TABLE 7: Business Unit Performance Results (Standard 6)

Complete the following table. Provide three or four examples, reporting what you consider to be the most important data. It is not necessary to provide results for every process.

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 results such as enrollment patterns, student academic success, graduation rates, retention rates, job placement rates, transfer rates, industry certification/licensure attainment, increased use of web-based technologies, use of facilities by community organizations, contributions to the community, or partnerships, retention rates by program, and what you report to governing boards and administrative units.
	- Please note that data reported in this table should be business unit data and not institution-wide data.
	- If for any given performance measure your goal is being exceeded repeatedly, consider either increasing the goal or changing the performance measure so that action can be taken to improve the program.
	- For all data reported, show sample size (n=75).

Analysis of Results

Performance Measure: What is your performance measure? What is your goal? (The goal should be measurable.)	What is your measurement instrument or process? (indicate length of cycle)	Current Results: What are your current results?	Analysis of Results: What did you learn from your results?	Action Taken or Improvement Made: What did you improve or what is your next step?	Provide a graph or table of resulting trends (3-5 data points preferred)
Retention Rates: Increase in retention of business students to 95% by 2019	Based on student's admissions data reported by registration department, Retention Rate is reported for every academic year for each major. One-year retention rate is calculated based on number of active and graduate students per major versus number of admissions per major during the same academic year.	Current Results: Academic Year 2017-2018: the results per major are all above the target of 95%. Target is met	Retention rates for each major shows positive trends. In final year 2017-2018 business students retention rate per major were all above 95% and, therefore, has met the target.	To keep the retention rates high, the DBA along with the other departments are doing the following: 1. Advising process is done thoroughly each semester for all students (by Academic Advising Center). 2. Registration process for each semester starts early before the end of the current semester (by Registration Department). 3. Students on probation are getting counseling and guidance until they get out of probation (by Academic Advising Center and Faculty) 4. Increase students' involvement opportunities in forms of clubs, societies and activities and organize extra curriculum events to enrich their sense of belonging. Improvement plans: 1. Promote value of our programs to students and increase marketing efforts through social media. DBA is implementing ACM in Action on a regular basis where activities conducted in or outside of the class are recorded by the college's communication department and shared publicly. 2. Continue reviewing students' course evaluations to improve their overall satisfaction of courses. 3. Utilize labs to increase the academic experience and enhance students' practical skills.	
Graduation Rate: Maintain 80% of graduation rate each year	Graduation data is reported each academic year by registration department. Graduation Rate is calculated by comparing the number of graduates per major with the number of admissions per major (considering that the average time of graduation is two and half years)	Current Results: Academic Year 2017-2018 = 0% The graduation number is finalized at the end of each academic year (end of Summer), thus the result is not yet completed. The graduation rate for the batch of 2017-2018 will be available by the end of Summer 2018.	Graduation rate is high and stable for the first few years then started to decline from 2014-2015 which is normal. This is due to the fact that for the recent years, student did not finish their graduation plan yet. The rate will continue to increase throughout the coming years.	To maintain 80% graduation Rate, DBA along with the other departments are doing the following:: 1. Offer courses for students who are about to graduate (especially in summer semesters). 2. Advising process is done thoroughly each semester to ensure students are following the critical path to graduate on time. 3. Orientation to start before students join and choose their major to make sure students enroll in the major that suit their preference. 4. Tutorial services are available for students to help them succeed in their courses. 5. Focus on academic support services available to help engage and retain students. 6. Help students make connections with employers through tawteen. Improvement plans: 1. Close follow up with probation students to track their performance and help them get out of probation. 2. Each semester, as per students' overall performance, DBA assign tutoring sessions for selected courses.	
Honor Students: 8% or higher Honor students each academic year	Honor student list is reported at the end of each semester for students who achieved a GPA of 3.00 points and higher. Rate of honor students is calculated by comparing the number of honor students each semester per major by the number of enrolled students per major in the same semester. At the end, an overall is taken for the whole academic year. Summer Semester details were not included because honor student list process is not applicable in summer due to the following: 1. Students need 12 credits to be on the honor list. 2. The summer courses are optional. Average of Fall and Spring was considered for each academic year.	Current Result: Academic Year 2017-2018: all majors had the honor student rate equal or above the target of 8%. Goal is met	Rate of honor student showed an increase in the latest analyzed academic years. In 2015 - 2016 rate of honor students was the lowest and this was due to the fact that 33 students could not get out of second probation & 16 students failed to increase their GPA for the last chance that was given by the college. However, in academic year 2016-2017, students started to show good spirit towards their courses and were enthusiastic to participate in the academic fairs. Their enthusiasm and motivation to participate and work hard in their activities, was reflected in their overall performance. It is worth mentioning that the academic Activities have been introduced in fall 2016 to engage the students into the practical aspect of the curriculum. Activities were very interactive and stimulating, as per the syllabus requirement, all students were exposed to these activities. The majority were granted with full grade and therefore, this had a positive impact on students' overall academic results.	To maintain the rate of at least 8% each year, the DBA are doing the following: 1. Update and unify the grading distribution among DBA programs aiming to enhance students' performance. 2. Honor student list is published each semester In Moodle which is an encouragement for students. 3. Letters of recognitions are given by student affairs to students each semester. 4. Continuous update on the project guidelines and academic activities to ensure they match the latest market trends and updates. Improvement plans: 1. Involve honor students in extracurricular activities like academic activities, academic fair and local/international competitions. 2. Recognize and provide opportunities for high-achieving students. 3. Organize clubs for each major that can be led by honor students. (managed by faculty and students' affairs)	
Graduates Satisfaction (Student Overall Experience) Sustain student satisfaction rate regarding their overall experience at ACM above 70%.	Student exit survey OVERALL EXPERIENCE / SATISFACTION is assessed through the following set of questions: 1. How useful has your education at ACM been in preparing you for life in general? 2. How useful has your education at ACM been in preparing you for a career? 3. How useful has your education at ACM been in preparing you for advanced studies? 4. How satisfied are you with your overall experience at ACM? The percentage of students who filled the survey: **Fall 2016** - 12.64% **Spring 2017** - 36.52% **Summer 2017** - 31.57% **Fall 2017** - 52.22%	Current Result Fall 2017 = 91.39% of students rated their overall experience between very useful and moderately useful (Fall2017: Very useful 51.61% + Moderately useful: 39.78) Goal is Met	Overall, student showed a very good degree of satisfaction. Students found their experience in ACM (in the DBA) useful in terms of preparing them for their career, advanced studies and life in general.	To keep student's satisfaction level high, the DBA along with the other departments are doing the following: 1. Students course evaluation for each course at the end of each semester are communicated with faculty to overcome any issues. 2. Students' graduate survey results are considered to improve students' satisfaction. Improvement plans: 1. Listen to students' requirements through the business society and take them into consideration. 2. Make sure each student follows critical path towards graduation to ensure the student's awareness of his/her academic status.	