

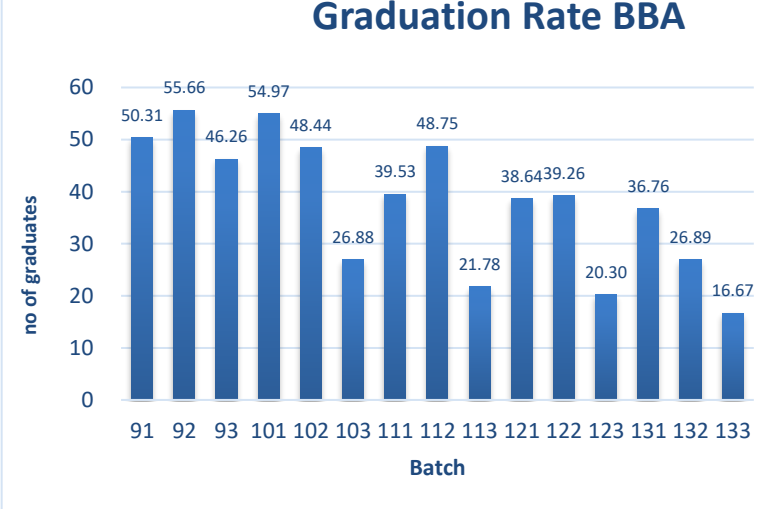
## Appendix 6.7

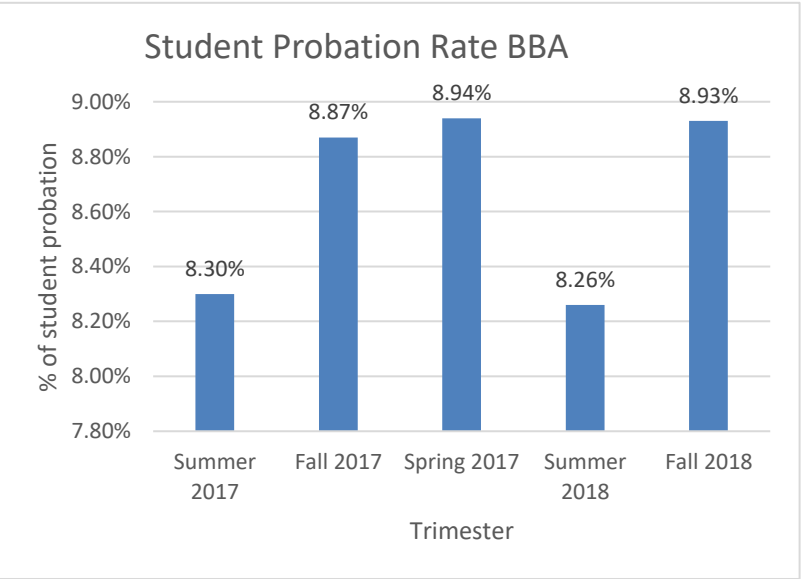
### Figure 6.10

### BBA Program

#### 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.														
Performance Measure Measurable Goal What is our Goal	Our Measurement instrument or process	Current Results	Analysis of Results	Action taken or improvement made	Graphs										
Increase retention for Business programs to 86% by 2020	Retention rates are collected and reported through Controller of examination office	84.75% in 2018	Exhibits positive trend over the last four years	Maintain the current mentoring program, and increase remedial help for students.	<div style="text-align: center;"> <p><b>RETENTION RATE (BBA PROGRAM)</b></p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <thead> <tr> <th>Year</th> <th>% of student retention</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>54%</td> </tr> <tr> <td>2016</td> <td>59%</td> </tr> <tr> <td>2017</td> <td>61%</td> </tr> <tr> <td>2018</td> <td>85%</td> </tr> </tbody> </table> </div>	Year	% of student retention	2015	54%	2016	59%	2017	61%	2018	85%
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Graduation Rate  Graduation rate by batch  A 10 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 38.64%, 39.26%, and 20.30% respectively. Since the average graduation rate is over 6 years, 2013 is not counted for analysis.	Data over 2009 to 2013 shows a low graduation rate with a declining trend. Over the five year period from 2009 to 2013, The spring, summer and fall graduation rates fell from 50.31%, 55.66%, 46.26% to 36.76%, 26.89%, and 16.67% respectively.	To improve graduation rate, additional help for weaker students was increased, Faculty mentors were appointed. Faculty moderators were appointed for content and question moderation.	<p style="text-align: center;"><b>Graduation Rate BBA</b></p>  <p style="text-align: center;">Batch</p> <p><b>Note: First one/two digits of the batch number refer to the year and the third digit refer to trimester. Spring =1, Summer = 2, Fall = 3. Example: Batch 131 will be Spring of 2013.</b></p>

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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.	8.93 percent.	Probation has consistently been above 8%, some years close to 9%.	Tutorial assistance has been increased. Proactive mentoring has been undertaken.	 <table border="1" data-bbox="1205 603 2011 1184"> <caption>Student Probation Rate BBA</caption> <thead> <tr> <th>Trimester</th> <th>% of student probation</th> </tr> </thead> <tbody> <tr> <td>Summer 2017</td> <td>8.30%</td> </tr> <tr> <td>Fall 2017</td> <td>8.87%</td> </tr> <tr> <td>Spring 2017</td> <td>8.94%</td> </tr> <tr> <td>Summer 2018</td> <td>8.26%</td> </tr> <tr> <td>Fall 2018</td> <td>8.93%</td> </tr> </tbody> </table>	Trimester	% of student probation	Summer 2017	8.30%	Fall 2017	8.87%	Spring 2017	8.94%	Summer 2018	8.26%	Fall 2018	8.93%
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