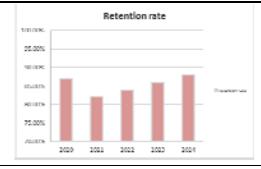
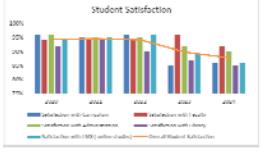
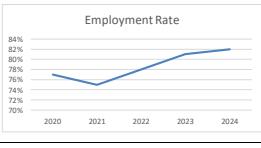
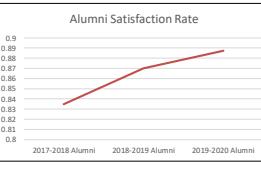
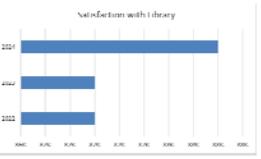
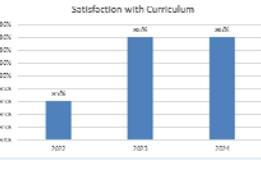
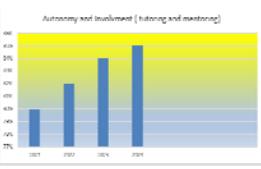


Table 7.1.b - Operations and Support

Complete the following table. Provide three or four examples, reporting what you consider to be the most important data. It is not necessary to provide results for every process. Make sure you provide examples supporting both operations and support processes for your business unit.

Delete examples when entering your data

Operations and Support					
Analysis of Results					
Performance Measure	What is your measurement instrument or process? (Indicate length of cycle)	Current Results	Analysis of Results	Action Taken or Improvement made	Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)
Measurable goal					
What is your goal?					
Retention Rate: Maintain and improve retention to 90%	Retention rate collected every June during the Institutional Effectiveness review	88%	In a positive trend for the last three years	Implement an "early warning system" in SIS, which identifies students in danger of dropping out and/or failing and provide them with appropriate interventions.	
Student Satisfaction Rate : Maintain and improve rate to always be above 80%. Objective to maintain at the 90% percentile	Student Satisfaction Rate, collected twice a year at end of semesters, results reviewed annually by the Institutional Effectiveness Committee.	90%	educational experience of students is positive, showing a high positive trend for the last three years	We added problem-based learning and diagnostic reasoning computer-based cases to improve students' ability to integrate material and critically think through a business problem. Evidence-based case studies added to teach students to evaluate the literature critically to provide the best reasoning and solutions and develop their intellectual curiosity.	
Employment Rate: Increase employment rate to reach 85%	Employment Rate, collected annually 6 months after graduation	82%	Programs respond to market demand, in a positive trend for past three years, above the 70% minimum.	Internships requirement in our programs improve students chances of employment	
Alumni Satisfaction rate: to stay above 80%	Alumni Satisfaction rate, collected annually every July	89%	Alumni are satisfied with outcomes of their studies for past three years.	Increase the number of our partners for better employment and/or internship chances to satisfy our alumni.	
Satisfaction with Library Services to stay above 80%	Student Satisfaction of library Services, surveys sent twice a year end of each semester (January and June)	91%	Students are satisfied with library services, three years above 80% satisfaction.	review our subscriptions annually to amend old databases and introduce new to support the educational process on the changing and developing trends of the business world.	
Satisfaction and improvement of curriculum, to reach 90%	Student Satisfaction: Academic Section/Business Curriculum, surveys sent twice a year end of each semester (January and June)	86%	Maintaining a satisfaction above 80% for the past few years.	Maintaining a diverse faculty base to ensure a comprehensive community-based business education. course improvements, review of faculty teaching methodologies, review of learning resources to improve the curriculum lot further.	
Faculty Involvement in parascholar events, increase to 80%	Faculty satisfaction rate survey, sent yearly in July	80%	fluctuation in rate of involvement for past three years reaching the threshold of 80%	Maintaining a diverse faculty base to ensure students can request mentors based on their thesis subjects. Motivate faculty by providing them with certificates and awards or compensation based on annual budget.	
Faculty professional development, improve to 90%	Faculty satisfaction rate survey, sent yearly in July	94%	In a positive trend for the last three years	Review budget to allow for more opportunities of professional development for faculty, including grants to continue education with IUL.	