

QUALITY ASSURANCE (QAR) REPORT

Results and Analysis

September 27, 2014

Standard #3 Student and Stakeholder Focus

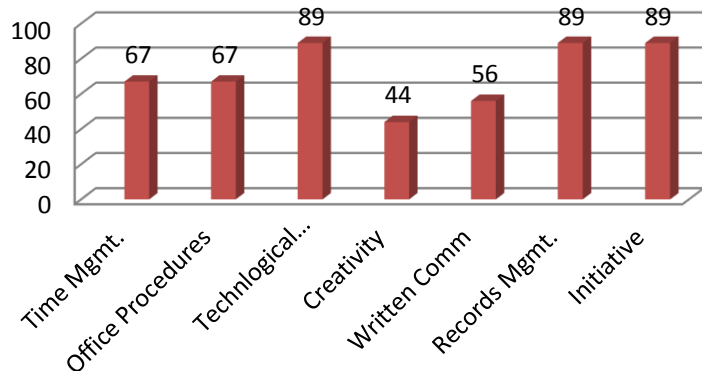
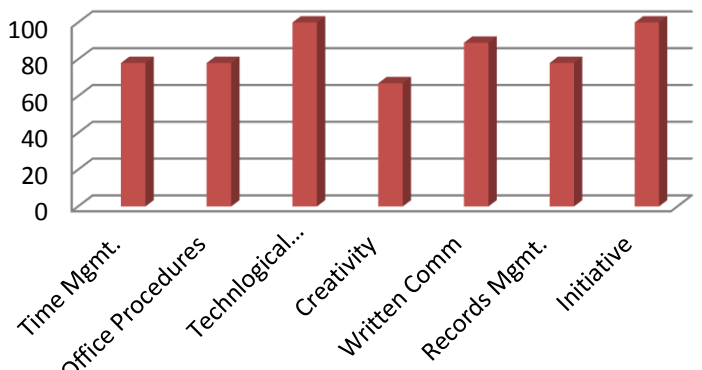
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success (results)	Analysis and Action Taken (improvement)	Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)																		
Alumni 90% of Alumni will feel very satisfied/ satisfied with Acquired academic preparation.	Online questionnaire administered to alumni every two years using Survey Monkey Research Services.	Results exceeded our goal, even though we raised our criteria of very satisfied/ satisfied from 85% to 90%	None at the present, but with strong commitment to continue to provide an excellent professional preparation to our students.	<div><p>Alumni satisfaction with preparation and readines for different activities - very satisfied/satisfied</p><table><thead><tr><th>Activity</th><th>2014</th><th>2011</th></tr></thead><tbody><tr><td>professiona...</td><td>100</td><td>100</td></tr><tr><td>leadership</td><td>100</td><td>100</td></tr><tr><td>get a job</td><td>100</td><td>100</td></tr><tr><td>be promoted</td><td>96</td><td>96</td></tr><tr><td>graduate...</td><td>91</td><td>91</td></tr></tbody></table></div>	Activity	2014	2011	professiona...	100	100	leadership	100	100	get a job	100	100	be promoted	96	96	graduate...	91	91
Activity	2014	2011																				
professiona...	100	100																				
leadership	100	100																				
get a job	100	100																				
be promoted	96	96																				
graduate...	91	91																				

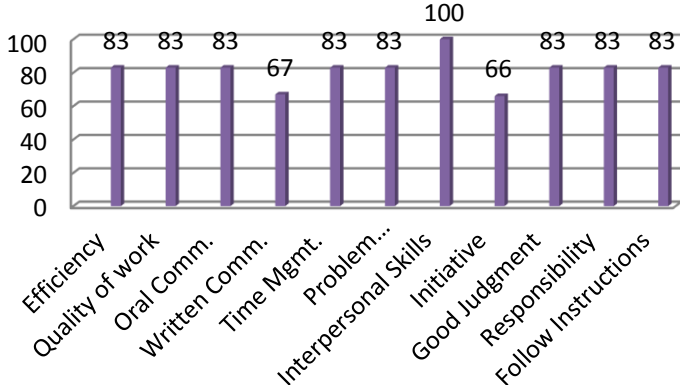
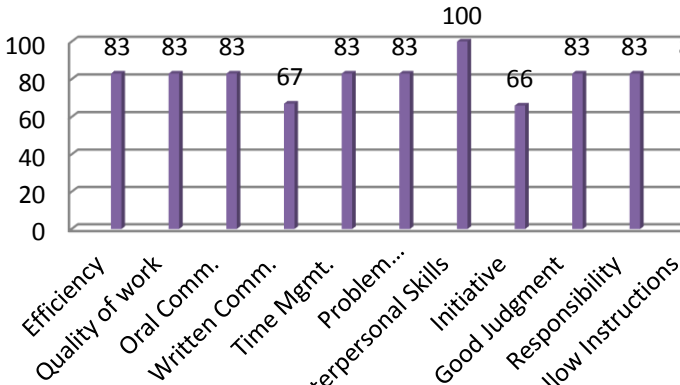
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success (results)	Analysis and Action Taken (improvement)	Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)																												
Students 85% of Active students will consider their professor's performance in class as excellent, very good or good.	Questionnaire designed by the Business School Students Council.	Results exceeded our goal, even though there is a slight drop in comparison with AY 2012-2013.	We are planning a Focus Group to gather information from students as to satisfaction that will provide new ideas for improvement.	<p>Students' overall evaluation of professors performance in class</p> <table><tr><th>Category</th><th>2012-2013</th><th>2013-2014</th></tr><tr><td>Excellent</td><td>93%</td><td>90%</td></tr><tr><td>Very good</td><td>7%</td><td>6.56%</td></tr><tr><td>Good</td><td>0%</td><td>3.28%</td></tr><tr><td>Acceptable</td><td>0%</td><td>0%</td></tr><tr><td>Poor</td><td>0%</td><td>0%</td></tr></table>	Category	2012-2013	2013-2014	Excellent	93%	90%	Very good	7%	6.56%	Good	0%	3.28%	Acceptable	0%	0%	Poor	0%	0%										
Category	2012-2013	2013-2014																														
Excellent	93%	90%																														
Very good	7%	6.56%																														
Good	0%	3.28%																														
Acceptable	0%	0%																														
Poor	0%	0%																														
Students Active students overall satisfaction with professors and services will exceed 85%.	Satisfaction questionnaire administered every year online using Survey Monkey Research Service.	Results exceeded the goal.	We are planning a Focus Group to gather information from students as to satisfaction that will provide new ideas for improvement.	<p>Active students satisfaction with professors percentage selected very satisfied/satisfied</p> <table><tr><th>Category</th><th>2014</th><th>2013</th><th>2012</th></tr><tr><td>clarity</td><td>98</td><td>96</td><td>96</td></tr><tr><td>class planning</td><td>96</td><td>96</td><td>96</td></tr><tr><td>knowledge</td><td>99</td><td>99</td><td>99</td></tr><tr><td>concern for...</td><td>100</td><td>97</td><td>97</td></tr><tr><td>availability</td><td>97</td><td>97</td><td>97</td></tr><tr><td>overall satisfaction</td><td>97</td><td>97</td><td>97</td></tr></table>	Category	2014	2013	2012	clarity	98	96	96	class planning	96	96	96	knowledge	99	99	99	concern for...	100	97	97	availability	97	97	97	overall satisfaction	97	97	97
Category	2014	2013	2012																													
clarity	98	96	96																													
class planning	96	96	96																													
knowledge	99	99	99																													
concern for...	100	97	97																													
availability	97	97	97																													
overall satisfaction	97	97	97																													
Students Active students overall satisfaction with services will exceed 85%.	Satisfaction questionnaire administered every year online using Survey Monkey	Results exceeded the goal, except in the class hour's question. This is a great challenge for our Program due to the fact that in most courses																														

Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success (results)	Analysis and Action Taken (improvement)	Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)																												
	Research Service.	there is only one session.		<p>Students satisfaction with services percentage selected very satisfied/satisfied</p> <table><thead><tr><th>Service</th><th>2014</th><th>2013</th><th>2012</th></tr></thead><tbody><tr><td>academic advice</td><td>94</td><td>94</td><td>94</td></tr><tr><td>class hours</td><td>80</td><td>68</td><td>82</td></tr><tr><td>tech equipment</td><td>93</td><td>93</td><td>93</td></tr><tr><td>enrollment process</td><td>90</td><td>90</td><td>90</td></tr><tr><td>students support</td><td>96</td><td>96</td><td>96</td></tr><tr><td>overall satisfaction</td><td>97</td><td>97</td><td>97</td></tr></tbody></table>	Service	2014	2013	2012	academic advice	94	94	94	class hours	80	68	82	tech equipment	93	93	93	enrollment process	90	90	90	students support	96	96	96	overall satisfaction	97	97	97
Service	2014	2013	2012																													
academic advice	94	94	94																													
class hours	80	68	82																													
tech equipment	93	93	93																													
enrollment process	90	90	90																													
students support	96	96	96																													
overall satisfaction	97	97	97																													
Employers 80% of Employers will classified the students competencies as very satisfied or satisfied	Employers use a rubric that contains several competencies and this is an overall of the evaluation.	The goal was achieved and the Program is very pleased with the increased of satisfaction in AY 2014.	This year the Program is planning to have a focus group with employers to continue improving according to the needs and requirements of the business environment.	<p>Percentage of Overall satisfaction of employers with students' competencies</p> <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2012</td><td>82</td></tr><tr><td>2013</td><td>81</td></tr><tr><td>2014</td><td>94</td></tr></tbody></table>	Year	Percentage	2012	82	2013	81	2014	94																				
Year	Percentage																															
2012	82																															
2013	81																															
2014	94																															

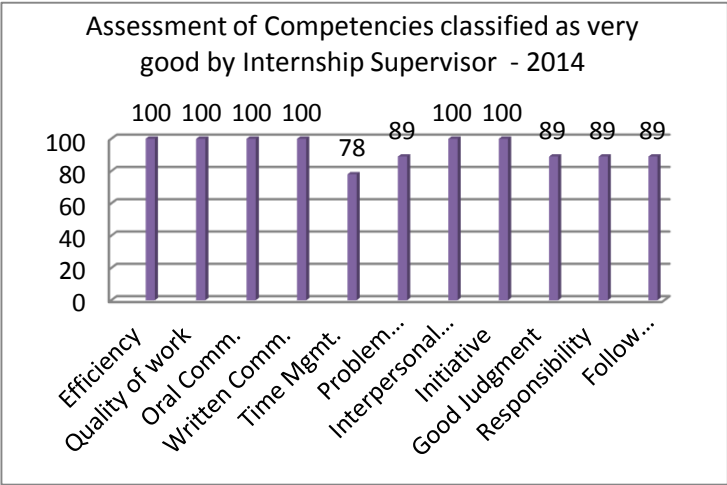
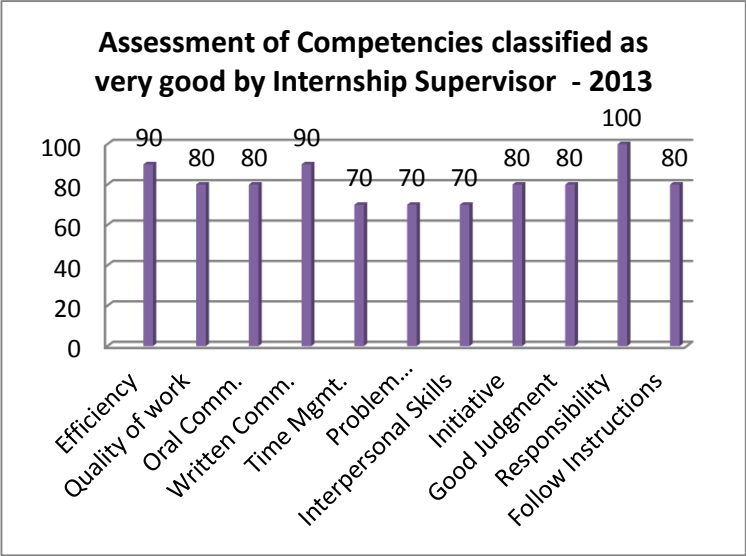
Standard #4 Measurement and Analysis of Student Learning and Performance

Performance Measure (Competency)	Description of Measurement Instrument to include	Areas of Success	Analysis and Action Taken	Results																	
90% of students will achieve a mastery score of 80% or more in the professional internship.	Capstone course, internal, summative. Internship evaluation through a rubric by the professor.	In 2012, 71% of senior students exceeded the mastery scores in five of the seven areas.	Office Procedures and Written Communication were identified as the lowest areas of achievement. Students did not achieve the mastery score established. Measures are being taken to strengthen these competencies throughout the curriculum	In 2014, an improvement in the Time Management skill was achieved (88%); written communication skill exceeded mastery score (90%)..	<div><p>Competencies Assessed in Internship by professor and classified as very good 2012</p><table><thead><tr><th>Competency</th><th>Score</th></tr></thead><tbody><tr><td>Time Mgmt.</td><td>84</td></tr><tr><td>Office...</td><td>69</td></tr><tr><td>Technological...</td><td>100</td></tr><tr><td>Creativity</td><td>85</td></tr><tr><td>Written Comm</td><td>69</td></tr><tr><td>Records Mgmt.</td><td>92</td></tr><tr><td>Initiative</td><td>100</td></tr></tbody></table></div>	Competency	Score	Time Mgmt.	84	Office...	69	Technological...	100	Creativity	85	Written Comm	69	Records Mgmt.	92	Initiative	100
Competency	Score																				
Time Mgmt.	84																				
Office...	69																				
Technological...	100																				
Creativity	85																				
Written Comm	69																				
Records Mgmt.	92																				
Initiative	100																				

	<p>In 2013, 43% of students reached the mastery scores in three areas of competencies.</p> <p>In 2014, 43 % of students reached the mastery scores in three areas of competencies. 43 % of students almost reached the mastery scores (78%) in three areas. Creativity skill was the lowest one (60%).</p>	<p>Creativity and Written Communication were the lowest area of achievement. Also Time Management and Office Procedures obtained a low performance.</p> <p>New activities were incorporated to develop these skills among students at their working environment. Monitoring activities were implemented to help students In the development of these competencies</p>	<p>New activities will be incorporated to develop this skill among students at their working environment.</p>	<div><p>Competencies Assessed in Internship by professor and classified as very good - 2013</p><table><thead><tr><th>Competency</th><th>Score</th></tr></thead><tbody><tr><td>Time Mgmt.</td><td>67</td></tr><tr><td>Office Procedures</td><td>67</td></tr><tr><td>Technological...</td><td>89</td></tr><tr><td>Creativity</td><td>44</td></tr><tr><td>Written Comm</td><td>56</td></tr><tr><td>Records Mgmt.</td><td>89</td></tr><tr><td>Initiative</td><td>89</td></tr></tbody></table></div> <div><p>Competencies Assessed in Internship by professor and classified as very good - 2014</p><table><thead><tr><th>Competency</th><th>Score</th></tr></thead><tbody><tr><td>Time Mgmt.</td><td>85</td></tr><tr><td>Office Procedures</td><td>85</td></tr><tr><td>Technological...</td><td>100</td></tr><tr><td>Creativity</td><td>70</td></tr><tr><td>Written Comm</td><td>95</td></tr><tr><td>Records Mgmt.</td><td>85</td></tr><tr><td>Initiative</td><td>100</td></tr></tbody></table></div>	Competency	Score	Time Mgmt.	67	Office Procedures	67	Technological...	89	Creativity	44	Written Comm	56	Records Mgmt.	89	Initiative	89	Competency	Score	Time Mgmt.	85	Office Procedures	85	Technological...	100	Creativity	70	Written Comm	95	Records Mgmt.	85	Initiative	100
Competency	Score																																			
Time Mgmt.	67																																			
Office Procedures	67																																			
Technological...	89																																			
Creativity	44																																			
Written Comm	56																																			
Records Mgmt.	89																																			
Initiative	89																																			
Competency	Score																																			
Time Mgmt.	85																																			
Office Procedures	85																																			
Technological...	100																																			
Creativity	70																																			
Written Comm	95																																			
Records Mgmt.	85																																			
Initiative	100																																			

					<div><p>Assessment of Competencies classified as very good by Internship Supervisor - 2012</p><table><thead><tr><th>Competency</th><th>Score</th></tr></thead><tbody><tr><td>Efficiency</td><td>83</td></tr><tr><td>Quality of work</td><td>83</td></tr><tr><td>Oral Comm.</td><td>83</td></tr><tr><td>Written Comm.</td><td>67</td></tr><tr><td>Time Mgmt.</td><td>83</td></tr><tr><td>Problem...</td><td>83</td></tr><tr><td>Interpersonal Skills</td><td>100</td></tr><tr><td>Initiative</td><td>66</td></tr><tr><td>Good Judgment</td><td>83</td></tr><tr><td>Responsibility</td><td>83</td></tr><tr><td>Follow Instructions</td><td>83</td></tr></tbody></table></div>	Competency	Score	Efficiency	83	Quality of work	83	Oral Comm.	83	Written Comm.	67	Time Mgmt.	83	Problem...	83	Interpersonal Skills	100	Initiative	66	Good Judgment	83	Responsibility	83	Follow Instructions	83
Competency	Score																												
Efficiency	83																												
Quality of work	83																												
Oral Comm.	83																												
Written Comm.	67																												
Time Mgmt.	83																												
Problem...	83																												
Interpersonal Skills	100																												
Initiative	66																												
Good Judgment	83																												
Responsibility	83																												
Follow Instructions	83																												
					<div><p>Assessment of Competencies classified as very good by Internship Supervisor - 2012</p><table><thead><tr><th>Competency</th><th>Score</th></tr></thead><tbody><tr><td>Efficiency</td><td>83</td></tr><tr><td>Quality of work</td><td>83</td></tr><tr><td>Oral Comm.</td><td>83</td></tr><tr><td>Written Comm.</td><td>67</td></tr><tr><td>Time Mgmt.</td><td>83</td></tr><tr><td>Problem...</td><td>83</td></tr><tr><td>Interpersonal Skills</td><td>100</td></tr><tr><td>Initiative</td><td>66</td></tr><tr><td>Good Judgment</td><td>83</td></tr><tr><td>Responsibility</td><td>83</td></tr><tr><td>Follow Instructions</td><td>83</td></tr></tbody></table></div>	Competency	Score	Efficiency	83	Quality of work	83	Oral Comm.	83	Written Comm.	67	Time Mgmt.	83	Problem...	83	Interpersonal Skills	100	Initiative	66	Good Judgment	83	Responsibility	83	Follow Instructions	83
Competency	Score																												
Efficiency	83																												
Quality of work	83																												
Oral Comm.	83																												
Written Comm.	67																												
Time Mgmt.	83																												
Problem...	83																												
Interpersonal Skills	100																												
Initiative	66																												
Good Judgment	83																												
Responsibility	83																												
Follow Instructions	83																												

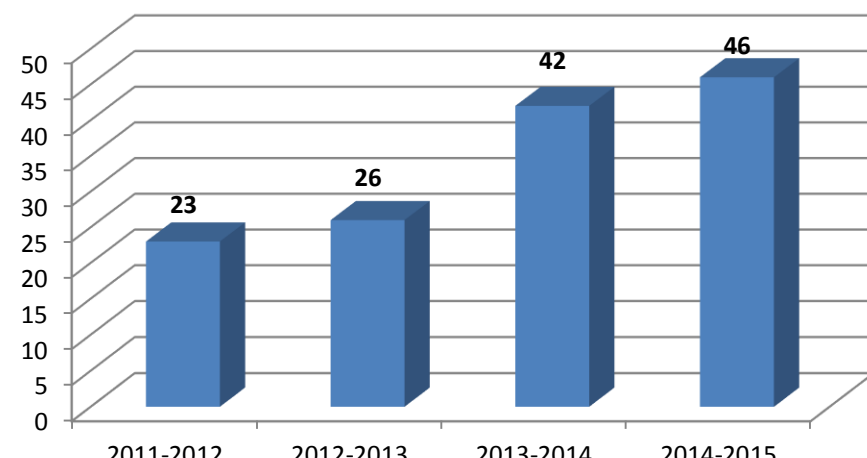
--	--	--	--	--

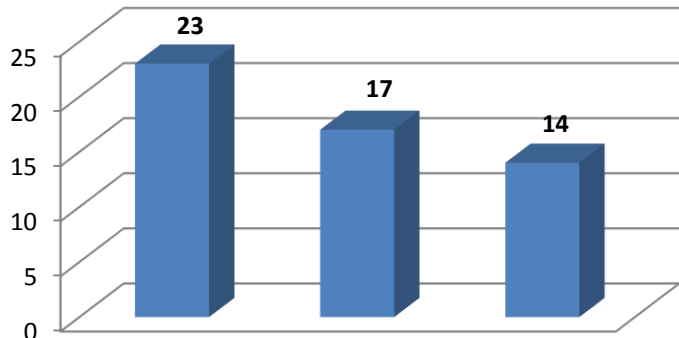


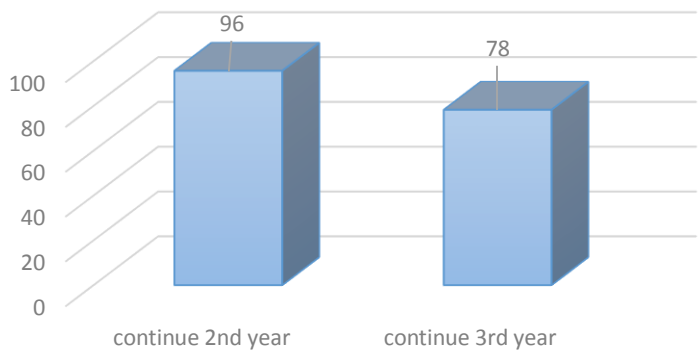
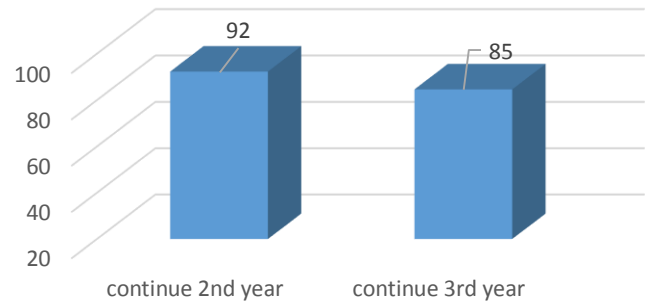
Standard #5 Faculty and Staff Focus

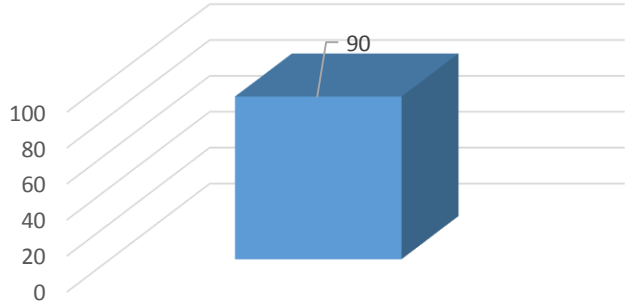
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken (occurs in the following year)																						
Faculty and staff satisfaction will exceed 85%	Annual faculty and staff satisfaction survey	Exceeded goal in 2011, the survey was not administered in 2009 and 2010.	The survey was Institutionalized , using Survey Monkey Research Services. It will be administered annually.	NA	<div><p>Professors and administrative personnel satisfaction</p><p>very satisfied/satisfied</p><table><thead><tr><th>Category</th><th>2014</th><th>2011</th></tr></thead><tbody><tr><td>prof. dev. Opp.</td><td>100</td><td>89</td></tr><tr><td>work load</td><td>100</td><td>78</td></tr><tr><td>compensation</td><td>100</td><td>78</td></tr><tr><td>tech equip.</td><td>88</td><td>89</td></tr><tr><td>eval/promotion</td><td>100</td><td>77</td></tr><tr><td>communication</td><td>100</td><td>78</td></tr></tbody></table></div>	Category	2014	2011	prof. dev. Opp.	100	89	work load	100	78	compensation	100	78	tech equip.	88	89	eval/promotion	100	77	communication	100	78
Category	2014	2011																								
prof. dev. Opp.	100	89																								
work load	100	78																								
compensation	100	78																								
tech equip.	88	89																								
eval/promotion	100	77																								
communication	100	78																								

Standard 6 - Organizational Performance Results

Performance Measure (Competency)	Description of Instrument	Areas of Success	Analysis and Action Taken Results of Action Taken											
Increase enrollment by 10%	Enrollment statistics from the Registrar's Office	Enrollment increased substantially in the last two years. We also had an increased in the number of students attending our courses and making a Minor in our Program, even though they are not classified as students of our program.	We will continue focusing in promoting our Program as a first option and as a Minor for students in other schools and programs	<p style="text-align: center;">ADMISSIONS RATE</p>  <table><caption>ADMISSIONS RATE</caption><thead><tr><th>Year</th><th>Admissions Rate</th></tr></thead><tbody><tr><td>2011-2012</td><td>23</td></tr><tr><td>2012-2013</td><td>26</td></tr><tr><td>2013-2014</td><td>42</td></tr><tr><td>2014-2015</td><td>46</td></tr></tbody></table>	Year	Admissions Rate	2011-2012	23	2012-2013	26	2013-2014	42	2014-2015	46
				Year	Admissions Rate									
2011-2012	23													
2012-2013	26													
2013-2014	42													
2014-2015	46													

Performance Measure (Competency)	Description of Instrument	Areas of Success	Analysis and Action Taken Results of Action Taken									
Increase graduation rate by 10%	Graduation statistics at the Registrar's Office.	<p>As evidenced in the admissions rate for 2012 and 2013, we had decrease and that shows its impact in the graduation rate drop.</p> <p>Fewer students admitted and fewer graduations.</p> <p>Having increased our admissions, it is projected in the next 3 or 4 years to increase the graduation rate as well.</p>	We will keep focusing in our strategies to increase admissions, retention and graduation rates.	<div><h3>Graduation Rate</h3><table><tr><th>Year</th><th>Graduation Rate</th></tr><tr><td>2012</td><td>23</td></tr><tr><td>2013</td><td>17</td></tr><tr><td>2014</td><td>14</td></tr></table></div>	Year	Graduation Rate	2012	23	2013	17	2014	14
Year	Graduation Rate											
2012	23											
2013	17											
2014	14											

Performance Measure (Competency)	Description of Instrument	Areas of Success	Analysis and Action Taken Results of Action Taken													
Retention rate	Enrollment statistics at the Registrar's Office	We are proud to have high percentage of retention rate. Our program is student-centered. We continuously look for ways to help, guide and assist in every possible way our students for them to achieve their academic goals.	Even though, we are satisfied with our retention rate, we will focused in raising the percentage.	<div><p>Retention rate percentage - 2011</p><table><caption>Retention rate percentage - 2011</caption><tr><th>Category</th><th>Percentage</th></tr><tr><td>continue 2nd year</td><td>96</td></tr><tr><td>continue 3rd year</td><td>78</td></tr></table></div> <div><p>Retention rate percentage - 2012</p><table><caption>Retention rate percentage - 2012</caption><tr><th>Category</th><th>Percentage</th></tr><tr><td>continue 2nd year</td><td>92</td></tr><tr><td>continue 3rd year</td><td>85</td></tr></table></div>	Category	Percentage	continue 2nd year	96	continue 3rd year	78	Category	Percentage	continue 2nd year	92	continue 3rd year	85
Category	Percentage															
continue 2nd year	96															
continue 3rd year	78															
Category	Percentage															
continue 2nd year	92															
continue 3rd year	85															

Performance Measure (Competency	Description of Instrument	Areas of Success	Analysis and Action Taken Results of Action Taken					
				<div>Retention rate percentage-2013</div>  <table><tr><th>Category</th><th>Retention Rate (%)</th></tr><tr><td>continue 2nd year</td><td>90</td></tr></table>	Category	Retention Rate (%)	continue 2nd year	90
Category	Retention Rate (%)							
continue 2nd year	90							