

Table 3.3 - Student- and Stakeholder Focus Results - Criterion 3.2 - 3.4

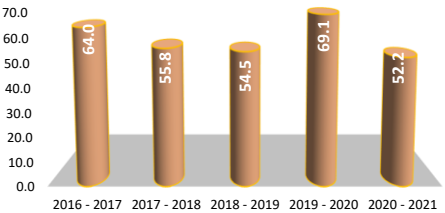
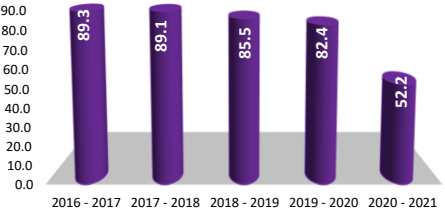
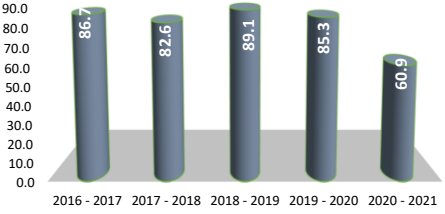
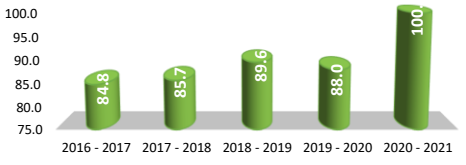
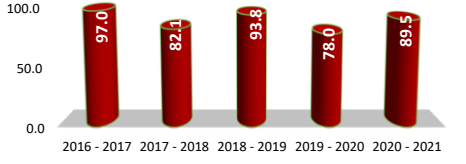
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Business program academic counseling evaluation - Active Students. Goal - 80%	2nd and 3rd year Student Satisfaction Questionnaire. This questionnaire is carried out annually by the Office of Planning and Institutional Research (OPIR).	Taking into account the results from 2016-17 to 2020-21, the degree of satisfaction with the department's academic counseling, on average, is 59.1.	The results of satisfaction with academic counseling have remained stable, always exceeding 50%.	The BAP has an academic coordinator, in addition to involving the full-time faculty in this counseling.	<p>BUSINESS PROGRAM ACADEMIC COUNSELING EVALUATION - ACTIVE STUDENTS</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2016 - 2017</td> <td>64.0</td> </tr> <tr> <td>2017 - 2018</td> <td>55.8</td> </tr> <tr> <td>2018 - 2019</td> <td>54.5</td> </tr> <tr> <td>2019 - 2020</td> <td>69.1</td> </tr> <tr> <td>2020 - 2021</td> <td>52.2</td> </tr> </tbody> </table>	Year	Score	2016 - 2017	64.0	2017 - 2018	55.8	2018 - 2019	54.5	2019 - 2020	69.1	2020 - 2021	52.2
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Business program quality of teaching - Active Students. Goal - 80%	2nd and 3rd year Student Satisfaction Questionnaire. This questionnaire is carried out annually by the Office of Planning and Institutional Research (OPIR).	The results from 2016-17 to 2020-21 reflect an average satisfaction of 79.7 (80%), presenting a very marked decrease in 2020-21.	The results of satisfaction with the quality of teaching had always exceeded 80%, however, in 2020-21 all courses were offered completely online, so that rating is attributed to the adjustments that had to be made due to the Covid-19 pandemic.	Training for the faculty will be promoted, especially in the technological area.	<p>BUSINESS PROGRAM QUALITY OF TEACHING - ACTIVE STUDENTS.</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2016 - 2017</td> <td>89.3</td> </tr> <tr> <td>2017 - 2018</td> <td>89.1</td> </tr> <tr> <td>2018 - 2019</td> <td>85.5</td> </tr> <tr> <td>2019 - 2020</td> <td>82.4</td> </tr> <tr> <td>2020 - 2021</td> <td>52.2</td> </tr> </tbody> </table>	Year	Score	2016 - 2017	89.3	2017 - 2018	89.1	2018 - 2019	85.5	2019 - 2020	82.4	2020 - 2021	52.2
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Business program quality of the concentration courses - Active Students. Goal - 80%	2nd and 3rd year Student Satisfaction Questionnaire. This questionnaire is carried out annually by the Office of Planning and Institutional Research (OPIR).	The results from 2016-17 to 2020-21 reflect an average satisfaction of 80.9 (81%), presenting a very marked decrease in 2020-21.	The results of satisfaction with the quality of teaching in concentration courses had always exceeded 81%, however, in 2020-21 all courses were offered completely online, so that rating is awarded to the adjustments that it had to be done due to the Covid-19 pandemic.	Training for the faculty will be promoted, especially in the technological area.	<p>BUSINESS PROGRAM QUALITY OF THE CONCENTRATION COURSES - ACTIVE STUDENTS</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2016 - 2017</td> <td>86.7</td> </tr> <tr> <td>2017 - 2018</td> <td>82.6</td> </tr> <tr> <td>2018 - 2019</td> <td>89.1</td> </tr> <tr> <td>2019 - 2020</td> <td>85.3</td> </tr> <tr> <td>2020 - 2021</td> <td>60.9</td> </tr> </tbody> </table>	Year	Score	2016 - 2017	86.7	2017 - 2018	82.6	2018 - 2019	89.1	2019 - 2020	85.3	2020 - 2021	60.9
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Aspects of student support services or processes - Registrar - Active Students. Goal - 80%	2nd and 3rd year Student Satisfaction Questionnaire. This questionnaire is carried out annually by the Office of Planning and Institutional Research (OPIR).	The results from 2016-17 to 2020-21 reflect an average satisfaction of 70.7 (71%).	Given the satisfactory results, the registration area is seeking to fully automate the services provided through the UPRA website, as well as incorporate digital payment for all online applications to streamline services.	Fulfilling the objective of digitally incorporating the payments of the different requests, now students and graduates can complete, pay and receive the credit transcript request electronically.	<p>ASPECTS OF STUDENT SUPPORT SERVICES OR PROCESSES - REGISTRAR - ACTIVE STUDENTS</p> <table border="1"> <caption>ASPECTS OF STUDENT SUPPORT SERVICES OR PROCESSES - REGISTRAR - ACTIVE STUDENTS</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2016 - 2017</td> <td>78.7</td> </tr> <tr> <td>2017 - 2018</td> <td>73.3</td> </tr> <tr> <td>2018 - 2019</td> <td>59.6</td> </tr> <tr> <td>2019 - 2020</td> <td>72.1</td> </tr> <tr> <td>2020 - 2021</td> <td>69.6</td> </tr> </tbody> </table>	Year	Satisfaction Score	2016 - 2017	78.7	2017 - 2018	73.3	2018 - 2019	59.6	2019 - 2020	72.1	2020 - 2021	69.6
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Level of satisfaction with extracurricular activities - Organizations / associations - Active Students. Goal - 80%	2nd and 3rd year Student Satisfaction Questionnaire. This questionnaire is carried out annually by the Office of Planning and Institutional Research (OPIR).	The results from 2016-17 to 2020-21 reflect an average satisfaction of 84.3.	Student satisfaction with student associations has remained stable over the years, always exceeding 70%.	The BAP has a counselor, a member of the faculty, for each student association, who coordinates activities that help students both academically and with activities that enhance the social responsibility of the department.	<p>LEVEL OF SATISFACTION WITH EXTRACURRICULAR ACTIVITIES - ORGANIZATIONS/ASSOCIATIONS - ACTIVE STUDENTS</p> <table border="1"> <caption>LEVEL OF SATISFACTION WITH EXTRACURRICULAR ACTIVITIES - ORGANIZATIONS/ASSOCIATIONS - ACTIVE STUDENTS</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2016 - 2017</td> <td>70.7</td> </tr> <tr> <td>2017 - 2018</td> <td>87.2</td> </tr> <tr> <td>2018 - 2019</td> <td>93.2</td> </tr> <tr> <td>2019 - 2020</td> <td>70.6</td> </tr> <tr> <td>2020 - 2021</td> <td>100</td> </tr> </tbody> </table>	Year	Satisfaction Score	2016 - 2017	70.7	2017 - 2018	87.2	2018 - 2019	93.2	2019 - 2020	70.6	2020 - 2021	100
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Level of satisfaction with extracurricular activities - Sport activities - Active Students. Goal - 80%	2nd and 3rd year Student Satisfaction Questionnaire. This questionnaire is carried out annually by the Office of Planning and Institutional Research (OPIR).	The results from 2016-17 to 2020-21 reflect an average satisfaction of 81.8 (82%).	The level of satisfaction with sports activities as an extracurricular activity has exceeded 55%.	Unquestionably, the Department of Athletic Activities has had a broad fulfillment of its mission, which consists of maintaining a high quality of competition in student athletes.	<p>LEVEL OF SATISFACTION WITH EXTRACURRICULAR ACTIVITIES - SPORTS ACTIVITIES - ACTIVE STUDENTS</p> <table border="1"> <caption>LEVEL OF SATISFACTION WITH EXTRACURRICULAR ACTIVITIES - SPORTS ACTIVITIES - ACTIVE STUDENTS</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2016 - 2017</td> <td>61.3</td> </tr> <tr> <td>2017 - 2018</td> <td>100</td> </tr> <tr> <td>2018 - 2019</td> <td>88.2</td> </tr> <tr> <td>2019 - 2020</td> <td>55.9</td> </tr> <tr> <td>2020 - 2021</td> <td>100</td> </tr> </tbody> </table>	Year	Satisfaction Score	2016 - 2017	61.3	2017 - 2018	100	2018 - 2019	88.2	2019 - 2020	55.9	2020 - 2021	100
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<p>Graduating Seniors Satisfaction for business administration programs-concentration course quality will be at least 80%</p>	<p>Annual graduating seniors student survey</p>	<p>The results from 2016-17 to 2020-21 reflect an average satisfaction of 89.6 (90%).</p>	<p>The trend has been positive, exceeding the 80% goal, since 2016.</p>	<p>The positive result on the satisfaction of graduating seniors with the BAP programs is due to the constant monitoring of the curriculum, whose results have been the following: Curriculum review (2013), Creation of five minors (2013) and Review of course prerequisites (2018-19).</p>	<p>GRADUATING SENIORS SATISFACTION RESULTS - COURSE QUALITY</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2016 - 2017</td> <td>84.8</td> </tr> <tr> <td>2017 - 2018</td> <td>85.7</td> </tr> <tr> <td>2018 - 2019</td> <td>89.6</td> </tr> <tr> <td>2019 - 2020</td> <td>88.0</td> </tr> <tr> <td>2020 - 2021</td> <td>100.0</td> </tr> </tbody> </table>	Year	Satisfaction Score	2016 - 2017	84.8	2017 - 2018	85.7	2018 - 2019	89.6	2019 - 2020	88.0	2020 - 2021	100.0
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<p>Graduating Seniors Student Satisfaction for business administration program-academic teaching quality will be at least 80%</p>	<p>Annual graduating senior's student survey</p>	<p>The results from 2016-17 to 2020-21 reflect an average satisfaction of 88.1.</p>	<p>Analyzing these results, it is understood that graduating seniors are very satisfied with the quality of teaching. The year in which there was least satisfaction was the year of the pandemic, in which all courses were offered online.</p>	<p>Training for the faculty will be promoted, especially in the technological area.</p>	<p>GRADUATING SENIORS SATISFACTION RESULTS - TEACHING QUALITY</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2016 - 2017</td> <td>97.0</td> </tr> <tr> <td>2017 - 2018</td> <td>82.1</td> </tr> <tr> <td>2018 - 2019</td> <td>93.6</td> </tr> <tr> <td>2019 - 2020</td> <td>78.0</td> </tr> <tr> <td>2020 - 2021</td> <td>89.5</td> </tr> </tbody> </table>	Year	Satisfaction Score	2016 - 2017	97.0	2017 - 2018	82.1	2018 - 2019	93.6	2019 - 2020	78.0	2020 - 2021	89.5
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