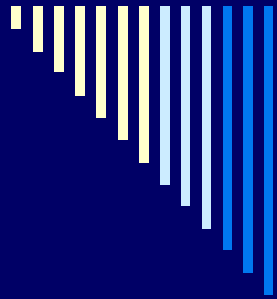


STUDENT SERVICE

KEY PERFORMANCE INDICATORS



Student service should pay particular attention to the following areas:

1. Studying conditions
 2. Student welfare
 3. Social life of students
 4. Career planning
-



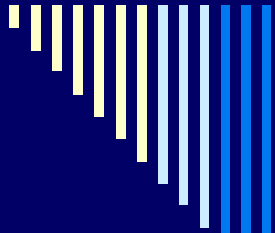
1. STUDYING CONDITIONS

Domain	Indicator	Measurement	level
Tutorship	No. of professors who monitor the work of students/ provide help in studying	Increases./decr reports	Bodies of academy ,Student service office
Availability of IT equipment	-No.of info desks (min. 2 per 100 students)/ No. of computers (180:60:20 ratio)	Increases./decr reports	Bodies of academy ,Student service office



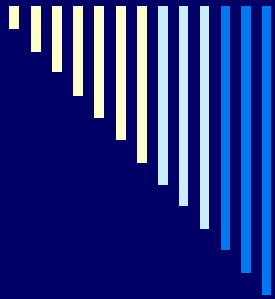
1. STUDYING CONDITIONS

Domain	Indicator	Measurement	level
Gifted students	-No. of gifted students -No.of extra hours devoted to the work with gifted students	Increases./decr reports	Bodies of academy ,Student service office
Library	No. of seats in the library (1 per 15 students)	Increases./decr reports	Bodies of academy ,Student service office
Literature	-minimum 1000 references per a study programme	Increases./decr reports	Bodies of academy ,Student service office



2. STUDENT WELFARE

Domain	Indicators	Measurement	level
accommodation	per number of students	Law on the pupil and student standard	Bodies of academy , Student service office
student diet - nutrition	-per number of students - food quality satisfies HACCP standard	Diet/nutrition normative	Bodies of academy , Student service office
health care	-no. of compulsory health checks (GP/dentist checks) -student/doctor ratio	Law on student health care	Bodies of academy , Student service office



2. STUDENT WELFARE

Domain	Indicator	Measurement	level
student loans	-no. of students who use student loans(obtained ECTS, index of success,average mark)	Indicators related to the GDP/state and regional level	Bodies of academy ,Student service office
-amounts of student loans	-percentage of the price for accommodation in the student dormitory		



3.SOCIAL LIFE OF STUDENTS

Domain	Indicators	Measurement	level
cultural activities	No.of cultural activities per week/month/year	Increases./decr reports	Bodies of academy ,Student service office
sport activities	No. of sport activities	Increases./decr reports	Bodies of academy ,Student service office
voluntary and promotional work	No. of involved students	Increases./decr reports	Bodies of academy, Student service office



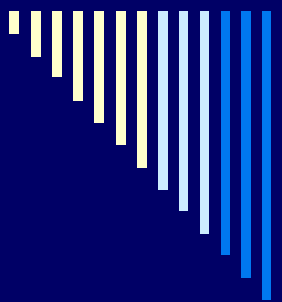
4. CAREER PLANNING

Domain	Indicator	Measurement	level
promotions	No. of promotions per month/year	Increas./decr reports	Office of student services
interviews	No.of interviews with students and interested employers	Increas./decr reports	Office of student services
Students who work	No. of employed students	Increas./decr reports	Office of student services



4. CAREER PLANNING

Domain	Indicator	Measurement	level
scholarships	No.of scholarships on the part of the labor market	Increases./decr reports	Student service office



Comments!!!!

