



British College
of **Technology**

KEY PERFORMANCE INDICATORS

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List of abbreviations

- **BCT** - British College of Technology
- **KPI** - Key Performance Indicator
- **ECTS** - European Credit Transfer and Accumulation System
- **QA** - Quality Assurance

1. INTRODUCTION

Mission Statement: The mission of the British College of Technology is to provide integrated education tailored to industry needs that encourages sustainable learning, critical thinking, and

professional excellence. The College is committed to:

1.1 Offering a curriculum that combines theory and practice to foster advanced knowledge in technology.

1.2 Promoting collaboration with the private sector to provide practical experience for students.

1.3 Encouraging the development of interpersonal and professional communication skills.

1.4 Promoting innovation and applied research as part of the learning process.

1.5 Preparing students to be responsible leaders in an ever-changing world.

Core Values:

- **Development of Teaching and Applied Scientific Research:** To develop teaching, scientific research, and contribute to the advancement of the community through innovative projects and initiatives.
- **Equality and Meritocracy:** To be open to all, guaranteeing equality and meritocracy without discrimination in admissions and services.
- **Leading Role in Development:** To play a leading role in the educational, scientific, cultural, social, and economic development of the Republic of Kosovo.
- **European and International Orientation:** To develop its activities with a European and international orientation, promoting cooperation and exchange with other institutions.
- **Advancement of Civic Democracy:** To contribute to promoting and supporting civic democracy through education and student engagement.
- **High Standards in Teaching and Research:** To aim for and support the highest standards in teaching and scientific research, ensuring quality education.

- **National and International Cooperation:** To fully cooperate and participate in all higher education activities at national, regional, and international levels, adhering to European standards

2. KEY PERFORMANCE INDICATORS (KPIs)

- **What are Key Performance Indicators (KPIs)**

Key Performance Indicators (KPIs) are specific, measurable metrics used to gauge the effectiveness of an organization in achieving its objectives. They provide a quantifiable measure that reflects the critical success factors of a business, helping to evaluate how well the organization is performing in various areas.

KPIs are used to set targets and monitor progress across different functions, such as teaching quality, student performance, engagement with industry, curriculum content, research activities, infrastructure, and student satisfaction.

KPIs are crucial as they not only provide insight into the current performance but also identify areas for potential improvement, helping organizations to set strategic goals and make informed decisions.

TEACHING AND LEARNING

- **Student Satisfaction:** Attain at least 85% positive feedback from students on course content quality, teaching effectiveness, and availability of learning resources. Conduct surveys each semester to collect data and use feedback to enhance curriculum and instructional methods.
- **Student Success in Practical Projects:** Ensure that 90% of students successfully complete practical projects. Evaluate student success annually.

QUALITY ASSURANCE

- **Staff Development Participation:** Ensure 100% of academic staff participate in at least one professional development workshop or training annually. Monitor the impact of training

on teaching effectiveness through evaluations and continuous professional development tracking.

- **Quality of Lectures and Teaching Materials:** Attain at least 85% positive feedback from students on the quality of lectures and teaching materials. Conduct surveys each semester to collect data and use feedback to enhance curriculum and instructional methods.
- **Access to Resources:** Ensure that 90% of students report satisfaction with access to computer resources and infrastructure. Collect feedback annually to ensure that learning resources meet students' needs.
- **Curriculum Compliance with Industry Standards:** Ensure 100% review of curriculum every two years to align with industry standards. This review should consider feedback from industry stakeholders.
- **Student Participation in Research Projects:** Aim for at least 40% student involvement in research activities. This will be evaluated annually to promote student engagement in research.
- **Investment in Technological Infrastructure:** Ensure a minimum 10% annual increase in the budget for technological infrastructure to support teaching and learning. Monitor the investment annually.
- **Overall Student Satisfaction:** Ensure at least 85% overall student satisfaction. Conduct an annual survey to collect feedback and improve student experience.
- **Academic Support and Counseling Satisfaction:** Ensure that at least 80% of students report satisfaction with academic support and counseling services. Collect feedback annually and use it to enhance support services.

RESEARCH AND INNOVATION

- **Faculty Research Publications:** Faculty members are encouraged to engage in applied research that aligns with institutional goals and addresses industry needs. The emphasis is on producing quality, impactful research that has practical relevance, contributing to community advancement and professional practice. Faculty should pursue opportunities for collaboration and knowledge dissemination through projects that directly benefit students, the local industry, and the broader community. No specific numerical targets for

publications are set, focusing instead on research that supports the professional and applied orientation of the institution.

- **Student Research Engagement:** Integrate student research activities into the curriculum by encouraging participation in research assistantships, independent studies, collaborative projects, and other forms of applied research work. These activities are designed to complement the significant independent work that students already undertake in each course, aligning with BCT's emphasis on applied knowledge and practical skill development. The focus is on providing opportunities that enhance critical thinking, problem-solving, and real-world application, in line with the institution's commitment to advancing professional competencies.
- **Conference Attendance:** Encourage faculty members to attend international conferences at least twice every four years, in alignment with the strategy for applied research. This approach aims to promote global academic collaboration, knowledge exchange, and professional networking, thereby fostering a vibrant research culture while remaining feasible for faculty members.

COMMUNITY AND INDUSTRY ENGAGEMENT

- **Internship Participation and Quality:** Ensure 80% of students complete internships or similar experiential learning opportunities before graduation. Collect employer feedback, targeting a 90% satisfaction rate with intern performance, to gauge the real-world readiness of students and their ability to meet industry standards.
- **Graduate Employment Rate:** Track the employment status of graduates, targeting a minimum 75% employment rate within six months of graduation in their respective fields. Use data from alumni surveys and employer feedback to assess job placement success and identify areas for improving employability support.
- **Industry-Driven Curriculum Updates:** Conduct regular curriculum reviews, incorporating insights from the Industrial Board and stakeholders to ensure the alignment of study programs with labor market demands and technological advancements. The curriculum update process will follow the guidelines set by the Quality Assurance framework, focusing on incorporating relevant industry feedback. The updates will be conducted in a

structured manner that reflects both the evolving needs of the professional community and institutional strategy, without setting a fixed percentage of industry-driven content adjustments. This approach ensures that program content remains current, practical, and beneficial to student employability.

CURRICULUM AND CONTENT

- **Curriculum Satisfaction:** Achieve 85% student satisfaction on curriculum relevance by gathering feedback each semester on how well the curriculum prepares students for careers. Use this data to refine course materials, assignments, and teaching strategies.

INFRASTRUCTURE AND RESOURCES

- **Digital Resource Expansion:** Expand the availability of digital resources in a gradual, needs-based manner, ensuring alignment with the institutional strategy for digital learning. Focus on enhancing the quality and relevance of e-resources available in the digital library, guided by regular assessments and stakeholder feedback. This approach aims to support comprehensive and up-to-date access to research and learning materials, while maintaining a sustainable growth rate in line with quality assurance practices.
- **Personal Laptop Provision and Access:** Ensure that each student is provided with a personal laptop, as supported by the current practice of the institution. This approach guarantees that all students have equal access to the technology they need for coursework, research, and skill development, fostering a consistent and inclusive learning environment.

STUDENT PERFORMANCE AND SUPPORT

- **Graduation Rate:** Target a 92% on-time graduation rate, supported by regular academic tracking, advising, and tutoring for students at risk of delayed completion. The registry office will monitor graduation progress and implement early interventions as needed, in line with the institution's commitment to providing comprehensive support and ensuring high completion rates.

- **Career Counseling:** Offer each student at least two career counseling sessions per year, with a goal of 80% student participation. These sessions aim to guide students in career planning, internships, and post-graduation job searches, strengthening their career readiness and post-graduation success.

3. ACADEMIC REGULATIONS

STUDENT TRANSFER METRICS

- **ECTS Compliance:** BCT ensures that all transferable credits align with ECTS standards. Maintain a 95% credit recognition rate for incoming transfer students.
- **Application Processing Time:** Target a 15-day maximum for processing transfer applications, ensuring timely responses for applicants.

INTERNATIONAL MOBILITY

- **Mobility Participation Rate:** The aim is for a considerable number of students to engage in study abroad or exchange programs throughout their entire period of study. Specifically, the mobility participation should be significantly higher than initial targets, ensuring that a meaningful group of students gains international experience, integrating this exposure as an essential part of their educational journey.
- **Credit Transfer Post-Mobility:** Ensure 100% credit transfer success rate for courses completed abroad, aligning with the student's degree requirements.

QUALITY CONTROL AND REVIEW

- **Quality Assessment Cycles:** Each program undergoes a quality review every two years, with interim evaluations each semester.
- **Quality Metrics:** Implement 80% of recommendations from the Quality Assurance Office within one academic year.

4. GOVERNANCE AND STRUCTURE

GOVERNING BODIES

- **Governing Council Metrics:** Conduct a minimum of four strategic meetings annually, ensuring progress on institutional goals.
- **Academic Council Oversight:** Approve and review all academic policies annually, with a 100% compliance rate for accreditation standards.

DEAN'S OFFICE

- **Annual Goals for the Dean:** Ensure 90% of strategic initiatives proposed by the Dean are executed by year-end, focusing on curriculum development, faculty recruitment, and international partnerships.
- **Vice-Deans' Objectives:** Track the fulfillment of at least 85% of objectives related to teaching quality, international cooperation, and quality assurance each year.

COMMITTEES

- **Quality Assurance Council:** Meet quarterly to assess and document quality metrics, with a target of addressing 75% of identified improvement areas within the academic year.
- **Studies Commission:** Meet quarterly to assess and document quality metrics, with a target of addressing 75% of identified improvement areas within the academic year.

5. CURRICULUM OVERVIEW

STUDY PROGRAM METRICS

- **Core Curriculum Compliance:** Ensure 100% alignment of foundational courses with BCT's strategic focus on science and technology.
- **Elective Diversity:** Offer at least 30 elective courses annually across disciplines, allowing for interdisciplinary learning.
- **Capstone Project Completion:** 100% of students should complete a capstone project, with at least 85% rated as meeting or exceeding industry expectations.

CREDIT SYSTEM

- **ECTS Allocation Consistency:** Monitor credit distribution, ensuring students complete 60 ECTS annually to stay on track for graduation.
- **Flexible Study Plan Participation:** Target at least 10% of the student body enrolled in flexible study plans, catering to part-time and working students.

6. FACILITIES AND RESOURCES

LIBRARY AND LEARNING RESOURCES

- **Library Usage Metrics:** Aim for a 70% annual library usage rate among students, measured by book checkouts and resource access.
- **Digital Resource Access:** Increase access to e-resources by 20% annually, with a target of over 500 digital titles by the next academic year.

TECHNOLOGICAL INFRASTRUCTURE

- **Computer Access Ratio:** Maintain a computer-to-student ratio of 1:5, with 90% functionality uptime.

- **Software Availability:** Provide at least five specialized software packages across labs, supporting practical learning in data analysis, simulations, and programming.
- **Lab Upgrades:** Conduct biannual assessments to ensure that laboratory equipment meets evolving academic and industry standards.

7. PERFORMANCE EVALUATION AND REPORTING

ANNUAL REPORTING METRICS

- **Dropout Tracking:** Target a reduction in dropout rates to below 10% per program by implementing targeted retention strategies.
- **Student Satisfaction Analysis:** Survey student satisfaction rates semi-annually, aiming for an 85% overall satisfaction score.
- **Graduate Tracking:** Track employment outcomes for at least 90% of graduates within six months of program completion.

STUDENT SERVICES

- **Career Counseling Sessions:** Provide at least two career guidance sessions per student annually, achieving a 90% student participation rate.
- **Mental Health Support Utilization:** Ensure a minimum of 80% utilization of counseling services, addressing students' academic, personal, and career concerns.

8. COMMUNITY INVOLVEMENT

PUBLIC ENGAGEMENT METRICS

- **Event Participation:** Host public lectures or workshops to engage both students and the local community. This approach ensures meaningful interaction and knowledge-sharing between BCT and the broader community.

- **Media Publications:** Faculty are encouraged to contribute regularly to media publications. This approach ensures that BCT's role in scientific and societal discourse is highlighted while considering the applied focus of the college and its programs.

ALUMNI ENGAGEMENT

- **Alumni Surveys:** Conduct annual surveys with at least a 60% response rate to gather feedback on post-graduation experiences.
- **Success Stories:** Publish at least 10 alumni success stories annually on the BCT website, highlighting graduates' achievements.

9. CONTINUOUS IMPROVEMENT PLAN

STRATEGIC GROWTH GOALS

- **New Program Development:** Establish one new degree program annually, particularly in emerging fields such as artificial intelligence, environmental science, or biotechnology.
- **Increase Research Funding:** Aim for a 15% increase in external research funding each year to support innovative projects and student research.

CURRICULUM UPDATE METRICS

- **Graduate Feedback Implementation:** Adjust curricula based on 80% of actionable alumni feedback within one academic year.

FACULTY DEVELOPMENT

- **Professional Development Targets:** Ensure all faculty members attend at least two industry or academic training sessions annually, supporting continuous teaching and professional improvement.

10. CONCLUSION

The British College of Technology (BCT) has developed a comprehensive set of key performance indicators (KPIs) and institutional guidelines that emphasize its dedication to quality, inclusivity, and applied learning in science and technology education. By encouraging active participation in international mobility, media contributions, and community engagement, BCT aims to cultivate a holistic academic environment that is inclusive, impactful, and adaptive to industry trends.

BCT remains committed to providing an education that merges theoretical knowledge with practical experience, ensuring students are well-equipped for real-world applications. The revised targets for international mobility and media engagement reflect an understanding of the institution's applied focus, allowing for a more sustainable and impactful approach to internationalization and public visibility.

The governance structures and academic regulations continue to uphold standards of transparency and accountability, while efforts in research and community involvement enrich the learning environment and extend BCT's reach into societal discourse. Faculty development, curriculum updates, and infrastructure enhancement are central to BCT's mission of maintaining high standards and meeting industry demands.

Looking ahead, BCT will continue its pursuit of innovation and community impact, emphasizing efficient resource use and fostering an inclusive academic atmosphere. Through these dedicated efforts, BCT aims to remain at the forefront of applied technology education, adapting to new challenges while ensuring students are prepared to meet the dynamic demands of a global workforce.