

Standard #6 - Organizational Performance Results, Table 6.1

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. |
|---|---|

| | | Analysis of Results | | | Insert Graphs or Tables of Resulting Trends (3-5 data points preferred) | | | | | | | | | | | | | | | | | | |
|--|--|--|---|--|--|------|-----------------|-----------------|-----------------|-----------------|-----------------|---------------|------|-----|------|-----|------|----------------------------|-----|-----|-----|-----|-----|
| Performance Measure | 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 the results? | Action Taken or Improvement made What did you improve or what is your next step? | | | | | | | | | | | | | | | | | | | |
| <p>Measurable goal</p> <p>What is your goal?</p> | | | | | <p>ACC & BUS 6-Year Graduation Rate 2013-2017</p> <table border="1" style="margin: 10px auto;"> <thead> <tr> <th>Year</th> <th>2012-13</th> <th>2013-14</th> <th>2014-15</th> <th>2015-16</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>BS Accounting</td> <td>100%</td> <td>88%</td> <td>88%</td> <td>50%</td> <td>40%</td> </tr> <tr> <td>BS Business Administration</td> <td>80%</td> <td>67%</td> <td>80%</td> <td>76%</td> <td>79%</td> </tr> </tbody> </table> | Year | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | BS Accounting | 100% | 88% | 88% | 50% | 40% | BS Business Administration | 80% | 67% | 80% | 76% | 79% |
| Year | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | | | | | | | | | | | | | | | | | | |
| BS Accounting | 100% | 88% | 88% | 50% | 40% | | | | | | | | | | | | | | | | | | |
| BS Business Administration | 80% | 67% | 80% | 76% | 79% | | | | | | | | | | | | | | | | | | |
| <p>Maintain Accounting and Business Administration Program 6-Year Graduation Rate above the university as well as the national average.</p> | 6-Year graduation rate is provide by GU Annual Report of Achievements filed with US Department of Education (USDOE) every January. | The 5-year moving average is 73% and 76% for Accounting and Business Administration Program, respectively. However, a sharp down-turn in 6-Yr graduation rate in ACC Program occurred in 2015-2016, and it continued its downward trend in the following year. | Based on USDOE at https://collegescorecard.ed.gov/school/?131450-Gallaudet-University , the medium 6-year graduation rate is 42% nationwide and 46% for Gallaudet University (GU). Although both DOB programs have been outperforming using the 5-Year moving average, the ACC Program did not meet the target in 2016-2017. Its sharp down turn in 2015-2016 and continuation in 2016-2017 has propelled the department to reflect on its practice and re-examine the curriculum and admission standard. We found the drop in the 6-Year graduation rate was somewhat correlated with the lower GPA standard for major admission and maintenance. In fall 2014, DOB lowered its GPA from 2.75 to 2.70 for major admission and maintenance in a response to the university call to programs to increase enrollment and graduate more students. With this change, some students returned to the university to complete their studies. Notice an increase in ACC Program enrollment in 2015 and 2016 in below chart. These students in general were less prepared and had to repeat courses to meet the requirements. Since ACC Program is small, the readmission and admission of students with lower GPA has an outsized impact on its graduation rate. | <p>DOB submitted a curriculum change proposal to GU's Council for Undergraduate Education (CUE) in spring 2017. The major items on the proposal include:</p> <ol style="list-style-type: none"> 1. Change GPA to 2.75 for major admission and maintenance; 2. Raise admission standard by requiring a B or better in all pre-major courses; 3. Require a B or better in pre-requisite courses for enrolling in pre-major courses. <p>Refer to the evidence file Excerpts of CUE Curriculum Change Proposal_SP2017 for other changes. The university in general discourages programs to raise admission and pre-requisite standard for fear of enrollment decline, DOB had to provide thorough analysis and evidence to justify the proposed changes. The ACBSP accreditation and meeting its QA requirements was one of our rational to convince CUE (refer to evidence file Memo to CUE Co-Chairs_2-17-2017) to support our proposal. And the implementation of the changes started in fall 2017.</p> | | | | | | | | | | | | | | | | | | | |
| <p>Maintain Retention Rate above the university and the national average.</p> | Retention rate is provide by GU Annual Report of Achievements filed with USDOE every January. | The 5-year moving average is 88% and 88% for Accounting and Business Administration Program, respectively. | According to USDOE at https://collegescorecard.ed.gov/school/?131450-Gallaudet-University , the median retention rate (students who return after their first year) is 69% nationwide and 67% for GU. Again, DOB's two programs have largely exceeded their goal by this measure. | Continue with what we have been doing so successfully. | <p>ACC & BUS Retention Rate 2013-2017</p> <table border="1" style="margin: 10px auto;"> <thead> <tr> <th>Year</th> <th>Fall '12 to '13</th> <th>Fall '13 to '14</th> <th>Fall '14 to '15</th> <th>Fall '15 to '16</th> <th>Fall '16 to '17</th> </tr> </thead> <tbody> <tr> <td>BS Accounting</td> <td>64%</td> <td>83%</td> <td>100%</td> <td>94%</td> <td>100%</td> </tr> <tr> <td>BS Business Administration</td> <td>88%</td> <td>85%</td> <td>93%</td> <td>88%</td> <td>84%</td> </tr> </tbody> </table> | Year | Fall '12 to '13 | Fall '13 to '14 | Fall '14 to '15 | Fall '15 to '16 | Fall '16 to '17 | BS Accounting | 64% | 83% | 100% | 94% | 100% | BS Business Administration | 88% | 85% | 93% | 88% | 84% |
| Year | Fall '12 to '13 | Fall '13 to '14 | Fall '14 to '15 | Fall '15 to '16 | Fall '16 to '17 | | | | | | | | | | | | | | | | | | |
| BS Accounting | 64% | 83% | 100% | 94% | 100% | | | | | | | | | | | | | | | | | | |
| BS Business Administration | 88% | 85% | 93% | 88% | 84% | | | | | | | | | | | | | | | | | | |
| <p>Maintain steady annual Enrollment at 19 for Accounting and 35 for Business Administration.</p> | Enrollment number is provide by GU Annual Report of Achievements filed with USDOE every January. | The 5-year moving average is 19 and 37 for Accounting and Business Administration Program, respectively. | DOB programs have met/exceeded the target. However, there is a drop in Accounting enrollment in most recent year. | We will closely monitor Accounting Program enrollment situation and step up our recruitment effort. However, in general, we expect a slight drop in enrollment due to the recent implementation of a higher GPA requirement and a pre-major college algebra math course for admission. | <p>ACC & BUS Enrollment Trend Fall2013-Fall2017</p> <table border="1" style="margin: 10px auto;"> <thead> <tr> <th>Year</th> <th>Fall 2013</th> <th>Fall 2014</th> <th>Fall 2015</th> <th>Fall 2016</th> <th>Fall 2017</th> </tr> </thead> <tbody> <tr> <td>BS Accounting</td> <td>14</td> <td>16</td> <td>23</td> <td>25</td> <td>19</td> </tr> <tr> <td>BS Business Administration</td> <td>39</td> <td>40</td> <td>33</td> <td>34</td> <td>38</td> </tr> </tbody> </table> | Year | Fall 2013 | Fall 2014 | Fall 2015 | Fall 2016 | Fall 2017 | BS Accounting | 14 | 16 | 23 | 25 | 19 | BS Business Administration | 39 | 40 | 33 | 34 | 38 |
| Year | Fall 2013 | Fall 2014 | Fall 2015 | Fall 2016 | Fall 2017 | | | | | | | | | | | | | | | | | | |
| BS Accounting | 14 | 16 | 23 | 25 | 19 | | | | | | | | | | | | | | | | | | |
| BS Business Administration | 39 | 40 | 33 | 34 | 38 | | | | | | | | | | | | | | | | | | |

| | | | | |
|--|--|---|--|---|
| 70% of DOB graduates will be employed or pursue graduate study within a year after graduation. | Gallaudet Annual Alumni Survey of Recent Graduates of Recent Graduates (2013/14/15/16/17 Survey of 2011/12/13/14/15 graduates) | The 5-year moving average is 89% and 77% for Accounting and Business Administration Program, respectively. | We have again surpassed the target! | Continue with what we have been doing so successfully. |
| Increase percentage of faculty with terminal degrees. | Number of faculty members studying for PhD/DBA. Number of faculty members hired with terminal degrees. | One faculty member completed her PhD in 2017 and one faculty is making progress in his DBA study. In 2017, DOB hired two tenure-track faculty with PhDs, one in management and one in economics. In addition, it hired a full-time adjunct faculty with MBA and field experience to teaching accounting. | DOB faculty members with terminal degrees have increased significantly since the last ACBSP QA Report (2014-2016) as shown in below chart. | Continue to support faculty in PhD/DBA programs by giving course release and tuition assistance. Hire a new accounting faculty with PhD/DBA in Accounting. |

| DOB Full-time Faculty Qualification 2014-2018 | | | | |
|--|------------|--------|-------|-------------------|
| | PhD/DBA/JD | MBA/MS | Total | Terminal Degree % |
| 2014-2016 | 6 | 6 | 12 | 50% |
| 2016-2018 | 9 | 3 | 12 | 75% |

