indicators Related to Satisfaction Measurement Surveys," the final result of the section is selected.

The figure below summarizes the survey sections results, showing that the satisfaction result of the beneficiaries regarding the knowledge resources Section, for instance, is (**3.82**), and the satisfaction result of the beneficiaries regarding information technology is (**3.81**), and so forth.

The section result is obtained from the summary of results at the beginning of the report, and the details of the results for the section can be viewed in the designated part within the survey, as illustrated in the image displaying the details of the responses for the e-learning and distance education section.

Evaluation Summary:
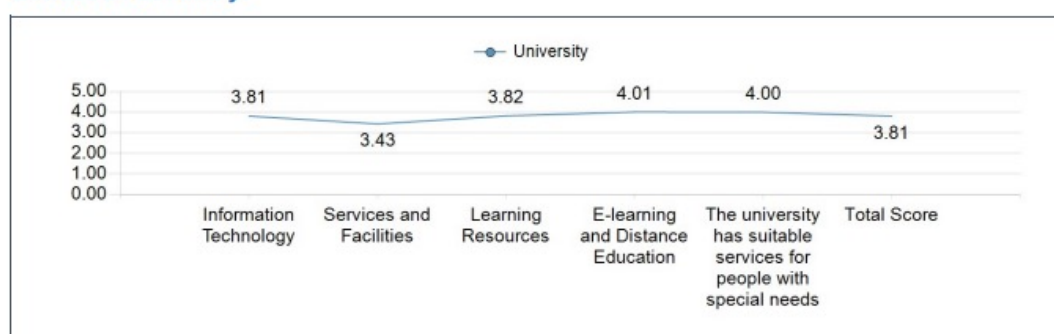
Competency	University	Standard Deviation
Information Technology	3.81	+/-1.06
Services and Facilities	3.43	+/-1.27
Learning Resources	3.82	+/-0.99
E-learning and Distance Education		+/-0.94
The university has suitable services for people with special needs	4.00	+/-0.00
Total Score	3.81	

Chart values — University: Information Technology 3.81, Services and Facilities 3.43, Learning Resources 3.82, E-learning and Distance Education 4.01, The university has suitable services for people with special needs 4.00, Total Score 3.81
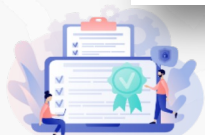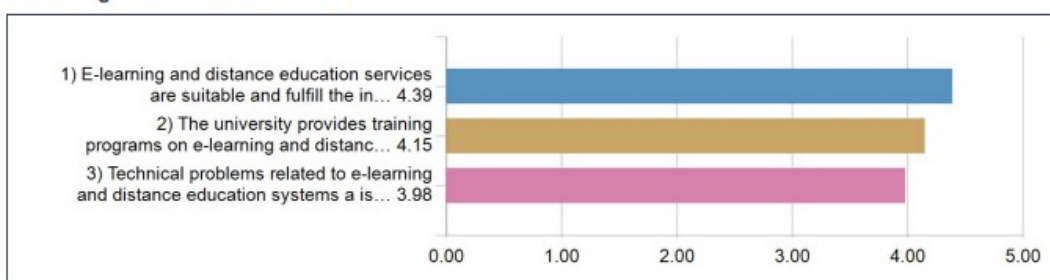
Fourth: How to Obtain Results from a Survey Analysis Report:

Details of the results for the section can be viewed in the designated part within the survey, as illustrated in the image displaying the details of the responses for the e-learning and distance education section.

E-learning and Distance Education

	Mean	Response Count	أوافق(%) (بشدة)	أوافق(%)	(محايد)%	لا(%) (أوافق)	لا(%) أوافق (بشدة)
E-learning and distance education services are suitable and fulfill the intended purpose	4.39	319	47.65%	46.08%	3.76%	2.19%	0.31%
The university provides training programs on e-learning and distance education systems	4.15	319	37.30%	47.02%	10.34%	3.76%	1.57%
Technical problems related to e-learning and distance education systems a is efficient and problems are resolved in a timely manner	3.98	319	31.35%	43.57%	17.87%	5.96%	1.25%

Conclusion

The "Performance Indicator Resources Guide" aims to enhance the quality of education and academic practices by providing a clear and defined framework for monitoring and analyzing performance indicators. This guide contributes to improving the experience of beneficiaries, whether they are students, faculty members, or staff, by facilitating the process of data collection and analysis. It also enhances the ability to make decisions based on reliable information, contributing to continuous improvement and transparency in academic and administrative performance.

We hope that this guide will be an effective tool that contributes to enhancing the reliability and quality of education in our institution.

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