

**University Accountability Agreement (UAA)**  
**Institution-specific Key Performance Indicators (KPIs) (as at July 2021)**  
**City University of Hong Kong (CityU)**

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**CityU Domain 1: The quality of the student experience of teaching and learning**

**KPI 1 Undergraduate Students’ Satisfaction with their Teaching and Learning Experience Measured by the Teaching and Learning Questionnaire (TLQ)**

Student feedback and evaluation on their learning experience are key components of the University’s quality assurance framework. At CityU, we evaluate the teaching and learning experience of students through the TLQ conducted for every teaching staff for every course.

**Table A1** below summarises the average scores for the summative question regarding the quality of the overall learning experience and percentages of full-time staff with a summary score of at least 5.0 (on a 7-point scale):

**Table A1 CityU TLQ Average Score and Percentage of Full-Time Staff with Overall Evaluation of 5.0 or Above**

		2017/18	2018/19	2019/20
a.	CityU average for overall evaluation ^	5.77	5.84	5.78
b.	% of full-time staff with overall evaluation score of 5.0 or above	95%	94%	90%

^ Question for Overall Evaluation: “Overall, I consider the learning experience provided by the teacher in this course as valuable.”

The TLQ results confirm the high teaching quality at CityU. Surveys indicate that students are satisfied with the quality of their learning experience for the courses that they have taken. The percentage of full-time academic faculty with an overall evaluation score of 5.0 or above has been maintained at 90% or above in the last 3 years from 2017/18 to 2019/20.

**CityU Domain 1: The quality of the student experience of teaching and learning****KPI 2 Undergraduate Learning Competencies (as measured by the Student Learning Experience Survey)**

In addition to the TLQ, CityU conducts an annual Student Learning Experience Survey (SLES) for UG students to self-evaluate their learning experience, learning competencies, and progress made in the achievement of graduate outcomes.

Survey results from the SLES of UG students' motivation and learning competencies in 2017/18, 2018/19 and 2019/20 are presented in Tables A2-A4 below. The data indicates that as students progress through the CityU curriculum and learning experience (from first year—FY to graduating year—GY), they become increasingly more motivated and better equipped with the intended core learning competencies. Senior students reported the highest frequency of performing the actions and undertaking the intellectual practices that reflect motivation and academic competence.

**Table A2 SLES Results on Students' Motivation and Learning Competencies, 2017/18**

Learning Competencies	Average Frequency (%) <sup>^</sup>		
	FY	Yr2&3	GY
Integrated Academic Competence	64.5	66.2	69.1
Critical Thinking / Curiosity / Creativity	59.4	60.9	63.1
Motivation	59.0	60.8	62.6

<sup>^</sup> 10% - Seldom; 30% - Sometimes; 50% - Half of the time; 70% - Often; 90% - Very Often

**Table A3 SLES Results on Students' Motivation and Learning Competencies, 2018/19**

Learning Competencies	Average Frequency (%) <sup>^</sup>		
	FY	Yr2&3	GY
Integrated Academic Competence	65.0	65.6	71.2
Critical Thinking / Curiosity / Creativity	59.5	60.6	64.5
Motivation	59.8	60.7	64.3

<sup>^</sup> 10% - Seldom; 30% - Sometimes; 50% - Half of the time; 70% - Often; 90% - Very Often

**Table A4 SLES Results on Students' Motivation and Learning Competencies, 2019/20**

Learning Competencies	Average Frequency (%) <sup>^</sup>		
	FY	Yr2&3	GY
Integrated Academic Competence	65.5	66.5	69.1
Critical Thinking / Curiosity / Creativity	61.1	60.9	63.3
Motivation	60.7	61.1	63.0

<sup>^</sup> 10% - Seldom; 30% - Sometimes; 50% - Half of the time; 70% - Often; 90% - Very Often

**CityU Domain 1: The quality of the student experience of teaching and learning****KPI 3 Achievement of Graduate Outcomes (as measured by the Student Learning Experience Survey)**

Survey results from the annual SLES indicate higher attainment of graduate outcomes for UG students in their final year of study, compared with first, second, or third years (see **Tables A5 – A7**), serving as an indicator for the quality of CityU’s UG curriculum and students’ learning experience.

To better monitor the progress of students, CityU in 2017 developed learning success analytics to help faculty and academic line managers identify courses that create the highest impact on students. The analytics also sought to pinpoint areas where students may experience difficulties and predict success criteria for student learning. Results can be used to minimise student failure through better advising and to facilitate the design of improved curricula.

**Table A5 SLES Results on Students’ Attainment of Graduate Outcomes, 2017/18**

Achievement of Graduate Outcomes		Extent of Achievement (%) <sup>^</sup>		
		FY	Yr2&3	GY
a.	Be able to communicate effectively	60.0	63.9	69.8
b.	Be able to think critically	62.1	65.2	69.5
c.	Be able to discover and innovate	60.8	63.0	66.4
d.	Be able to learn continually	63.4	65.4	69.1
e.	Be able to act professionally	61.1	64.8	67.4

<sup>^</sup> 10% - Seldom; 30% - Sometimes; 50% - Half of the time; 70% - Often; 90% - Very Often

**Table A6 SLES Results on Students’ Attainment of Graduate Outcomes, 2018/19**

Achievement of Graduate Outcomes		Extent of Achievement (%) <sup>^</sup>		
		FY	Yr2&3	GY
a.	Be able to communicate effectively	61.5	64.2	69.5
b.	Be able to think critically	63.3	65.1	71.1
c.	Be able to discover and innovate	62.0	63.4	68.1
d.	Be able to learn continually	63.9	65.1	70.8
e.	Be able to act professionally	60.9	64.0	68.7

<sup>^</sup> 10% - Seldom; 30% - Sometimes; 50% - Half of the time; 70% - Often; 90% - Very Often

**Table A7 SLES Results on Students' Attainment of Graduate Outcomes, 2019/20**

Achievement of Graduate Outcomes		Extent of Achievement (%) <sup>^</sup>		
		FY	Yr2&3	GY
a.	Be able to communicate effectively	61.9	63.9	69.0
b.	Be able to think critically	64.5	65.8	69.5
c.	Be able to discover and innovate	62.7	64.4	67.2
d.	Be able to learn continually	64.2	65.7	69.3
e.	Be able to act professionally	61.8	64.2	66.9

<sup>^</sup> 10% - Seldom; 30% - Sometimes; 50% - Half of the time; 70% - Often; 90% - Very Often

## **CityU Domain 2: The quality of research performance and of research postgraduate experience**

### **KPI 1 Number of High-Quality Research Output Items**

All academic units are required to report their number of high-quality academic output per full-time faculty annually. While definitions of A+ and A quality journal publications are discipline-specific, typically A+ journals are those within the top 15% of journals in their respective field (e.g. SSCI/SCI-indexed journals) while A journals within top 15%–30%. The numbers for both A+ and A journals per full-time faculty for 2019/20 have increased compared to those in 2017/18.

**Table A8 Number of A and A+ Quality Journal Publications per Full-Time Faculty**

<b>Performance Indicators</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
Number of A Quality Journal Publications per Full-Time Faculty	1.12	1.26	1.39
Number of A+ Quality Journal Publications per Full-Time Faculty	1.82	1.90	2.50

**CityU Domain 2: The quality of research performance and of research postgraduate experience****KPI 2 Value of Competitive Extramural Research Grants**

The value of competitive grants per full-time faculty increased in 2019/20 compared to 2017/18. Faculty received slightly fewer, but overall larger grants, as **Table A9** indicates:

**Table A9 Number and Amount of Competitive Extramural Research Grants**

Performance Indicators	2017/18	2018/19	2019/20
Number of On-going Competitive Extramural Research Projects per Full-Time Faculty	1.67	1.62	1.60
Amount of On-going Competitive Extramural Research Grants per Full-Time Faculty	HK\$1.51m	HK\$1.50m	HK\$1.53m

**CityU Domain 2: The quality of research performance and of research postgraduate experience****KPI 3 Citation Counts, Awards and Other Appropriate Impact Measures**

Total citations per full-time faculty, as well as numbers of top-1% and top-10% cited publication per full-time faculty increased significantly from 2017/18 to 2019/20 (**Table A10**). The number of research prizes and awards dipped slightly.

**Table A10 Citation Counts and Awards per Full-Time Faculty**

Performance Indicators	2017/18	2018/19	2019/20
Total Citations per Full-Time Faculty	103.1	125.5	160.3
Field-Weighted Citation Impact	1.86	1.83	1.89
Number of Top-1%-Cited Publications per Full-Time Faculty	0.58	0.64	0.78
Number of Top-10%-Cited Publications per Full-Time Faculty	3.21	3.90	4.25
Number of Research Prizes and Awards per Full-Time Faculty	0.20	0.18	0.18



**CityU Domain 2: The quality of research performance and of research postgraduate experience**

**KPI 4 Research Output of CityU Research Degree Graduates Including Citations**

**Tables A11** and **A12** report on the research output of CityU 2016 and 2017 research degree graduates. A brief summary is given below:

- The average numbers of journal publications per CityU research degree graduate are 4.14 for 2016 graduates and 5.27 for 2017 graduates, a jump of over 25%.
- The number of journal publications in the “Science, Technology and Engineering” discipline increased from 919 for 2016 graduates to 1,387 for 2017 graduates, a growth of over 50%.
- The average numbers of SCOPUS citations on journal publications are 76.1 for 2016 graduates and 104.7 for 2017 graduates, an increase of over 35%.
- The numbers of books/book chapters were 34 for 2016 graduates and 47 for 2017 graduates, a rise of over 35%.
- The numbers of conference papers stood at 564 for 2016 graduates and 583 for 2017 graduates, a modest increase of 3%.

**Table A11 Total Number of Publications of CityU 2016 Research Degree Graduates and Associated Scopus Citation Counts (Including Publications within 2 Years after Graduation)**

Subject	No. of Graduates	Journal Publications Only				Books and Book Chapters				Conference Papers			
		No. of Publications	No. of Citations (Scopus)	No. of Publications per Graduate	No. of Citations per Graduate	No. of Publications	No. of Citations (Scopus)	No. of Publications per Graduate	No. of Citations per Graduate	No. of Publications	No. of Citations (Scopus)	No. of Publications per Graduate	No. of Citations per Graduate
Business, Management and Finance	<b>40</b>	35	555	0.88	13.88	4	1	0.10	0.03	46	41	1.15	1.03
Social Science, Arts and Humanities	<b>46</b>	69	238	1.50	5.17	14	12	0.30	0.26	73	0	1.59	0.00
Science, Technology and Engineering	<b>161</b>	919	18,004	5.71	111.83	16	28	0.10	0.17	445	1,171	2.76	7.27
<b>CityU Total</b>	<b><u>247</u></b>	1,023	18,797	4.14	76.10	34	41	0.14	0.17	564	1,212	2.28	4.91

**Table A12 Total Number of Publications of CityU 2017 Research Degree Graduates and Associated Scopus Citation Counts (Including Publications within 2 Years after Graduation)**

Subject	No. of Graduates	Journal Publications Only				Books and Book Chapters				Conference Papers			
		No. of Publications	No. of Citations (Scopus)	No. of Publications per Graduate	No. of Citations per Graduate	No. of Publications	No. of Citations (Scopus)	No. of Publications per Graduate	No. of Citations per Graduate	No. of Publications	No. of Citations (Scopus)	No. of Publications per Graduate	No. of Citations per Graduate
<b>Business, Management and Finance</b>	<b>33</b>	19	99	0.58	3.00	1	0	0.03	0.00	40	35	1.21	1.06
<b>Social Science, Arts and Humanities</b>	<b>40</b>	69	205	1.73	5.13	14	6	0.35	0.15	90	0	2.25	0.00
<b>Science, Technology and Engineering</b>	<b>207</b>	1,387	29,019	6.70	140.19	32	23	0.15	0.11	453	754	2.19	3.64
<b>CityU Total</b>	<b><u>280</u></b>	1,475	29,323	5.27	104.73	47	29	0.17	0.10	583	789	2.08	2.82

## Remarks:

- (1) Numbers of RPg graduates are counted as those having received CityU awards at the 2016 and 2017 congregations.
- (2) The numbers of publications and the associated Scopus citation counts for 2016 and 2017 RPg graduates were extracted from CityU Scholars on 27 March 2019 and 2020 respectively. The primary data source of citation counts in CityU Scholars is Scopus. The citation counts are data snapshots on the data collection date.
- (3) The table reports publications by RPg students from their commencement of study at CityU up to the end of the 2<sup>nd</sup> calendar year after graduation (i.e. Publications published up to Dec 2018 for 2016 graduates and up to Dec 2019 for 2017 graduates).

**CityU Domain 3: Knowledge transfer and wider engagement****KPI 1 Activity Level per Staff in Knowledge Transfer Activities****Table A13 Activity Level per Staff in Knowledge Transfer Activities**

Performance Indicators	2017/18	2018/19	2019/20
Number of Patents Filed per Full-Time Faculty	0.15	0.13	0.15
Number of Patents Granted per Full-Time Faculty	0.10	0.07	0.08
Number of Collaborative Research Projects per Full-Time Faculty	0.06	0.06	0.06
Number of Contract Research Projects per Full-Time Faculty	0.34	0.36	0.35

**KPI 2 Number of Companies, NGOs and Government Organisations with which CityU Staff Partner**

CityU faculty have forged close links with industry, NGOs, and government organisations, as evidenced by the number of organisational partners CityU staff engage with (**Table A14**). Partnership numbers fluctuate along a growing trend line, due to periodic rapid growth and then consolidation. Various knowledge transfer activities are conducted, among which include collaborative research, consultancy, executive training, and community engagement.

**Table A14 Number of Organisations with Which CityU Staff Partner**

Performance Indicator	2017/18	2018/19	2019/20
Number of Companies, NGOs, and Government Organisations with which CityU Staff Partner	1,552	1,887	1,783

**CityU Domain 3: Knowledge transfer and wider engagement****KPI 3 Number of Issued US Patents in the Previous Calendar Year**

CityU's strengthened intellectual property management process has produced tangible results. For 4 years in a row, CityU received the highest number of US patents in Hong Kong with the numbers of the most recent three years shown in **Table A15**. CityU also continued to rank among the top 100 universities worldwide for patents granted by the US Patent and Trademark Office.

**Table A15 Number of Issued US Patents**

Performance Indicator	2017	2018	2019
Number of Issued US Patents in the Previous Calendar Year	44	38	49

**KPI 4 Invention Commercialisation Rate**

The University has in place a well-established administrative framework and policies protecting the intellectual property generated from research activities. After a stringent vetting process, inventions of high commercialisation value are pursued for patent filing. In 2019/20, CityU achieved an invention commercialisation rate of 15.0%. Commercialisation rates were affected by senior management departures in the University's Knowledge Transfer Office. In 2020, the University was able to hire a new Knowledge Transfer Office director.

**Table A16 Invention Commercialisation Rate**

Performance Indicator	2017/18	2018/19	2019/20
Invention Commercialisation Rate (including non-patentable knowhow, software)	20.1%	15.6%	15.0%

**CityU Domain 4: Enhanced internationalisation****KPI 1 Number and Percentage of Full-Time International Academic Staff, and Diversity of Academic Staff by Region**

The percentage of full-time international academic staff at CityU has been relatively stable, ranging from 64.2% in 2017/18 to 65.5% in 2019/20 (Table A17). As shown in Table A18, University faculty come from diverse backgrounds. While the majority of non-local faculty are from mainland China, there are also significant representations of other Asian countries, the United States, the United Kingdom, Canada, other European countries, Oceania, plus Central and South America and Africa, contributing to the diversity of CityU's multi-cultural campus.

**Table A17 Number and Percentage of Full-Time International Staff**

Performance Indicators	2017/18	2018/19	2019/20
Total Number of Full-Time Academic Staff	847	886	923
Number of Full-Time International Academic Staff	544	574	605
Percentage of Full-Time International Academic Staff	64.2%	64.8%	65.5%

**Table A18 Diversity of Full-Time International Academic Staff (Excluding Staff on Visiting Appointment)**

	Distribution by Region		
	2017/18	2018/19	2019/20
The Mainland of China	37.3%	39.4%	39.8%
Other Asian Countries	17.5%	18.5%	19.2%
Europe	17.5%	17.4%	17.2%
North America	18.9%	17.1%	16.9%
Oceania	8.2%	7.1%	6.6%
Other regions	0.6%	0.5%	0.3%

**CityU Domain 4: Enhanced internationalisation****KPI 2 Number and Percentage of Non-Local Students, and Diversity of Non-Local Students by Region**

As presented in **Table A19**, the percentage of non-local students at CityU, for UGC-funded and non-UGC-funded programmes (including those offered outside Hong Kong), increased from 26.4% in 2017/18 to 34.7% in 2019/20. While the majority of non-local students originates from mainland China, their percentage has been declining among UGC-funded students. The University fostered an increasingly diversified campus by intensifying its recruiting efforts to attract students from other Asian countries, from North America including the United States, from the United Kingdom, other countries in Europe, and from as far as Africa and Central and South America (**Table A20**).

**Table A19 Number and Percentage of Non-Local Students by Funding Source**

	Number and Percentage of Non-local Students					
	2017/18		2018/19		2019/20	
UGC-funded Students	2,240	(15.6%)	2,614	(17.9%)	2,987	(20.3%)
Non-UGC-funded Students	3,093	(52.8%)	3,907	(60.8%)	4,375	(67.4%)
<b>Total</b>	<b>5,333</b>	<b>(26.4%)</b>	<b>6,521</b>	<b>(31.0%)</b>	<b>7,362</b>	<b>(34.7%)</b>

**Table A20 Diversity of Non-Local Students (UGC-funded and Non-UGC-funded) by Academic Year**

	Diversity of Non-local Students		
	2017/18	2018/19	2019/20
<b>UGC-funded Students</b>			
The Mainland of China	69.0%	65.8%	64.8%
Other Asian Countries	24.3%	27.7%	28.9%
Europe	2.5%	2.5%	2.6%
North America	0.8%	0.7%	0.7%
Oceania	0.1%	0.1%	0.1%
Central & South America	0.4%	0.2%	0.3%
Africa	2.9%	3.0%	2.6%
<b>Non-UGC-funded Students</b>			
The Mainland of China	96.1%	96.2%	97.0%
Other Asian Countries	2.0%	1.9%	1.7%
Europe	1.0%	1.0%	0.6%
North America	0.6%	0.3%	0.3%
Oceania	0.2%	0.2%	0.1%
Central & South America	0.1%	0.2%	0.1%
Africa	0.0%	0.2%	0.2%

**CityU Domain 4: Enhanced internationalisation****KPI 3 Number of Active Exchange Agreements Signed with Partner Non-Local Institutions**

The number of student exchange partners has remained relatively stable, ranging from 407 in 2017 to 413 in 2019 (**Table A21**). The number of agreements has grown slightly from 548 in 2017 to 560 in 2019. These developments are based on a quality-focused process which add new partners while not renewing partnerships that have become inactive or less beneficial.

**Table A21 Number of Active Exchange Agreements and Partners (as at 30 November)**

Performance Indicators	2017	2018	2019
Number of signed active exchange agreements	548	546	560
Number of student exchange partners	407	409	413

The percentages of active exchange agreements and partners by region are given in **Table A22**, demonstrating a relatively stable distribution across all regions. Europe remains the most dominant regions, accounting for over 40% of all exchange agreements.

**Table A22 Percentage of Active Exchange Agreements and Partners by Region (as at 30 November)**

Performance Indicator	2017	2018	2019
<b>Percentage of signed exchange agreements</b>			
The Mainland of China	15.9%	16.5%	15.4%
Other Asian Countries	21.4%	20.9%	20.5%
Europe	40.6%	40.7%	42.0%
North America	17.0%	16.8%	17.1%
Oceania	4.4%	4.2%	4.1%
Other Regions	0.7%	0.9%	0.9%
<b>Percentage of student exchange partners</b>			
The Mainland of China	11.3%	11.5%	11.4%
Other Asian Countries	19.2%	19.3%	18.9%
Europe	43.2%	42.8%	43.6%
North America	19.9%	19.8%	19.6%
Oceania	5.4%	5.4%	5.3%
Other Regions	1.0%	1.2%	1.2%



**CityU Domain 4: Enhanced internationalisation****KPI 4 Number and Percentage of Graduates with International Experience**

Due to the social unrest in 2019 and the outbreak of the COVID-19 pandemic in 2020, the number and percentage of UGC-funded UG graduates with international experience decreased from 1,909 and 53.9% in 2017/18 to 1,744 and 48.9% in 2019/20 respectively. These decreases are still relatively modest, especially given the dramatic impact of the pandemic in 2020.

The overseas activities counted in the tables are significant experiences that lasted for at least one month, but frequently extended to one semester, providing multicultural exposure for our students. CityU will continue to broaden its global learning experience schemes beyond overseas exchange amid the current circumstances, by providing students with an even richer menu of language immersion, cultural immersion, service learning, and internship programmes to suit their learning schedule and needs.

**Table A23 Number and Percentage of Graduates with International Experience**

Performance Indicators	2017/18	2018/19	2019/20
Total Number of Graduates	3,540	3,562	3,570
Number of Graduates with International Experience	1,909	1,856	1,744
Percentage of Graduates with International Experience	53.9%	52.1%	48.9%

**CityU Domain 5: Financial health and institutional sustainability**

**KPI 1 3-Year Average of Annual Operating Surplus as a Percentage of Overall Turnover**

The 3-year average annual operating surplus as a percentage of overall turnover is 4%.

**Table A24**

Performance Indicator	
3-Year Average of Annual Operating Surplus as a Percentage of Overall Turnover	4%

**KPI 2 5-Year Annual Return Achieved on Institutional Investments**

The 5-year annual return achieved on institutional investments is 5%.

**Table A25**

Performance Indicator	
5-Year Annual Return Achieved on Institutional Investments	5%