

METRICS THAT MATTER:

INTEGRATING KEY PERFORMANCE INDICATORS INTO PROGRAM IMPROVEMENT
EFFORTS

THE
UNIVERSITY
OF RHODE ISLAND
OFFICE FOR THE
ADVANCEMENT OF
TEACHING AND
LEARNING

BENEFIT OF KEY PERFORMANCE INDICATORS

Key performance indicators are a valuable tool and examining them across various student groups, ensures that programs understand how all students are progressing and provides an opportunity to design interventions so all students can succeed.

- Provide measures of progress toward goals
- Provide critical information for essential program-level decisions
- Focus efforts on priority goals
- Can provide actionable information
- Can demonstrate growth and advancement in areas of priority

KPIs often take time to improve, often aligning to 3-5 years goals, rather than immediate.

Things to consider when choosing KPIs

**Align KPIs with your program priorities*

**Choose KPIs you can impact*

**Choose KPIs you are able to measure your impact*

**Every program is different so KPIs will be unique to a program*

ALIGN KPIS TO PROGRAM GOALS, OUTCOMES, AND STRATEGIC PLAN

Align KPIs with your program's goals, outcomes, and strategic plan, ensuring they also support college and university priorities. This broader alignment strengthens the relevance and impact of your assessment efforts, as reflected by KPIs.

- **What are your academic program's goals and learning outcomes for student success?**
- **What do you want your program to achieve in 3-5 years related to student success?**
- **What are the program's priorities for ensuring equitable academic progress and opportunities?**
- **What is your desired outcome and why does it matter?**
- **How are you going to measure progress/interventions?**
- **How can you influence the program improvement?**
- **How will you know you have achieved your performance benchmark?**

What is a Key Performance Indicator?

A key performance indicator is a quantifiable measure for assessing achievement of a pre-determined goals. They are another tool used to examine student success and achievement that complement the assessment of student learning outcomes. These broader measures include metrics critical to academic programs, colleges, and the University.

Examples of KPIs related to Student Success

- Number of majors
- Number of dual majors
- Student satisfaction
- Student sense of belonging
- Post-graduation employment rate
- Participation in life-transformative education
- Student participation in research
- Student participation in internships
- Licensure/certification pass rate
- Disparity in GPA within the major based on ethnicity/gender/first gen status/Pell status
- DFW rate disparity based on ethnicity/gender/first gen status/Pell status
- Retention rate (can include disparities based on ethnicity/gender/first gen status/Pell status)
- Graduate rate (can include disparities based on ethnicity/gender/first gen status/Pell status)
- Diversity within Major
- Student leadership opportunities
- Support for students with accommodations

The Office for the Advancement of Teaching and Learning, Student Learning Outcomes Assessment & Accreditation Team created a KPI Roadmap Worksheet with examples for download. Academic programs are welcome to download the file and adapt it to meet their needs. To access the template and sample: [click here](#)

Reach out to assess@uri.edu for more information.

Credit: Adapted from the University of Connecticut's Developing Key Performance Indicators (Key Student Success Indicators) Handout