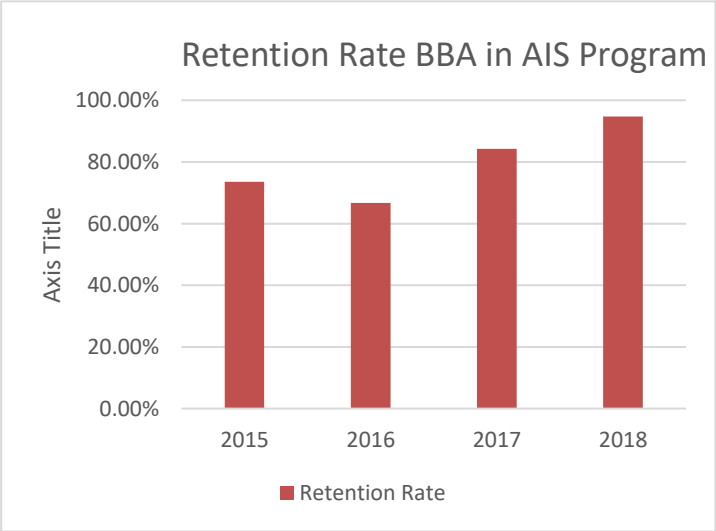


## Appendix 6.7

### Figure 6.10

#### BBA in AIS

#### Business Operation Processes

<b>Organizational Effectiveness Results</b>	Organizational effectiveness results examine attainment of organizational goals. Each business unit must have a systematic reporting mechanism for each business program that charts enrollment patterns, <b>Student retention rate by program, student academic success, graduation rates</b> and other characteristics reflecting student’s performance.														
<b>Performance Measure Measurable Goal</b> What is our Goal	<b>Our Measurement instrument or process</b>	<b>Current Results</b>	<b>Analysis of Results</b>	<b>Action taken or improvement made</b>	<b>Graphs</b>										
Increase retention for AIS programs to 96% by 2020	Retention rates are collected and reported through Controller of examination office	96% in 2018	Since 2015 the retention rate had a positive trend. Improved from over 70% to the current rate of 96%.	Already meets the target. Continue current plans.	<div style="text-align: center;">  <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Retention Rate BBA in AIS Program</caption> <thead> <tr> <th>Year</th> <th>Retention Rate</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>~75%</td> </tr> <tr> <td>2016</td> <td>~68%</td> </tr> <tr> <td>2017</td> <td>~85%</td> </tr> <tr> <td>2018</td> <td>96%</td> </tr> </tbody> </table> </div>	Year	Retention Rate	2015	~75%	2016	~68%	2017	~85%	2018	96%
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Graduation Rate  Graduation rate by batch  A 15 percent increase per year over the next four years	Graduation rates are processed by the controller of examination and reported to the program office.	Graduation rates for Spring, Summer, and the Fall of 2012 are 57.27%, 42.00%, and 69.23% respectively.	Graduation rate in 2009 was 100% in each trimester, which decline to 57.27, 42.00, and 69.23 in Spring, Summer, and Fall of 2012. Since the average graduation rate is over 6 years, 2013 is not counted for analysis.at	To improve graduation rate, additional help for weaker students was increased, Faculty mentors were appointed. Faculty moderators were appointed for content and question moderation.	<div data-bbox="1218 512 2045 1209"> <h3 style="text-align: center;">Graduation Rate for BBA in AIS</h3> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Trimester</th> <th>% of graduates</th> </tr> </thead> <tbody> <tr><td>91</td><td>100.00</td></tr> <tr><td>92</td><td>100.00</td></tr> <tr><td>93</td><td>100.00</td></tr> <tr><td>101</td><td>94.44</td></tr> <tr><td>102</td><td>100.00</td></tr> <tr><td>103</td><td>100.00</td></tr> <tr><td>111</td><td>93.33</td></tr> <tr><td>112</td><td>80.00</td></tr> <tr><td>113</td><td>40.00</td></tr> <tr><td>121</td><td>57.27</td></tr> <tr><td>122</td><td>42.00</td></tr> <tr><td>123</td><td>69.23</td></tr> <tr><td>131</td><td>55.77</td></tr> <tr><td>132</td><td>40.00</td></tr> <tr><td>133</td><td>14.29</td></tr> </tbody> </table> </div>	Trimester	% of graduates	91	100.00	92	100.00	93	100.00	101	94.44	102	100.00	103	100.00	111	93.33	112	80.00	113	40.00	121	57.27	122	42.00	123	69.23	131	55.77	132	40.00	133	14.29
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Probation rate Decrease retention rate to 5%.	Students with CGPA less than 2.0. Probation rate is calculated and monitored by the program office	5.92%	Probation rate for BBA in AIS has a negative trend over the assessment period and is lower than the BBA program	Increased tutorial assistance program and Proactive mentoring.	<div data-bbox="1272 544 2018 1225"> <p style="text-align: center;"><b>Student Probation Rate BBA in AIS</b></p> <table border="1"> <caption>Student Probation Rate BBA in AIS</caption> <thead> <tr> <th>Semester</th> <th>% of student probation</th> </tr> </thead> <tbody> <tr> <td>Summer 2017</td> <td>7.20%</td> </tr> <tr> <td>Fall 2017</td> <td>6.90%</td> </tr> <tr> <td>Spring 2018</td> <td>8.33%</td> </tr> <tr> <td>Summer 2018</td> <td>6.25%</td> </tr> <tr> <td>Fall 2018</td> <td>5.92%</td> </tr> </tbody> </table> </div>	Semester	% of student probation	Summer 2017	7.20%	Fall 2017	6.90%	Spring 2018	8.33%	Summer 2018	6.25%	Fall 2018	5.92%
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