

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.

Table 6.1 Standard 6 - Organizational Performance Results

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, student academic success, and other characteristics reflecting students' performance. Key indicators may include: graduation rates, enrollment, improvement in safety, hiring equity, 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.																				
Performance Measure	What is your measurement instrument (Indicate length of cycle)	Current Results	Analysis of Results	Action Taken or Improvement made	Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)															
Measurable goal		What are your current results?	What did you learn from the results?	What did you improve or what is your next step?																
What is your goal?																				
Retention Rates: Increase retention to 85%. (University goal that we are trying to match within COBA)	Retention rates calculated by the provost office	Most recent year is 85% for university and 77% for business. Goal not met.	Although this is an aggressive goal, we are still optimistic. We have been pursuing this goal for several years.	The university is focusing on trying to find out why students are not staying. This is not at a serious level yet, but we must understand the reasons if we are to improve them. Within COBA, we established a new student orientation program. We will continue tracking to see if this might generate positive results.	<table border="1"> <caption>Retention Rates</caption> <thead> <tr> <th>Year</th> <th>University</th> <th>Business</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>82.26</td> <td>77.61</td> </tr> <tr> <td>2014</td> <td>85.08</td> <td>76.67</td> </tr> <tr> <td>2015</td> <td>84.94</td> <td>77.25</td> </tr> </tbody> </table>	Year	University	Business	2013	82.26	77.61	2014	85.08	76.67	2015	84.94	77.25			
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Graduation Rates: Goal of 60% at 6 year mark. (University goal that we are trying to match within COBA)	Calculated by the provost office each year	The university has met its goal. The College of Business met the goal in 2009, but has fallen short of the goal the last three years.	The university has tracked this data, but not a lot of effort has been made in the past. We are seeing a change in focus to more emphasis placed on graduation rates than even retention rates.	The new university President has announced that graduation rates are extremely important to him. We hired a consultant who told us we were fine, but there was a lot of room for improvement. We are beginning this process now. The goals for the university will be increased based on school comparisons.	<table border="1"> <caption>Graduation Rates</caption> <thead> <tr> <th>Year</th> <th>University</th> <th>Business</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>62.9</td> <td>63.8</td> </tr> <tr> <td>2010</td> <td>64.44</td> <td>57.4</td> </tr> <tr> <td>2011</td> <td>63.79</td> <td>54.3</td> </tr> <tr> <td>2012</td> <td>64.23</td> <td>54.3</td> </tr> </tbody> </table>	Year	University	Business	2009	62.9	63.8	2010	64.44	57.4	2011	63.79	54.3	2012	64.23	54.3
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Increase Credit Hours: In the undergraduate program by 2% per year.	Calculated at the end of each semester	From 2013-14 to 2014-15, undergraduate credit hours increased by 2.8 percent. However, the following year undergraduate credit hours fell by 2.4 percent. Over the past two years, undergraduate credit hours have been flat with a 0.2 percent increase.	We are unable to explain the 2.8 percent jump in credit hours from 13-14 to 14-15. Given that 15-16 credit hours returned to slightly above the credit hours for 13-14, we are viewing the year of 14-15 as an anomaly until we get a couple of more years of data.	The new Waldron Center for Entrepreneurship and Family Business will add more credit hours in the future. Our goal is for small, steady growth. We also believe continually assessing our programs/degrees, following the university APPR process, using our COBA Advisory Board to stay current with industry needs, and focusing on quality will help us with continued growth.	<table border="1"> <caption>Undergraduate Credit Hours</caption> <thead> <tr> <th>Year</th> <th>Credit Hours</th> </tr> </thead> <tbody> <tr> <td>2013-14</td> <td>14866</td> </tr> <tr> <td>2014-15</td> <td>15277</td> </tr> <tr> <td>2015-16</td> <td>14903</td> </tr> </tbody> </table>	Year	Credit Hours	2013-14	14866	2014-15	15277	2015-16	14903							
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Maintain Credit Hours: In the graduate program	Calculated at the end of each semester	From 2013/14 to 14/15: Decreased 12% From 2014/15 to 15/16: No Change.	We continue to be concerned by the declining credit hours for the MBA program.	Beginning in the fall of 2016, the MBA program will be undergoing significant changes. We will be moving to an online format, utilizing more full-time faculty and less adjunct faculty, moving administrative functions of the program into the COBA Dean's office, and increasing the role of the University marketing and public relations in promoting the program.	<table border="1"> <caption>Graduate Credit Hours</caption> <thead> <tr> <th>Year</th> <th>Credit Hours</th> </tr> </thead> <tbody> <tr> <td>2013-14</td> <td>2334</td> </tr> <tr> <td>2014-15</td> <td>2052</td> </tr> <tr> <td>2015-16</td> <td>2052</td> </tr> </tbody> </table>	Year	Credit Hours	2013-14	2334	2014-15	2052	2015-16	2052							
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