

**Standard Three: Student- and Stakeholder-Focused Results - Criterion 3.8**

**Use this format to respond to Criterion 3.8. If you are submitting a self-study for reaffirmation, this is the same table used in your QA report.**

Student- and stakeholder-focused results examine how well your organization satisfies students and stakeholders key needs and expectations.

Performance measures may include: satisfaction and dissatisfaction of current and past students and key stakeholders, perceived value, loyalty, persistence, or other aspects of relationship building, end of course surveys, alumni surveys, Internship feedback, etc.

Measurement instrument or processes may include end of course surveys, alumni surveys, Internship feedback, etc.

Each academic unit must demonstrate linkages to business practitioners and organizations, which are current and significant, including an advisory board.

Periodic surveys should be made of graduates, transfer institutions, and/or employers of graduates to obtain data on the success of business programs in preparing students to compete successfully for entry-level positions.

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)
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In general, Level of satisfaction about the experience of students in the university. Goal 80% or above	Student satisfaction questionnaire of years 2014, 2015, 2016 and 2019.	Total proportion of satisfaction score is 83.33%, 64.3%, 81.8% and 63.94%.	The goal satisfaction was met for years 2014 and 2016. Students are satisfied of general experience at university in addition to the Business Administration services. For year 2015 the goal was not met but this situation could be explained by the size of the sample. The year 2019 does not meet the goal but it could be explained by the economic problems in the university of Puerto Rico that were aggravated after Hurricane Maria.	Results will be discussed with different university authorities with the purpose to maintain and improve the level of satisfaction in students.	<p align="center"><b>Level of Satisfaction About the Experience of Students</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfied</th> <th>Neither satisfied</th> <th>Somewhat dissatisfied</th> <th>Rather unsatisfied</th> <th>Extremely dissatisfied</th> </tr> </thead> <tbody> <tr> <td>2019</td> <td>63.94</td> <td>31.15</td> <td>0</td> <td>4.1</td> <td>0.81</td> </tr> <tr> <td>2016</td> <td>81.8</td> <td>18</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2015</td> <td>64.3</td> <td>28.6</td> <td>0</td> <td>7.1</td> <td>0</td> </tr> <tr> <td>2014</td> <td>88.33</td> <td>6.57</td> <td>1.67</td> <td>1.67</td> <td>1.67</td> </tr> </tbody> </table>	Year	Satisfied	Neither satisfied	Somewhat dissatisfied	Rather unsatisfied	Extremely dissatisfied	2019	63.94	31.15	0	4.1	0.81	2016	81.8	18	0	0	0	2015	64.3	28.6	0	7.1	0	2014	88.33	6.57	1.67	1.67	1.67
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Level of satisfaction about: How helpful is your academic advisor? Goal 70% or above	Student satisfaction questionnaire of year 2014, 2015, 2016 and 2019.	Results: Extremely helpful 46.43% and Moderately helpful 19.64%. Both responses give a total of 66.07% for year 2014. Extremely helpful 42.9% and Moderately helpful 28.6%. Both responses give a total of 71.5% for year 2015. In year 2016 Extremely helpful was 77.8%. Extremely helpful 50.39% and Moderately helpful 23.26%. Both responses give a total of 73.65% for year 2019.	The goal was not met for year 2014. An increase in performance about the helpful of academic advisor during years 2015, 2016 and 2019 was observed.	Worked with Department faculty to improve academic advisor. Evaluate the academic advisor process to identify improvements.	<p align="center"><b>How helpful is your academic advisor?</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Extremely helpful</th> <th>Moderately helpful</th> <th>Somewhat helpful/Not helpful</th> <th>Not helpful</th> <th>N/A</th> </tr> </thead> <tbody> <tr> <td>2019 (Scale was changed but adjusted to previous years)</td> <td>50.39</td> <td>23.26</td> <td>11.63</td> <td>2.33</td> <td>12.4</td> </tr> <tr> <td>2016</td> <td>77.8</td> <td>0</td> <td>11.1</td> <td>11.1</td> <td>0</td> </tr> <tr> <td>2015</td> <td>42.9</td> <td>28.6</td> <td>21.4</td> <td>7.1</td> <td>0</td> </tr> <tr> <td>2014</td> <td>46.43</td> <td>23.26</td> <td>19.64</td> <td>7.5</td> <td>8.93</td> </tr> </tbody> </table>	Year	Extremely helpful	Moderately helpful	Somewhat helpful/Not helpful	Not helpful	N/A	2019 (Scale was changed but adjusted to previous years)	50.39	23.26	11.63	2.33	12.4	2016	77.8	0	11.1	11.1	0	2015	42.9	28.6	21.4	7.1	0	2014	46.43	23.26	19.64	7.5	8.93
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Level of satisfaction about: How likely are you to attend this university next year? Goal 70% or above	Student satisfaction questionnaire of year 2014, 2015, 2016 and 2019.	Results: Extremely likely result was 53.33% and quite likely result was 20.00%. Both responses give a total of 73.33% for year 2014. Extremely likely result was 57.1% and quite likely result was 21.4%. Both responses give a total of 78.5% for year 2015. Extremely likely result was 63.6% and quite likely result was 21.4%. Both responses give a total of 85% for year 2016. Extremely likely result was 51% and quite likely result was 13%. Both responses give a total of 64% for year 2016.	The goal was met for years 2014, 2015, 2016 but not for year 2019. The University of Puerto Rico faced many economic problems. After Hurricane Maria in 2017 additional problems have had to be worked due to the migration and infrastructure problems. Because of that concerns regarding the stability of the university may arise among students.	Results will be discussed with different university authorities with the purpose to maintain and improve the level of satisfaction in students.	<p align="center"><b>How likely you to attend this university next year?</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Extremely likely</th> <th>Quite likely</th> <th>Moderately likely</th> <th>Somewhat likely</th> <th>Not at all likely</th> <th>Not answer</th> </tr> </thead> <tbody> <tr> <td>2019</td> <td>51</td> <td>13</td> <td>3</td> <td>4</td> <td>6</td> <td>23</td> </tr> <tr> <td>2016</td> <td>63.6</td> <td>18.2</td> <td>0</td> <td>9.1</td> <td>0</td> <td>9.1</td> </tr> <tr> <td>2015</td> <td>57.1</td> <td>21.4</td> <td>7.1</td> <td>7.1</td> <td>0</td> <td>7.1</td> </tr> <tr> <td>2014</td> <td>53.33</td> <td>20</td> <td>0</td> <td>6.67</td> <td>5</td> <td>15</td> </tr> </tbody> </table>	Year	Extremely likely	Quite likely	Moderately likely	Somewhat likely	Not at all likely	Not answer	2019	51	13	3	4	6	23	2016	63.6	18.2	0	9.1	0	9.1	2015	57.1	21.4	7.1	7.1	0	7.1	2014	53.33	20	0	6.67	5	15
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Level of satisfaction about: Describe your current employment status. Goal 80% or above	Alumni Questionnaire of year 2010, 2014, 2016 and 2019	Results: The choice I currently work was 73% for year 2010 and 72% for year 2014, 100% for year 2016 and 91% for year 2019. 13% was obtained for the choice I'm looking for a job for 2010 and 14% for year 2014.	The goal was not met for years 2010 and 2014. Although more than 70% of alumni have a job; the other one have problems when they are looking for a job. Meanwhile the goal was met for year 2016 and 2019.	We had to recognize that our country has a high rate of unemployment due to poor economic conditions. In spite of the problems of 2010 and 2014, for year 201 and 2019 a significant improvement of our alumni had a job. This numbers are great news for our program because of the economic recession that we have in our country.	<p align="center"><b>Describe your current employment status</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>I'm not working</th> <th>I'm looking for a job</th> <th>I had an interview but no job offer</th> <th>Accept a job offer</th> <th>I currently work</th> </tr> </thead> <tbody> <tr> <td>2010</td> <td>12.61</td> <td>12.61</td> <td>1.8</td> <td>0</td> <td>72.97</td> </tr> <tr> <td>2014</td> <td>8.7</td> <td>14.49</td> <td>1.45</td> <td>2.9</td> <td>72.46</td> </tr> <tr> <td>2016</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>100</td> </tr> <tr> <td>2019</td> <td>3.51</td> <td>5.25</td> <td>0</td> <td>0</td> <td>91.228</td> </tr> </tbody> </table>	Year	I'm not working	I'm looking for a job	I had an interview but no job offer	Accept a job offer	I currently work	2010	12.61	12.61	1.8	0	72.97	2014	8.7	14.49	1.45	2.9	72.46	2016	0	0	0	0	100	2019	3.51	5.25	0	0	91.228
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