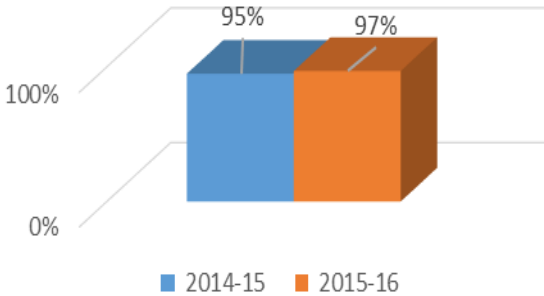
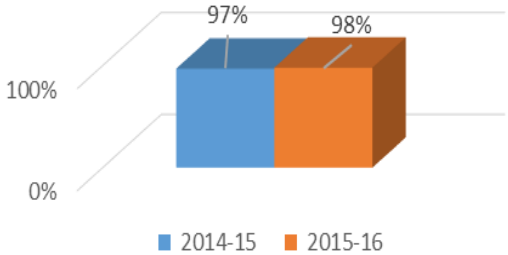
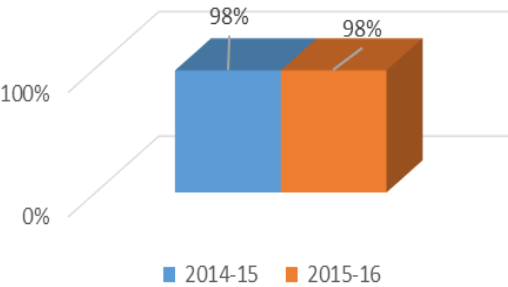


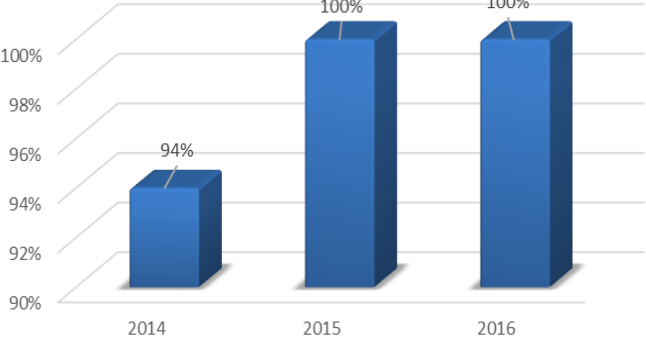
Standard #3 Student and Stakeholder Focus

Student- and Stakeholder-Focused Results	<p>The Office Management Program values the opinion of its stakeholders and routinely examines through rubrics and questionnaires their level of satisfaction.</p> <p>Through the Internship Program, we maintain a close relationship and linkage with employers. The Internship professor gathers valuable information on the one to one visits performed every semester as part of the evaluation process in the course. In addition, supervisors at the Internship provide feedback every semester through a detailed rubric as to the students' performance, as well as their perceived academic preparation of the students.</p> <p>The Advisory Board is providing, in a regular basis, support and feedback as to the academic offering of the Program to maintain the competitiveness of our graduates. The dialogues between professors and the Board members have proven to be very enlightening and provide guidance as to where should the efforts be directed for the continuous improvement of our Program. Alumni maintain an active participation through our official Website, the social networks, such as Facebook, as well as through questionnaires.</p> <p>The general public has the option to get informed of our successes, activities and news through the Official Website and social networks.</p> <p>Surveys to active students, alumni and employers acting as supervisors during internships are administered every year, as evidenced by the provided results and graphs in the evidence file.</p>
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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)																								
<p>Alumni</p> <p>90% of Alumni will feel very satisfied/ satisfied with Acquired academic preparation.</p>	<p>Online questionnaire administered to alumni every two years using Survey Monkey Research Services.</p>	<p>Results exceeded our goal, even though we raised our criteria of very satisfied/ satisfied from 85% to 90%</p>	<p>We observe a drop at the get a job criteria for 2016. We can attribute part of its results to the difficult situation our Island is going through. Nevertheless, we will looking closer and analyzing possible other reasons for the drop. We will continue with a strong commitment to provide an excellent professional preparation to our students.</p>	<p style="text-align: center;">Alumni satisfaction with preparation and readines for different activities</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Alumni Satisfaction Data</caption> <thead> <tr> <th>Activity</th> <th>2016</th> <th>2014</th> <th>2011</th> </tr> </thead> <tbody> <tr> <td>PROFESSIONAL DEVELOP</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>LEADERSHIP</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>GET A JOB</td> <td>90</td> <td>100</td> <td>91</td> </tr> <tr> <td>BE PROMOTED</td> <td>100</td> <td>96</td> <td>91</td> </tr> <tr> <td>GRADUATE STUDIES</td> <td>90</td> <td>91</td> <td>86</td> </tr> </tbody> </table>	Activity	2016	2014	2011	PROFESSIONAL DEVELOP	100	100	100	LEADERSHIP	100	100	100	GET A JOB	90	100	91	BE PROMOTED	100	96	91	GRADUATE STUDIES	90	91	86
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<p>Students 90% of Active students will consider their professor's performance in class as excellent, very good or good.</p>	<p>Questionnaire designed by the Business School Students Council.</p>	<p>Results exceeded our goal. We raise our expected result from 85% to 90%</p>	<p>We are planning town hall meetings with students as to satisfaction and other concerns they may have that will provide new ideas for improvement.</p>	<p style="text-align: center;">Professor encourages students' participation</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Year</th> <th>Participation Percentage</th> </tr> </thead> <tbody> <tr> <td>2014-15</td> <td>95%</td> </tr> <tr> <td>2015-16</td> <td>97%</td> </tr> </tbody> </table>	Year	Participation Percentage	2014-15	95%	2015-16	97%
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<p>Employers</p> <p>90% of Employers will classified the students competencies as very satisfied or satisfied</p>	<p>Employers use a rubric that contains several competencies and this is an overall of the evaluation.</p>	<p>The goal was achieved and the Program is very pleased with the consistent increase in satisfaction.</p>	<p>This year we will be revising the rubric for the employers' survey and it will be design with the participation of our External Consultants and the Professors.</p>	<p style="text-align: center;">Percentage of Overall satisfaction of employers with students' competencies</p>  <table border="1" data-bbox="1213 548 1854 889"> <caption>Percentage of Overall satisfaction of employers with students' competencies</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014</td> <td>94%</td> </tr> <tr> <td>2015</td> <td>100%</td> </tr> <tr> <td>2016</td> <td>100%</td> </tr> </tbody> </table>	Year	Percentage	2014	94%	2015	100%	2016	100%
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Faculty and staff satisfaction will exceed 90%	Annual faculty and staff satisfaction survey	Exceeded our goal and we are very pleased with the results.	The survey is institutionalized using Survey Monkey Research Services. At present, no specific action taken. We will continue listening to our staff needs and voices.	<p style="text-align: center;">Professors and administrative personnel very satisfied/satisfied</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Professors and administrative personnel very satisfied/satisfied</caption> <thead> <tr> <th>Category</th> <th>2016</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>prof. dev. Opp.</td> <td>100</td> <td>100</td> </tr> <tr> <td>work load</td> <td>100</td> <td>100</td> </tr> <tr> <td>compensation</td> <td>100</td> <td>100</td> </tr> <tr> <td>tech equip.</td> <td>100</td> <td>86</td> </tr> <tr> <td>eval/promotion</td> <td>100</td> <td>100</td> </tr> <tr> <td>communication</td> <td>100</td> <td>100</td> </tr> </tbody> </table>	Category	2016	2014	prof. dev. Opp.	100	100	work load	100	100	compensation	100	100	tech equip.	100	86	eval/promotion	100	100	communication	100	100
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