

## KEY INDICATORS FOR MONITORING THE QUALITY OF DELIVERING STUDY PROGRAMS AT RIT CROATIA

### Key indicators for monitoring the quality of delivering study programs

Key indicators for monitoring the quality of delivering study programs are essential tools for ensuring that educational institutions maintain high academic standards and meet the needs of students and stakeholders. Among the most important are persistence rates, graduation rates and student satisfaction. These quality indicators play a crucial role in helping higher education institutions maintain academic excellence, foster continuous improvement, and remain accountable to students, employers, and accreditation bodies.

Additionally, continuous monitoring of these key quality indicators supports data-driven decision-making, allowing leadership to allocate resources more efficiently, enhance faculty development, and improve student services. This process strengthens the institution's reputation, supports successful accreditation and reaccreditation processes, and ensures that academic offerings remain relevant and competitive. Ultimately, the use of quality indicators fosters a culture of accountability, transparency, and excellence, aligning educational outcomes with institutional goals and societal expectations.

It is essential to clearly define key quality indicators, as only through measurable characteristics can processes be effectively monitored and feedback on their success accurately assessed against established criteria.

### Key quality indicators (KPIs) at RIT Croatia

At RIT Croatia, key quality indicators (KPIs) are systematically used to monitor and enhance the effectiveness and impact of academic programs. These quality indicators provide measurable data that inform strategic planning and continuous improvement efforts. **KPI1** tracks the total number of newly enrolled freshmen each fall semester, offering insight into enrollment trends across programs. **KPI2**, the entry GPA based on national exams (NISPVU), helps assess the academic preparedness of incoming students. **KPI3** monitors faculty qualifications, specifically the percentage of faculty eligible for promotion within a five-year cycle, ensuring high teaching standards. **KPI4**, persistence rates, measures student retention over multiple timeframes (from one term to three years), while **KPI5** tracks graduation rates at four, five, six, and seven years after entry, highlighting student progress and program effectiveness. **KPI6** assesses employment outcomes six months after graduation, including employment status and continued education, reflecting graduate readiness for the job market. **KPI7** evaluates internationalization by tracking the number of international and exchange students, promoting global engagement. **KPI8** captures student satisfaction through surveys that ask whether students would choose RIT Croatia again or recommend it to others. Finally, **KPI9** gathers employer feedback on student performance during co-op placements, providing an external measure of student preparedness and institutional reputation. Together, these quality indicators offer a comprehensive framework for assessing and improving the quality of education at RIT Croatia.

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#	KPI	KPI description	Source of information
KPI1	Number of enrolled students	Total number of new students enrolled in fall semester as freshmen, absolute numbers, total and per program	Student Information System (SIS)
KPI2	Entry GPA	Entry GPA based on NISPVU, total and per program	NISPVU
KPI3	Faculty Qualifications	Percentage of faculty meeting criteria for election to a higher teaching position in a 5-year cycle, each AY	Employee Records
KPI4	Persistence Rates	Percentage of students who are enrolled in courses or registered for co-op; 1 term after entry, 1 year after entry, 2 years after entry, 3 years after entry	Student Information System (SIS)
KPI5	Graduation Rates	Percentage of students in a cohort who completed their studies; 4 years after entry, 5 years after entry, 6 years after entry, 7 years after entry	Student Information System (SIS)
KPI6	Employment Rates 6 months after graduation	Percentage of students in a cohort that are employed, employed and continued studies (part time), continued studies (full time), unemployed	Annual Survey, fall
KPI7	Student Internationalization	Percentage of international new students enrolled in fall semester as freshmen, number of incoming study abroad students in AY, number of incoming Erasmus students in AY	Student Records
KPI8	Student Satisfaction	Percentage of students who would enroll RIT Croatia again, percentage of students who would recommend enrolling in RIT Croatia to a friend, each AY	Student Satisfaction Survey, spring
KPI9	Employers Satisfaction	Percentage of employers who are satisfied with RIT Croatia students overall performance on co-op, each AY	Employers Co-op Survey

Table 1 - Key quality indicators (KPIs) at RIT Croatia

In conclusion, the key quality indicators (KPIs) at RIT Croatia serve as vital tools for measuring and enhancing the quality of academic programs, student outcomes, and institutional effectiveness. By systematically tracking metrics such as enrollment trends, student persistence, graduation and employment rates, faculty qualifications, internationalization, and employers' satisfaction, RIT Croatia ensures data-driven decision-making and continuous improvement. These indicators not only reflect the institution's commitment to academic excellence and student success but also support strategic planning and accountability. Ultimately, the consistent use and evaluation of KPIs help RIT Croatia maintain high standards, remain competitive in the global higher education landscape, and deliver a meaningful, outcomes-driven educational experience.

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