

IQAS INDICATORS LIST

VERSION	01
APPROVAL DATE	11th March '26

INDICATOR	DATA SOURCE	PERIODICITY	REFERENCE VALUE	METHOD OF MEASUREMENT
% of policies reviewed according to schedule	Annual review report	Annual	100%	No. of policies reviewed / No. of policies planned for review
Stakeholder satisfaction with clarity of policies	Satisfaction surveys	Annual	≥ 80%	Average score of relevant items
% of improvement actions implemented	IQAS Action Plan	Annual	≥ 80%	Actions completed / Actions planned
% of strategic objectives achieved	Monitoring reports	Annual	≥ 80%	Objectives completed / Objectives planned
Budget execution rate	Financial reports	Annual	95–105%	Actual expenditure vs. approved budget
Stakeholder satisfaction with strategic communication	Satisfaction surveys	Annual	≥ 80%	Average score of relevant survey items
% of units submitting timely progress updates	Unit reports	Annual	100%	Reports received / Reports expected
User satisfaction with C3S communication	Satisfaction surveys	Annual	≥ 80%	Average scoring on communication-related items
Website content update compliance	Annual review report	Annual	100%	Items updated / Items requiring update
Response time for student enquiries	CRM / admissions logs	Quarterly	≤ 5 working days	Average time measured across channels
Engagement rate in institutional communication channels	Analytics reports	Quarterly	Set annually	Metrics according to channel (open rate, clicks, views, etc.)
Completion rate of annual quality activities	Annual Quality Plan	Annual	≥ 85%	Activities completed / Activities scheduled
% of IQAS improvements implemented	Action Plan	Annual	≥ 80%	Actions completed / Actions planned

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Stakeholder satisfaction with quality management	Satisfaction surveys	Annual	≥ 80%	Average score on quality-related items
Timeliness of IQAS documentation updates	Repository log	Annual	100%	Updates performed / Updates required
Survey response rate	Survey system	Per survey	≥ 40% (students) ≥ 50% (faculty)	Responses received / Population
Stakeholder satisfaction with key areas	Survey reports	Annual	≥ 80%	Average scores
% of survey-based improvement actions implemented	Action Plan	Annual	≥ 80%	Implemented actions / Total actions
Timelines of survey reporting	Survey calendar	Annual	100%	Reports delivered on time vs. planned dates
% of claims resolved within established timeframe	Central register	Quarterly	≥ 85%	Resolved cases on time / Total cases
Number of recurring issues	Register + action plan	Annual	≤ 10% of total cases	Repetitive cases / Total submissions
Stakeholder satisfaction with claim handling	Follow-up surveys	Annual	≥ 80%	Average score
% of implemented corrective actions	Action Plan	Annual	≥ 80%	Actions implemented / Actions planned
Timeliness of public information updates	Update log	Annual	100%	Updates made / Updates required
Student satisfaction with clarity of public information	Surveys	Annual	≥ 80%	Relevant item score
Number of inconsistencies detected	Annual review report	Annual	0 major inconsistencies	Count of discrepancies
Website accessibility compliance	Website audit	Annual	≥ 90%	Checklist compliance
% of indicators collected on time	Data collection calendar	Annual	100%	Indicators collected / Indicators planned

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Completion of annual analysis reports	QA workflow	Annual	100%	Reports delivered / Reports scheduled
Stakeholder satisfaction with results dissemination	Surveys	Annual	≥ 80%	Survey item average
% of improvement actions derived from results analysis	Action Plan	Annual	≥ 80%	Actions implemented / Actions recommended
% of audits completed according to the plan	Audit plan	Annual	100%	Audits completed / Audits scheduled
% of corrective actions implemented	Action Log	Annual	≥ 80%	Actions completed / Actions required
Number of recurring non-conformities	Audit reports	Annual	≤ 10%	Repetitions / Total non-conformities
Timeliness of audit reporting	Audit calendar	Annual	100%	Reports delivered on time / Reports scheduled
% of new programmes approved	Approval records	Annual	≥ 80%	Approved proposals / Submitted proposals
Compliance with design schedule	Project plan	Per programme	100%	Milestones achieved / Planned milestones
Student satisfaction in first edition	Surveys	End of edition	≥ 80%	Average satisfaction score
Achievement of initial enrolment targets	Enrolment data	First intake	≥ 75%	Actual enrolment / Target enrolment
% of programmes reviewed annually	Review schedule	Annual	100%	Programmes reviewed / Programmes offered
% of improvement actions implemented	Action Plan	Annual	≥ 80%	Actions implemented / Actions proposed
Student satisfaction after modifications	Surveys	After implementation	≥ 80%	Average satisfaction score

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Reduction in recurring issues	Monitoring reports	Annual	≥ 20% reduction	Comparison year-on-year
% of students completing programme successfully	Academic records	End of phase-out	≥ 90%	Students graduated / Students enrolled
Number of unresolved student incidents	Claims register	Phase-out period	0 critical cases	Count of unresolved issues
Compliance with phase-out schedule	Phase-out plan	End of process	100%	Milestones met / Milestones planned
Student satisfaction during phase-out	Surveys	End of process	≥ 80%	Average satisfaction score
% of courses with approved teaching guides	Academic records	Annual	100%	Guides approved / Courses delivered
Timeliness of teaching guide publication	LMS log	Each term	100%	Guides published on time
Student satisfaction with course organisation	Surveys	End of course	≥ 80%	Average satisfaction score
Number of deviations from approved guides	Monitoring reports	Annual	≤ 5%	Deviations / Courses delivered
Student satisfaction with teaching quality	Surveys	End of course	≥ 80%	Average score
% of feedback-based actions implemented	Action Plan	Annual	≥ 80%	Actions implemented / Actions planned
Reduction in recurring student issues	Monitoring reports	Annual	≥ 20%	Comparison year-on-year
Student awareness of improvements	Surveys	Annual	≥ 70%	Positive responses to awareness items
Application-to-admission ratio	Admissions data	Annual	Set annually	Admitted / Applicants
% of complete applications	Admissions data	Annual	≥ 90%	Complete applications / Total applications

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Applicant satisfaction with admission process	Surveys	Annual	≥ 80%	Average satisfaction score
Average response time to applications	Admissions logs	Annual	≤ 10 days	Average processing time
Enrolment completion rate	Academic system	Annual	≥ 95%	Enrolled students / Admitted students
Progression rate	Academic records	Annual	≥ 80%	Students progressing / Students enrolled
Drop-out rate	Academic records	Annual	≤ 15%	Drop-outs / Enrolled students
% of students receiving timely support	Support records	Annual	≥ 90%	Supported students / Identified at-risk students
Student satisfaction with welcome activities	Surveys	End of orientation	≥ 80%	Average satisfaction score
Student satisfaction with support services	Surveys	Annual	≥ 80%	Average satisfaction score
% of students accessing support services	Support records	Annual	Monitor	Usage rate
Resolution time for support requests	Support logs	Annual	≤ 5 working days	Average response time
% of internships aligned with programme outcomes	Academic validation records	Annual	100%	Validated internships / Total internships
Student satisfaction with internship experience	Surveys	End of internship	≥ 80%	Average satisfaction score
Employer satisfaction with student performance	Employer surveys	Annual	≥ 80%	Average satisfaction score
% of internships successfully completed	Academic records	Annual	≥ 90%	Completed internships / Started internships
% of mobility activities with	Mobility records	Annual	100%	Approved agreements / Total mobilities

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approved learning agreements				
Student satisfaction with mobility experience	Surveys	End of mobility	≥ 80%	Average satisfaction score
Recognition compliance rate	Academic records	Annual	100%	Recognised credits / Approved credits
Number of mobility-related incidents	Incident log	Annual	Monitor	Count and trend analysis
Student participation rate	Attendance records	Annual	Monitor	Participants / Total students
Student satisfaction with activities	Surveys	After each activity	≥ 80%	Average satisfaction score
% of activities aligned with learning objectives	Activity review	Annual	≥ 80%	Aligned activities / Total activities
Number of recurring improvement actions	Action Plan	Annual	Decreasing trend	Year-on-year comparison
Student participation in career activities	Attendance records	Annual	Monitor	Participants / Total students
Student satisfaction with career services	Surveys	Annual	≥ 80%	Average satisfaction score
Employer satisfaction with student preparedness	Employer surveys	Annual	≥ 80%	Average satisfaction score
% of programmes supported by career activities	Activity reports	Annual	100%	Programmes supported / Programmes offered
Alumni response rate to employability surveys	Survey system	Annual	≥ 40%	Responses / Alumni contacted
Graduate employment rate	Employability surveys	Annual	Monitor	Employed graduates / Respondents
Graduate satisfaction with programme relevance	Alumni surveys	Annual	≥ 80%	Average satisfaction score

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Number of alumni engagement activities	Activity records	Annual	Monitor	Count and trend analysis
Time to fill vacancies	HR records	Annual	≤ 60 days	Average days per recruitment
% of recruitments completed according to plan	HR plan	Annual	≥ 90%	Completed / Planned recruitments
Satisfaction of hiring units with recruitment process	Internal surveys	Annual	≥ 80%	Average satisfaction score
% of new staff completing induction	Induction records	Annual	100%	Completed inductions / New hires
% of staff participating in training	HR records	Annual	≥ 70%	Staff trained / Total staff
Satisfaction with training activities	Surveys	After each activity	≥ 80%	Average satisfaction score
% of training needs addressed	Training plan	Annual	≥ 80%	Needs covered / Needs identified
Evidence of training impact	Evaluation reports	Annual	Monitor	Qualitative/quantitative analysis
% of staff evaluated annually	HR records	Annual	100%	Evaluations completed / Staff total
Staff satisfaction with evaluation process	Internal surveys	Annual	≥ 80%	Average satisfaction score
% of evaluation-based training actions implemented	Training plan	Annual	≥ 80%	Actions implemented / Actions planned
Number of recognised good practices	Recognition log	Annual	Monitor	Count and qualitative analysis
% of students assigned a tutor	Academic records	Annual	100%	Students with tutor / Total students
Student satisfaction with tutoring	Surveys	Annual	≥ 80%	Average satisfaction score

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% of at-risk students receiving support	Support plans	Annual	≥ 90%	Supported / Identified students
Improvement in progression of supported students	Academic records	Annual	Positive trend	Year-on-year comparison
% of support requests addressed within timeframe	Support logs	Annual	≥ 90%	Requests handled on time / Total requests
Student satisfaction with support services	Surveys	Annual	≥ 80%	Average satisfaction score
Improvement in progression of supported students	Academic records	Annual	Positive trend	Year-on-year comparison
Number of unresolved support cases	Support records	Annual	0 critical cases	Count of unresolved cases
% of planned improvement actions completed	Improvement plan	Annual	≥ 80%	Actions completed / Actions planned
Average response time to facility incidents	Incident log	Annual	≤ 5 working days	Average days
Student satisfaction with facilities	Surveys	Annual	≥ 80%	Average satisfaction score
Number of recurring facility issues	Maintenance records	Annual	Decreasing trend	Year-on-year comparison
System availability rate	IT logs	Annual	≥ 99%	Uptime / Total time
Average resolution time for IT incidents	Support logs	Annual	≤ 3 working days	Average days
User satisfaction with IT services	Surveys	Annual	≥ 80%	Average satisfaction score
% of courses with adequate learning resources	Academic review	Annual	100%	Courses compliant / Courses delivered
% of strategic decisions documented and traceable	Decision register / minutes	Annual	100%	Documented decisions / total decisions

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Timeliness of decision implementation	Action plan monitoring	Annual	≥ 80%	Actions on time / actions planned
Stakeholder satisfaction with institutional communication	Surveys	Annual	≥ 80%	Average score
Number of recurring governance-related non-conformities	Internal audits	Annual	Decreasing trend	Year-on-year comparison
Budget execution rate	Financial reports	Annual	95–105%	Actual vs approved budget
Frequency of variance reporting	Monitoring reports	Quarterly	100%	Reports issued / planned reports
% of expenditures with complete documentation	Financial audits	Annual	100%	Compliant expenses / reviewed
Resource adequacy satisfaction	Surveys (staff/students)	Annual	≥ 80%	Average score
% of identified compliance obligations reviewed annually	Compliance register	Annual	100%	Obligations reviewed / total
Number of significant compliance incidents	Incident log	Annual	0 critical	Count and severity analysis
% of high-risk items with mitigation plan	Risk register	Annual	100%	High risks mitigated / high risks identified
Timeliness of incident closure	Incident log	Annual	≥ 85% on time	Closed on time / total incidents
% of indicators collected on time	Collection calendar	Annual	100%	Indicators on time / Total indicators
% of indicators validated without correction	Validation logs	Annual	≥ 90%	Validated at first review / Total
Number of missing or inconsistent data sets	QA reports	Annual	0 critical	Count

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Indicator stability over time	Monitoring reports	Annual	Monitor	Trend analysis
% of improvement actions implemented	Action plan	Annual	≥ 80%	Implemented / Planned
% of actions evaluated for effectiveness	Monitoring logs	Annual	100%	Evaluated / Completed
Reduction in recurring issues	Results reports	Annual	≥ 20%	Year-on-year comparison
Timeliness of action implementation	Action plan	Annual	≥ 80%	On time / Planned
% of external recommendations addressed	Recommendations register	Annual	≥ 80%	Actions completed / total recommendations
Timeliness of follow-up reports	Audit calendar	As required	100%	Reports submitted on time
Number of repeated external findings	External reports	Per review	0 repeated critical	Count
Stakeholder awareness of external results	Surveys	Annual	≥ 70%	Positive responses