

# KEY PERFORMANCE INDICATORS

INTERNATIONALISATION

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INTERNATIONAL RELATIONS OFFICE  
SOUTHERN SERBIAN ACADEMY

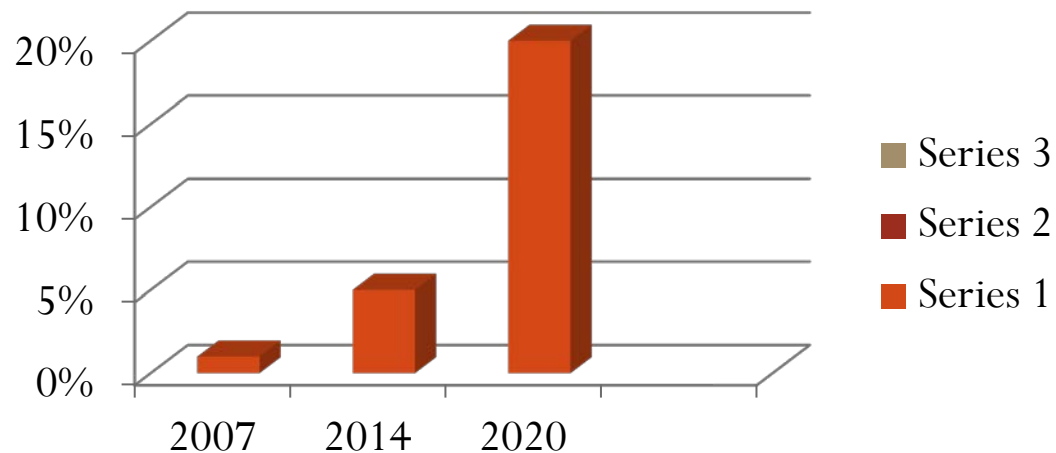
- **KPI 1: ICON** — encouraging contacts between students with colleagues and peers abroad
- **KPI 2: ISBA** - signing bilateral agreements
- **KPI 3: Outgoing quota** - maintaining and increasing the number of outgoing students
- **KPI 4: Incoming quota** - maintaining and increasing the number of outgoing students
- **KPI 5: Faculty exchange** — exchanging faculty
- **KPI 6: ETM** — English taught modules

# KEY INDICATOR 1:

- Domain: Internationalisation
- Strategic goal: encouraging contacts between students with colleagues and peers abroad
- Name:ICON
- Aim:measuring the number of the existing international contacts compared to the entire number of students at individual colleges and the Academy as a whole
- Interpretation: L2
- Procedure of measurement: questionnaires for students; analysis od data, comparison, result;action plan

# KEY INDICATOR 1

- Source of facts: students
- Target value: raising the level of international contacts (20% of contacts until 2020)
- Interval: Annually; February
- Levels: Academy, colleges, study programmes
- Graphical presentation:



# KEY INDICATOR 1

- Measurements: survey team – questionnaires
- Calculation: M.M.- SPSS
- Visualisation: T.S. – ppt
- Internal reporting: S.K. – Academy Board, IROs, Councils
- Analysis and discussions: representatives of the abovementioned bodies
- External communication: Press, Ministry, HERE team
- Customise: IRO team – improvement plan:
  - language courses
  - IRO promotion
  - exchanging links

# KEY INDICATOR 1

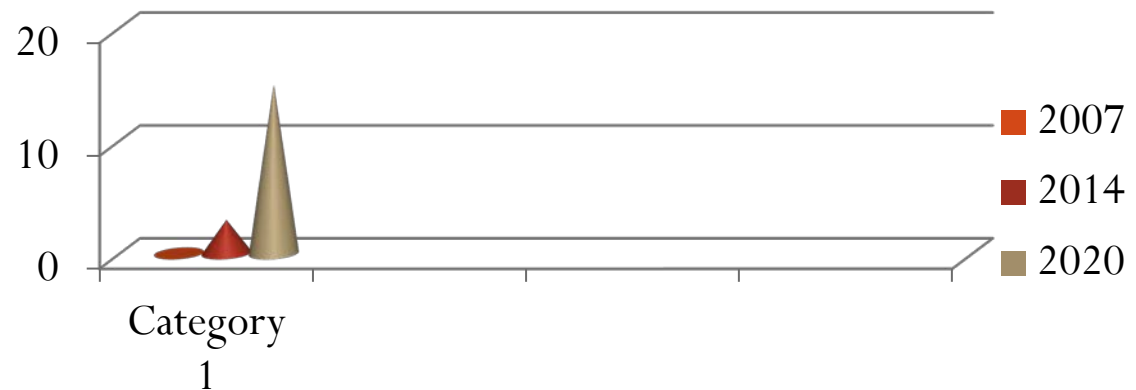
- Student training: application procedures
- Adjusting instruments and intervals, if need be

# KEY INDICATOR 2

- Domain: internationalisation
- Strategic goal: signing bilateral agreements
- Name: ISBA
- Aim: measuring the existing number of the signed agreements
- Interpretation/levels: L2
- Procedure of measurement: the number of signed agreements: active, new, renewed, comparison: vertical (in time) and horizontal (among the colleges)
- Source: IRO database

# KEY INDICATOR 2

- Target values: increase in the number of active agreements (95% of renewed and 15 % of new agreements)
- Intervals: Annually – September
- Levels: colleges, Academy
- Graphic:





# KEY INDICATOR 2

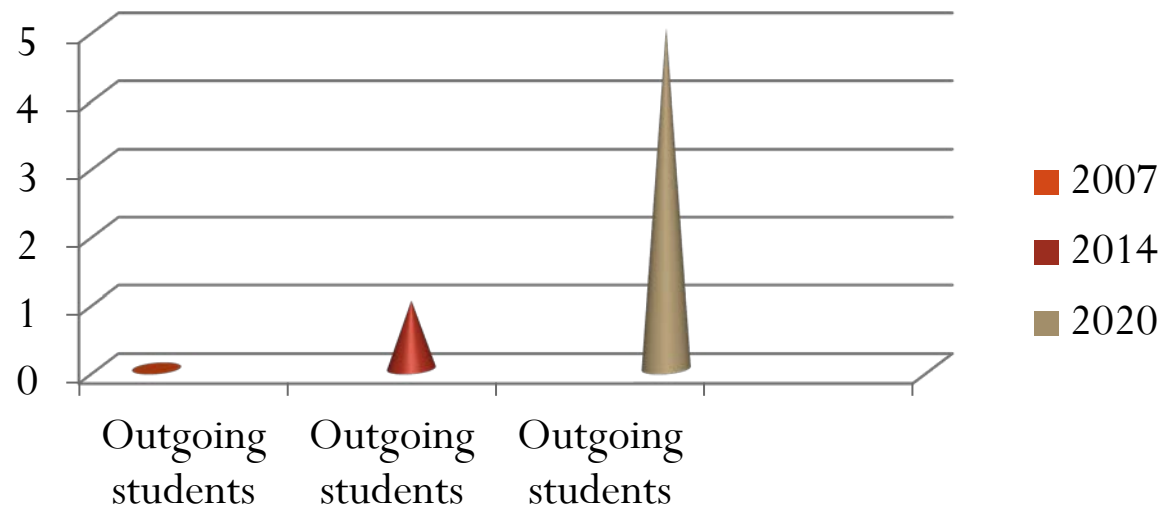
- Measurements: IRO team – number of signed agreements on annual basis
- Calculation: Manual
- Visualisation: ppt
- Intern report: IRO agent – Academy Board, College Councils, IROs
- Analysis and discussion: all of the above
- External communication: press, promotion material
- Customise:
  - management support and long-term dedication
  - people-to-people contact
  - making it conspicuous for the students
  - applying successful models of cooperation
  - involvement of the student parliament

# KEY INDICATOR 3

- Domain: internationalisation
- Strategic goal: maintaining and increasing the number of outgoing students
- Name: Outgoing quota
- Aim: measuring the number of outgoing student
- Interpretation/levels: L3
- Procedure of measurement: the number of successful applications regarding Serbian students and colleges abroad and their statistical processing
- Source: IRO database

# KEY INDICATOR 3

- Target values: increase in the number of outgoing student (at least 15 % per annum)
- Intervals: Annually – September
- Levels: colleges, Academy
- Graphic:



# KEY INDICATOR 3

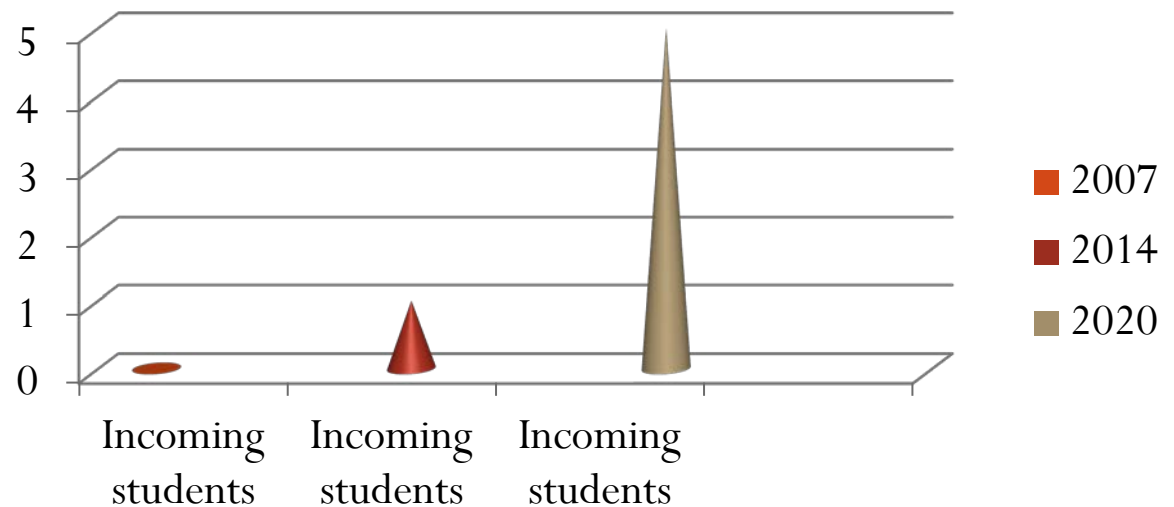
- Measurements: IRO team – number of successful applications on annual basis
- Calculation: Manual
- Visualisation: ppt
- Intern report: IRO agent – Academy Board, College Councils, IROs
- Analysis and discussion: all of the above
- External communication: press, promotion material, personal contacts with the representatives of colleges abroad
- Customise:
  - management support and long-term dedication
  - people-to-people contact
  - motivation of students
  - making it conspicuous for the students
  - applying successful models of cooperation
  - involvement of the student parliament

# KEY INDICATOR 4

- Domain: internationalisation
- Strategic goal: maintaining and increasing the number of incoming students
- Name: Incoming quota
- Aim: measuring the number of incoming students
- Interpretation/levels: L3
- Procedure of measurement: the number of successful applications by students abroad and their statistical processing
- Source: IRO database

# KEY INDICATOR 4

- Target values: increase in the number of incoming student (at least 15 % per annum)
- Intervals: Annually – September
- Levels: colleges, Academy
- Graphic:



# KEY INDICATOR 4

- Measurements: IRO team – number of successful applications on annual basis
- Calculation: Manual
- Visualisation: ppt
- Intern report: IRO agent – Academy Board, College Councils, IROs
- Analysis and discussion: all of the above
- External communication: press, promotion material, personal contacts with the representatives of colleges abroad
- Customise:
  - management support and long-term dedication
  - people-to-people contact
  - motivation of students
  - making it conspicuous for the students
  - applying successful models of cooperation
  - involvement of the student parliament

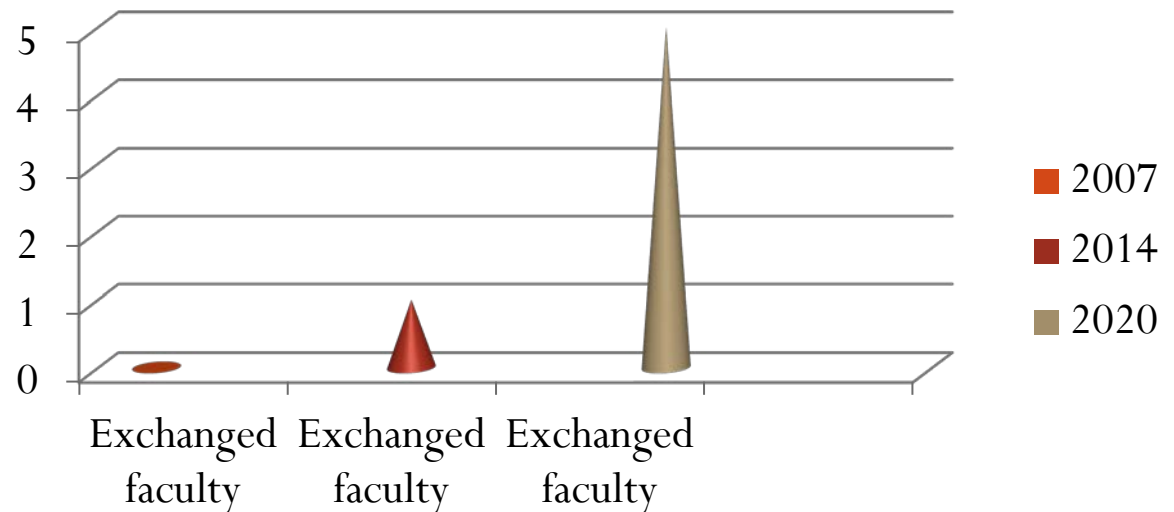
# KEY INDICATOR 5

- Domain: internationalisation
- Strategic goal: exchanging faculty
- Name: Faculty exchange
- Aim: measuring the number of exchanged lecturers
- Interpretation/levels: L3
- Procedure of measurement: the number of faculty exchanged and their statistical processing
- Source: IRO database



# KEY INDICATOR 5

- Target values: increase in the number of faculty exchanged
- Intervals: Annually – September
- Levels: colleges, Academy
- Graphic



# KEY INDICATOR 5

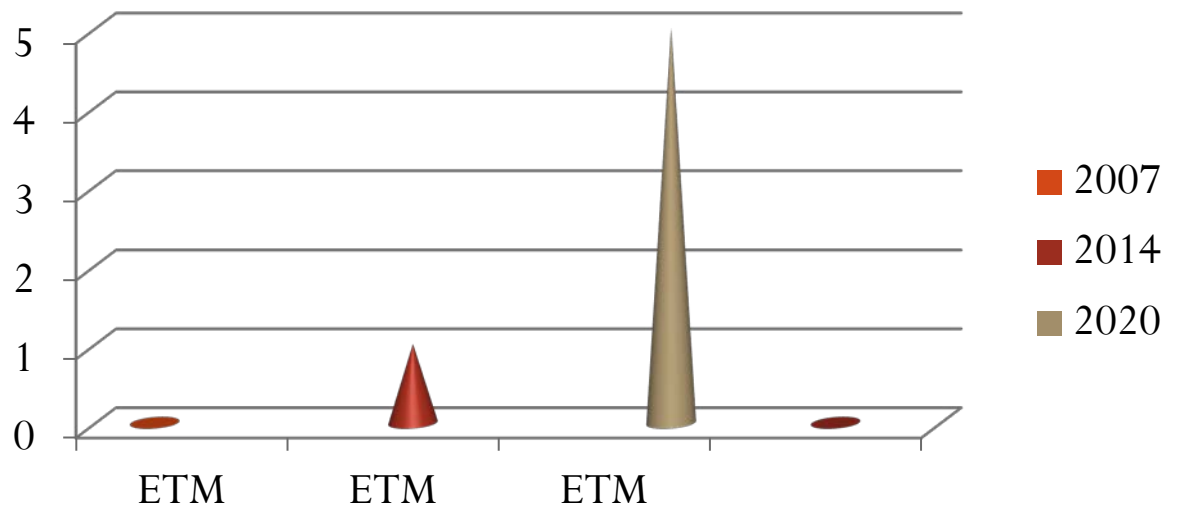
- Measurements: IRO team – number of exchanged faculty on annual basis
- Calculation: Manual
- Visualisation: ppt
- Intern report: IRO agent – Academy Board, College Councils, IROs
- Analysis and discussion: all of the above
- External communication: published references, personal contacts with the representatives of colleges abroad, Conference participation
- Customise:
  - management support and long-term dedication
  - people-to-people contact
  - motivation of the faculty
  - encouraging professional improvement
  - applying successful models of cooperation
  - quality assurance

# KEY INDICATOR 6

- Domain: internationalisation
- Strategic goal: modules taught in English
- Name: ETM
- Aim: measuring the number, attendance, popularity and availability of modules taught in English
- Interpretation/levels: L4
- Procedure of measurement: questionnaires for students and staff (domestic and foreign alike); analysis of data, comparison, result; action plan
- Source: IRO database

# KEY INDICATOR 6

- Target values: increase in the number, quality, attendance, popularity and availability
- Intervals: Annually – October
- Levels: colleges, Academy
- Graphic



# KEY INDICATOR 6

- Measurements: IRO team – the number, attendance, popularity and availability of modules taught in English
- Calculation: Manual
- Visualisation: ppt
- Intern report: IRO agent – Academy Board, College Councils, IROs
- Analysis and discussion: all of the above
- External communication: press, web site, promotion material, personal contacts
- Customise:
  - management support and long-term dedication
  - mandatory English language courses for the staff
  - people-to-people contact
  - motivation of the faculty
  - encouraging professional improvement abroad
  - applying successful models of cooperation
  - quality assurance