

Appendix 6.7

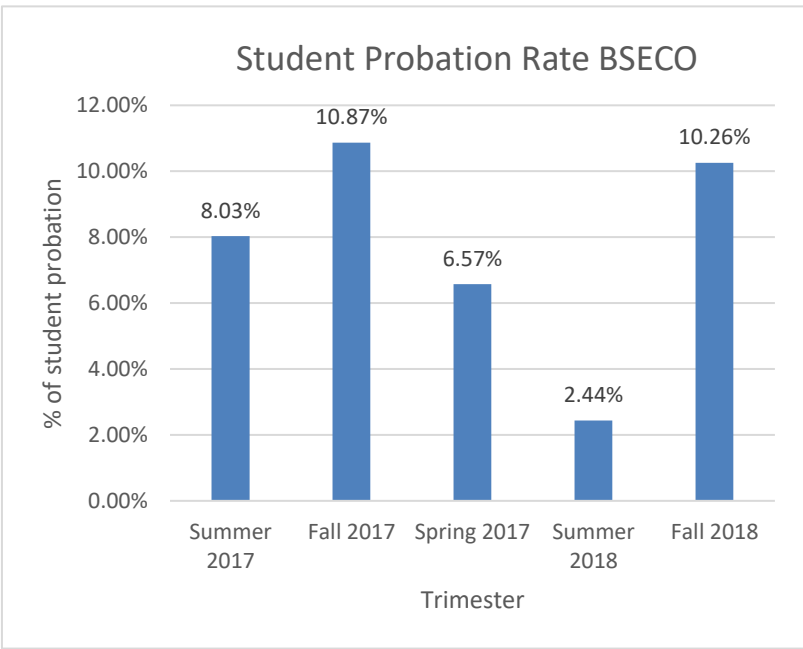
Figure 6.10

BSECO

Business Operation Processes

Organizational Effectiveness Results	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, Student retention rate by program, student academic success, graduation rates 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 BSECO programs to 80% by 2020	Retention rates are collected and reported through Controller of examination office	76.19% in 2018	Retention rate improving over the last three years	Two new faculty (Canadian) was hired in this trimester. Recently several curricular changes have been made.	<div style="text-align: center;"> <p>RETENTION RATE BSECO PROGRAM BY PERCENTAGE</p> <table border="1" style="margin: 10px auto;"> <caption>Retention Rate Data</caption> <thead> <tr> <th>Year</th> <th>% of student retention</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>65%</td> </tr> <tr> <td>2016</td> <td>35%</td> </tr> <tr> <td>2017</td> <td>68%</td> </tr> <tr> <td>2018</td> <td>76%</td> </tr> </tbody> </table> </div>	Year	% of student retention	2015	65%	2016	35%	2017	68%	2018	76%
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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 36.59%, 46.67%, and 57.14% respectively	Data over 2009 to 2013 shows a low graduation rate with a declining trend. Over the five-year period from 2009 to 2012, the spring, summer and fall graduation rates fell from 38.71%, 54.55%, 33.33 to 36.59%, 46.67%, and 57.14% 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	<div data-bbox="1211 592 1995 1150"> <table border="1"> <caption>Graduation Rate BSECO</caption> <thead> <tr> <th>Batch Number</th> <th>% of students graduating</th> </tr> </thead> <tbody> <tr><td>91</td><td>38.71</td></tr> <tr><td>92</td><td>54.55</td></tr> <tr><td>93</td><td>33.33</td></tr> <tr><td>101</td><td>79.17</td></tr> <tr><td>102</td><td>44.44</td></tr> <tr><td>103</td><td>28.57</td></tr> <tr><td>111</td><td>58.33</td></tr> <tr><td>112</td><td>72.73</td></tr> <tr><td>113</td><td>42.86</td></tr> <tr><td>121</td><td>36.59</td></tr> <tr><td>122</td><td>46.67</td></tr> <tr><td>123</td><td>57.14</td></tr> <tr><td>131</td><td>65.38</td></tr> <tr><td>132</td><td>12.50</td></tr> <tr><td>133</td><td>11.11</td></tr> </tbody> </table> </div> <div data-bbox="1211 1158 2033 1241"> <p>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.</p> </div>	Batch Number	% of students graduating	91	38.71	92	54.55	93	33.33	101	79.17	102	44.44	103	28.57	111	58.33	112	72.73	113	42.86	121	36.59	122	46.67	123	57.14	131	65.38	132	12.50	133	11.11
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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	10.26%	Probation rate for BSECO has no trend over the assessment period.	Increased tutorial assistance program and Proactive mentoring has been undertaken.	 <table border="1" data-bbox="1211 611 2011 1262"> <caption>Student Probation Rate BSECO</caption> <thead> <tr> <th>Trimester</th> <th>% of student probation</th> </tr> </thead> <tbody> <tr> <td>Summer 2017</td> <td>8.03%</td> </tr> <tr> <td>Fall 2017</td> <td>10.87%</td> </tr> <tr> <td>Spring 2017</td> <td>6.57%</td> </tr> <tr> <td>Summer 2018</td> <td>2.44%</td> </tr> <tr> <td>Fall 2018</td> <td>10.26%</td> </tr> </tbody> </table>	Trimester	% of student probation	Summer 2017	8.03%	Fall 2017	10.87%	Spring 2017	6.57%	Summer 2018	2.44%	Fall 2018	10.26%
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