

FIGURE 3.3- STANDARD THREE: STUDENT – AND STAKEHOLDER – FOCUSED RESULTS – CRITERION 3.8

STAKEHOLDERS AND MILESTONE	SURVEY/QUESTIONNAIRE SCHEDULE	RESULTS	RESULTS ANALYSIS	ACTION TAKEN	GRAPHICS																																																				
80% of active students are satisfied with the teaching of our programs professors.	Evaluation is conducted. Every term in a class.	Positive trend data exceeding milestone for academic year.	Overall satisfaction exceeded the goal milestone.	The BF Faculty consistent in BF Program will review the results.	<p style="text-align: center;">STUDENTS EVALUATION OF TEACHING</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>Parte III</td> <td>82.28%</td> <td>80.55%</td> <td>82.79%</td> <td>98.62%</td> <td>83.25%</td> <td>87.78%</td> <td>85.77%</td> </tr> <tr> <td>Parte IV</td> <td>85.46%</td> <td>84.09%</td> <td>85.93%</td> <td>90%</td> <td>85.50%</td> <td>88%</td> <td>89.60%</td> </tr> </tbody> </table>		2013	2014	2015	2016	2017	2018	2019	Parte III	82.28%	80.55%	82.79%	98.62%	83.25%	87.78%	85.77%	Parte IV	85.46%	84.09%	85.93%	90%	85.50%	88%	89.60%																												
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80% of students complaints are resolved in 10 days.	Active Students complaint documents available as requested by students and/or chairperson.	Positive trend 100% of the students.	Milestone achieved.	BF has been consistent in attending all complaints presented by students. BF will continue to analyze the complaint management system annual report.	<p style="text-align: center;">COMPLAINTS</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Year</th> <th>COMPLAINTS</th> <th>CLOSED</th> <th>OPEN</th> </tr> </thead> <tbody> <tr><td>2009</td><td>9</td><td>9</td><td>0</td></tr> <tr><td>2010</td><td>38</td><td>38</td><td>0</td></tr> <tr><td>2011</td><td>52</td><td>52</td><td>0</td></tr> <tr><td>2012</td><td>16</td><td>16</td><td>0</td></tr> <tr><td>2013</td><td>18</td><td>18</td><td>0</td></tr> <tr><td>2014</td><td>11</td><td>11</td><td>0</td></tr> <tr><td>2015</td><td>15</td><td>15</td><td>0</td></tr> <tr><td>2016</td><td>7</td><td>7</td><td>0</td></tr> <tr><td>2017</td><td>6</td><td>6</td><td>0</td></tr> <tr><td>2018</td><td>6</td><td>6</td><td>0</td></tr> <tr><td>2019</td><td>5</td><td>5</td><td>0</td></tr> <tr><td>2020</td><td>0</td><td>0</td><td>0</td></tr> </tbody> </table>	Year	COMPLAINTS	CLOSED	OPEN	2009	9	9	0	2010	38	38	0	2011	52	52	0	2012	16	16	0	2013	18	18	0	2014	11	11	0	2015	15	15	0	2016	7	7	0	2017	6	6	0	2018	6	6	0	2019	5	5	0	2020	0	0	0
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STAKEHOLDERS AND MILESTONE	SURVEY/QUESTIONNAIRE SCHEDULE	RESULTS	RESULTS ANALYSIS	ACTION TAKEN	GRAPHICS						
70% of alumni are satisfied with the education received at Inter American University.	Alumni survey conducted every two years to three years.	We observe a satisfactory achievement. The 78% of the alumni were satisfied 2019 year and 84% in the 2017.	Alumni satisfaction was achieved.	The BF has been consistent in delivery courses aligned to current market demand. BF begin the discussion to improve the declined trend.	<p style="text-align: center;">ALUMNI SATISFACTION ON PREPARATION RECEIVED</p> <p>A 3D bar chart with a vertical axis ranging from 74% to 84% in 2% increments. The horizontal axis shows two bars: 2017 with a value of 84% and 2019 with a value of 78%. A legend at the bottom left indicates 'ALUMNI SURVEY RESULT (PERCENTAGE)'.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>84%</td> </tr> <tr> <td>2019</td> <td>78%</td> </tr> </tbody> </table>	Year	Percentage	2017	84%	2019	78%
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2017	84%										
2019	78%										
70% of alumni are satisfied in the training in ethical values received at the University.	Alumni survey conducted every two years to three years.	70% of the alumni were satisfied in the academic years observed in 2017-2019.	Milestone metric was achieved.	BF has been consistent in stressing in its curriculum and class syllabus, ethical democratic and Christian values.	<p style="text-align: center;">ALUMNI SURVEY RESULTS ON ETHICAL VALUES TRAINING RECEIVED</p> <p>A 3D bar chart with a vertical axis ranging from 70% to 84% in 2% increments. The horizontal axis shows two bars: 2017 with a value of 70% and 2019 with a value of 77%. A legend at the bottom left indicates 'The training in ethical values received at the Inter American University of P.R.'.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>70%</td> </tr> <tr> <td>2019</td> <td>77%</td> </tr> </tbody> </table>	Year	Percentage	2017	70%	2019	77%
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STAKEHOLDERS AND MILESTONE	SURVEY/QUESTIONNAIRE SCHEDULE	RESULTS	RESULTS ANALYSIS	ACTION TAKEN	GRAPHICS						
70% of the alumni are satisfied on their general experience at the University.	Alumni survey conducted every two years to three years.	78% of the alumni were satisfied in the academic years 2017 and 83% on the 2019.	Overall satisfaction exceeded goal.	BF has been consistent in deliver excellence in the courses and programs. BF will continue its improvements on the offered programs with periodic faculty meeting to discuss the results.	<p>ALUMNI SURVEY ON:</p> <p>■ Your general experience at the Inter American University of P.R.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>78%</td> </tr> <tr> <td>2019</td> <td>83%</td> </tr> </tbody> </table>	Year	Percentage	2017	78%	2019	83%
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70% of the alumni are satisfied with the education /preparation received.	Alumni survey conducted every two years to three years.	76% of the alumni were satisfied in the academic years observed 2015-2017.	Overall satisfaction exceeded goal.	BF was consistent in improving its courses delivery and improving its programs. BF reviewed the results to continue our programs improvements.	<p>ALUMNI SURVEY ON:</p> <p>■ How important was the preparation you received at the Inter American University of P.R. for the position you work.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>76%</td> </tr> <tr> <td>2017</td> <td>84%</td> </tr> </tbody> </table>	Year	Percentage	2015	76%	2017	84%
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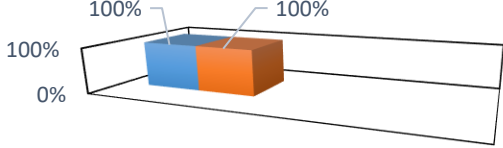
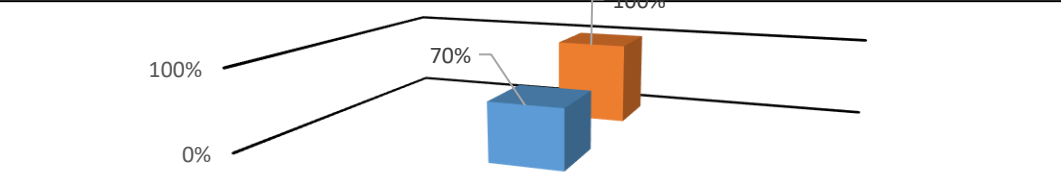
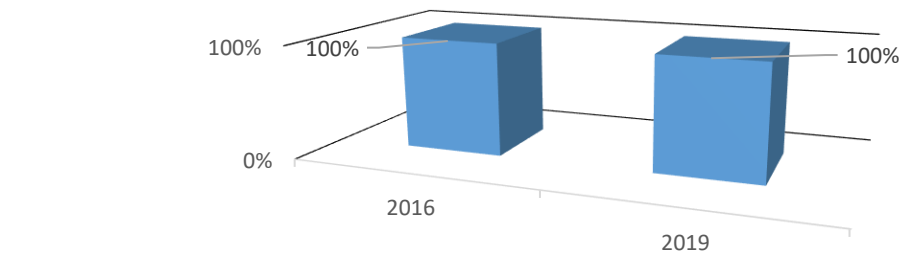
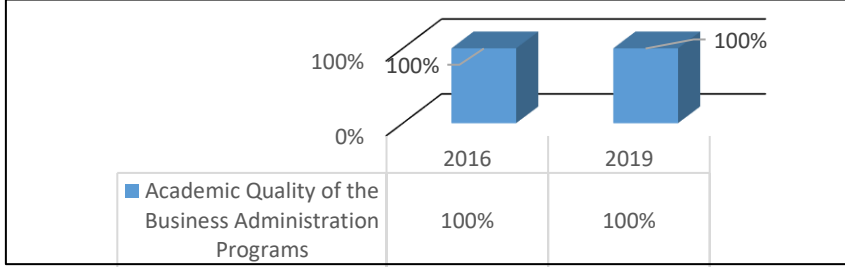
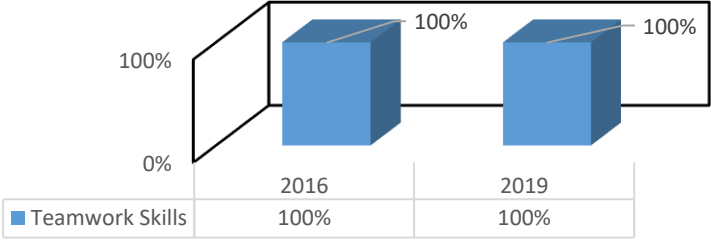
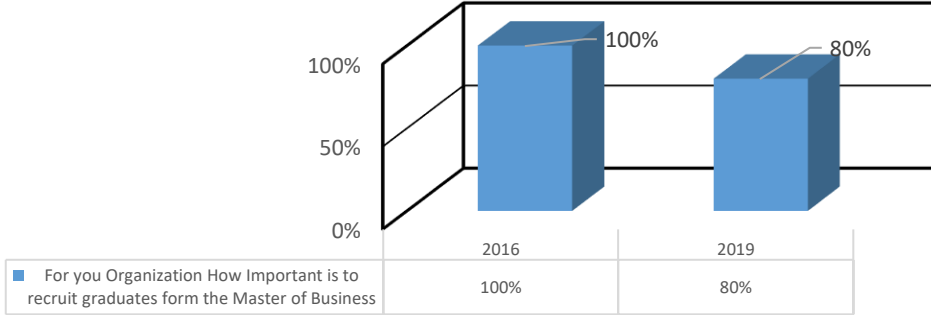
STAKEHOLDERS AND MILESTONE	SURVEY/QUESTIONNAIRE SCHEDULE	RESULTS	RESULTS ANALYSIS	ACTION TAKEN	GRAPHICS						
70% Employers/Industry Expressed our BF Alumni Demonstrate integrity and Professional ethics on work.	Employers Questionnaire administered each three years.	100% of the surveyed employers expressed satisfaction.	Overall satisfaction exceeded the goal.	BF programs stress Ethical and integrating goals on each class syllabus.	<p>EMPLOYERS SURVEGED EXPRESSD BF STUDENTS:</p>  <table border="1" data-bbox="1424 397 2494 511"> <thead> <tr> <th></th> <th>Demonstrate Integrity and Professional Ethics</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>100%</td> </tr> <tr> <td>2019</td> <td>100%</td> </tr> </tbody> </table>		Demonstrate Integrity and Professional Ethics	2016	100%	2019	100%
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2016	100%										
2019	100%										
70% of Employers/ industry perceived that BF Alumni use of technology on work efficiently.	Employers Questionnaire administered each three years.	70% of employers in 2016 and 100% in 2019 expressed good use of technology by our alumni.	Achieved the goal in 2016 and showed improvement in 2019.	BF Undergraduate and Graduate Programs revised the core business programs to include technology courses.	<p>EMPLOYERS EXPRESSED BF ALUMNI:</p>  <table border="1" data-bbox="1424 836 2459 925"> <thead> <tr> <th></th> <th>Make good use of Technology</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>70%</td> </tr> <tr> <td>2019</td> <td>100%</td> </tr> </tbody> </table>		Make good use of Technology	2016	70%	2019	100%
	Make good use of Technology										
2016	70%										
2019	100%										
70% of Employers/industry perceived that BF alumni apply critical thinking in their work.	Employers Questionnaire administered each three years.	100% employers surveyed express the use of critical thinks of BF alumni.	Overall, satisfaction exceed the goal.	BF programs will continuously stress development of critical thinking on its programs and courses.	<p>EMPLOYERS EXPRESSED BF ALUMNI USE:</p>  <table border="1" data-bbox="1397 1291 2513 1364"> <thead> <tr> <th></th> <th>2016</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>Critical Thinking</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>		2016	2019	Critical Thinking	100%	100%
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70% of Employers/industry express Inter Metro BF have quality programs.	Employers Questionnaire administered each three years.	100% of the employers surveyed perceived the quality of BF programs.	Overall satisfaction achieved.	BF will be continuous to stress the quality of their academic offering with the goal of ACBSP accreditation.	<p style="text-align: center;">ACADEMIC QUALITY OF THE BUSINESS ADMINISTRATION...</p>  <table border="1" data-bbox="1473 228 2317 493"> <thead> <tr> <th>Year</th> <th>Academic Quality of the Business Administration Programs</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>100%</td> </tr> <tr> <td>2019</td> <td>100%</td> </tr> </tbody> </table>	Year	Academic Quality of the Business Administration Programs	2016	100%	2019	100%
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2016	100%										
2019	100%										
70% of Employers/industry Perceived BF Programs develop teamwork skills.	Employers Questionnaire administered each three years.	100% of surveyed employers perceived BF alumni apply teamwork skills.	Overall satisfaction achieved.	Teamwork skills continue to be a challenge in BF. The concentration courses are the one who stress this skill.	<p style="text-align: center;">EMPLOYERS EXPRESSED ON THE BF ALUMNI TEAMWORK SKILLS</p>  <table border="1" data-bbox="1521 581 2231 818"> <thead> <tr> <th>Year</th> <th>Teamwork Skills</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>100%</td> </tr> <tr> <td>2019</td> <td>100%</td> </tr> </tbody> </table>	Year	Teamwork Skills	2016	100%	2019	100%
Year	Teamwork Skills										
2016	100%										
2019	100%										
70% of Employers/industry consider important to recruit BF MBA alumni.	Employers Questionnaire administered each three years.	On 2016, 100% of employers considered important to recruit MBA of Inter Metro BF. In 2019, 80% considered to be important.	Overall satisfaction achieved.	Information was share with BF Graduate Faculty to begin process of improvement. In 2018, the MBA Program was revised.	<p style="text-align: center;">EMPLOYERS CONSIDER BF MBA STUDENTS RECRUITMENT</p>  <table border="1" data-bbox="1499 912 2429 1224"> <thead> <tr> <th>Year</th> <th>For you Organization How Important is to recruit graduates form the Master of Business</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>100%</td> </tr> <tr> <td>2019</td> <td>80%</td> </tr> </tbody> </table>	Year	For you Organization How Important is to recruit graduates form the Master of Business	2016	100%	2019	80%
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EMPLOYEE / STAFF

STAKEHOLDERS AND MILESTONE	SURVEY/QUESTIONNAIRE SCHEDULE	RESULTS	RESULTS ANALISIS	ACTION TAKEN	GRAPHICS						
70% of employees staff are proud to work at Inter Metro.	Employees survey each three years.	Positive trend 81.30% in year 2015. In year 2018 95%.	Satisfaction was achieved.	BF will continue to promote a good work environment.	<p>EMPLOYESS / STAFF PERCENTAGE</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>81.30%</td> </tr> <tr> <td>2018</td> <td>95%</td> </tr> </tbody> </table>	Year	Percentage	2015	81.30%	2018	95%
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70% of employees will recommend a friend to Work at Inter Metro.	Employees survey each three years.	Overall satisfaction attained in year 2015 70%. In 2018, 87% expressed they will recommend it.	Satisfaction was on the range.	BF will continue to build an excellent work environment.	<p>EMPLOYEES / STAFF PERCENTAGE</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>69.70%</td> </tr> <tr> <td>2018</td> <td>87.00%</td> </tr> </tbody> </table>	Year	Percentage	2015	69.70%	2018	87.00%
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2015	69.70%										
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70% of employees staff perceived satisfaction on Inter Metro teamwork use.	Employees survey each three years.	In the year 2015, 66% expressed the teamwork environment it was improved to 83% in 2018.	Improvement demonstrated in 2015 it was closed to milestone.	BF will continue to promote teamwork on its staff.	<p>EMPLOYEES / STAFF PERCENTAGE</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>66%</td> </tr> <tr> <td>2018</td> <td>83%</td> </tr> </tbody> </table>	Year	Percentage	2015	66%	2018	83%
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