

Figure 3.3 - Standard Three: Student- and Stakeholder-Focused Results - Criterion 3.8

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1. Satisfaction of internship supervisors with overall performance. 70% or more of the undergraduate student interns will exceed the expectations of their internship supervisors.	Evaluation forms completed by supervisors of undergraduate student interns upon the completion of the internships.	Two years of exceeding the goal with the most recent year failing to reach the goal.	Students have been required to have an internship experience for many years, but many of the students did not have jobs that they were excited about and did not take the opportunity as seriously as they should have.	Dean Nail has brought an increased emphasis on internships and readiness for the workplace for 2016-17. Students prepared more thoroughly for their summer internships during the Spring Semester of 2017. We expect satisfaction scores to go up for summer 2017 interns.	<p>Overall Supervisor Satisfaction Results</p> <table border="1" style="margin: 10px auto;"> <caption>Overall Supervisor Satisfaction Results</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>70</td> </tr> <tr> <td>2016</td> <td>70</td> </tr> <tr> <td>2017</td> <td>65</td> </tr> </tbody> </table>	Year	Satisfaction Score	2015	70	2016	70	2017	65
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2. Satisfaction of internship supervisors with regard to ethical behavior. 70% or more of the undergraduate student interns will exceed the expectations of their internship supervisors.	Evaluation forms completed by supervisors of undergraduate student interns upon the completion of the internships.	Two years of meeting the goal after failing to meet the goal in 2015.	100% of students either met or exceeded the ethical expectations of the internship supervisors for all three years. The upward trend of exceeding expectations indicates that the increased emphasis on faith integration can help produce more ethically conscious graduates.	The College of Business will continue to emphasize faith integration in classes and encourage ethical behavior in the workplace.	<p>Ethical Behavior Satisfaction Results</p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Ethical Behavior Satisfaction Results Data</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>65</td> </tr> <tr> <td>2016</td> <td>70</td> </tr> <tr> <td>2017</td> <td>70</td> </tr> </tbody> </table>	Year	Satisfaction Score	2015	65	2016	70	2017	70
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3. Satisfaction of internship supervisors with regard to verbal communication. 50% or more of the undergraduate student interns will exceed the expectations of their internship supervisors.	Evaluation forms completed by supervisors of undergraduate student interns upon the completion of the internships.	Two years of exceeding the goal with the most recent year failing to reach the goal.	100% of students either met or exceeded the expectations related to verbal communication for all three years, but students are not exceeding the expectations of supervisors at the rate desired by the COB faculty.	Kristi Harton was hired to work as the internship coordinator during the 2016-17 Academic Year. This is a newly created position for the COB. The internship coordinator will work to find better internship opportunities and will better prepare students for the internship experiences. We expect to find more students exceeding the expectations of supervisors in the summer of 2017 as a result of more meaningful internships and better preparation for the internship experiences.	<p>Verbal Communication Satisfaction Results</p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Verbal Communication Satisfaction Results Data</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>50</td> </tr> <tr> <td>2016</td> <td>55</td> </tr> <tr> <td>2017</td> <td>45</td> </tr> </tbody> </table>	Year	Satisfaction Score	2015	50	2016	55	2017	45
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<p>4. Satisfaction of internship supervisors with regard to expression of thought and meaning in written communication. 50% or more of the undergraduate student interns will exceed the expectations of their internship supervisors.</p>	<p>Evaluation forms completed by supervisors of undergraduate student interns upon the completion of the internships.</p>	<p>Two years of failing to meet the goal after one year of meeting the goal.</p>	<p>98% of student interns either met or exceeded the expectations related to expression of thought and meaning in written communication for all three years, but students are not exceeding the expectations of supervisors at the rate desired by the COB faculty.</p>	<p>Kristi Harton was hired to work as the internship coordinator during the 2016-17 Academic Year. This is a newly created position for the COB. The internship coordinator will work to find better internship opportunities and will better prepare students for the internship experiences. We expect to find more students exceeding the expectations of supervisors in the summer of 2017 as a result of more meaningful internships and better preparation for the internship experiences.</p>	<div style="text-align: center;"> <p>Written Expression Satisfaction Results</p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Written Expression Satisfaction Results Data</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>52</td> </tr> <tr> <td>2016</td> <td>43</td> </tr> <tr> <td>2017</td> <td>42</td> </tr> </tbody> </table> </div>	Year	Satisfaction Score	2015	52	2016	43	2017	42
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5. Satisfaction of internship supervisors with regard to proper application of spelling, punctuation, grammar, and sentence structure in written communication. 50% or more of the undergraduate student interns will exceed the expectations of their internship supervisors.	Evaluation forms completed by supervisors of undergraduate student interns upon the completion of the internships.	Three consecutive years of failing to meet the goal.	At least 98% of student interns either met or exceeded the expectations related to exhibiting proper application of spelling, punctuation, grammar, and sentence structure in written communication for all three years, but students are not exceeding the expectations of supervisors at the rate desired by the COB faculty.	Kristi Harton was hired to work as the internship coordinator during the 2016-17 Academic Year. This is a newly created position for the COB. The internship coordinator will work to find better internship opportunities and will better prepare students for the internship experiences. We expect to find more students exceeding the expectations of supervisors in the summer of 2017 as a result of more meaningful internships and better preparation for the internship experiences.	<p>Written Grammar Satisfaction Results</p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Written Grammar Satisfaction Results</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>48</td> </tr> <tr> <td>2016</td> <td>38</td> </tr> <tr> <td>2017</td> <td>45</td> </tr> </tbody> </table>	Year	Satisfaction Score	2015	48	2016	38	2017	45
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6. Satisfaction of graduating seniors in the traditional undergraduate business program with the quality of courses within the major. 90% or more of the traditional undergraduate business students will be either satisfied or very satisfied with the quality of courses.	Exit surveys of graduating seniors.	Exceeded the goal in Years 1 and 3.	Student satisfaction with the quality of the traditional business courses reached 100% in 2017.	We will continue to evaluating the quality of undergraduate business courses and we will continue with continuous improvement efforts.	<p>Course Quality Satisfaction Results</p> <table border="1" style="margin: 0 auto; border-collapse: collapse;"> <caption>Course Quality Satisfaction Results (Traditional)</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>95</td> </tr> <tr> <td>2016</td> <td>85</td> </tr> <tr> <td>2017</td> <td>100</td> </tr> </tbody> </table>	Year	Satisfaction Score	2015	95	2016	85	2017	100
Year	Satisfaction Score												
2015	95												
2016	85												
2017	100												
7. Satisfaction of graduating seniors in the adult undergraduate business program with the quality of courses within the major. 90% or more of the adult undergraduate business students will be either satisfied or very satisfied with the quality of courses.	Exit surveys of graduating seniors.	Exceeded the goal in years 2 and 3.	Student satisfaction with the quality of the adult business courses was 100% in both 2016 and 2017.	We will continue to evaluating the quality of undergraduate business courses and we will continue with continuous improvement efforts.	<p>Course Quality Satisfaction Results</p> <table border="1" style="margin: 0 auto; border-collapse: collapse;"> <caption>Course Quality Satisfaction Results (Adult)</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>85</td> </tr> <tr> <td>2016</td> <td>100</td> </tr> <tr> <td>2017</td> <td>100</td> </tr> </tbody> </table>	Year	Satisfaction Score	2015	85	2016	100	2017	100
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8. Satisfaction of graduating seniors in the traditional undergraduate business program with the quality of faculty instruction within the major. 90% or more of the traditional undergraduate business students will be either satisfied or very satisfied with the quality of faculty instruction.	Exit surveys of graduating seniors.	Exceeded the goal in years 1 and 3.	Student satisfaction with the quality of the traditional business instruction was 100% in both 2015 and 2017.	We will continue to evaluating the quality of undergraduate faculty instruction and we will continue with continuous improvement efforts.	 <table border="1" style="margin: 0 auto; border-collapse: collapse;"> <caption>Instruction Quality Satisfaction Results</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>100</td> </tr> <tr> <td>2016</td> <td>90</td> </tr> <tr> <td>2017</td> <td>100</td> </tr> </tbody> </table>	Year	Satisfaction (%)	2015	100	2016	90	2017	100
Year	Satisfaction (%)												
2015	100												
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2017	100												
9. Satisfaction of graduating seniors in the adult undergraduate business program with the quality of faculty instruction within the major. 90% or more of the traditional undergraduate business students will be either satisfied or very satisfied with the quality of faculty instruction.	Exit surveys of graduating seniors.	Exceeded the goal in all three years.	Student satisfaction with the quality of the adult business instruction was 100% in all three years.	We will continue to evaluating the quality of undergraduate faculty instruction and we will continue with continuous improvement efforts.	 <table border="1" style="margin: 0 auto; border-collapse: collapse;"> <caption>Instruction Quality Satisfaction Results</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>100</td> </tr> <tr> <td>2016</td> <td>100</td> </tr> <tr> <td>2017</td> <td>100</td> </tr> </tbody> </table>	Year	Satisfaction (%)	2015	100	2016	100	2017	100
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10. Overall satisfaction of graduating seniors with their traditional business major. 90% or more of the traditional undergraduate business students will be satisfied with the quality of their business major.	Exit surveys of graduating seniors.	Exceeded the goal in years 1 and 3.	Overall student satisfaction with the traditional business major was 100% in both 2015 and 2017.	We will continue to evaluating the overall quality of the traditional undergraduate business major and we will continue with continuous improvement efforts.	<p>Overall Satisfaction with Major Results</p> <table border="1" style="margin: 0 auto;"> <caption>Overall Satisfaction with Major Results (Traditional Business Major)</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>100</td> </tr> <tr> <td>2016</td> <td>100</td> </tr> <tr> <td>2017</td> <td>100</td> </tr> </tbody> </table>	Year	Satisfaction (%)	2015	100	2016	100	2017	100
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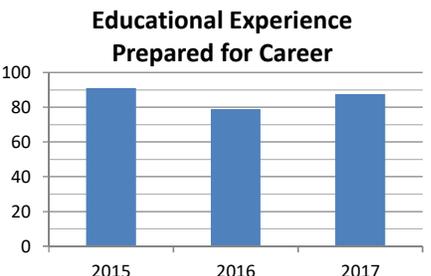
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12. Educational experience prepared traditional graduating seniors for career. 90% or more of the traditional undergraduate business students will indicate that their educational experience prepared them for their careers.	Exit surveys of graduating seniors.	Exceeded the goal only in year 1.	Graduating seniors do not feel as prepared for their careers in 2016 and 2017 as we would like.	With the increased emphasis on internships and readiness for the workplace, Incoming freshmen as well as existing students began to hear more about career preparation during 2016-17. We will monitor this in the coming year to see if students are taking steps to make them feel more ready for their careers.	 <table border="1" style="margin: 0 auto; border-collapse: collapse;"> <caption style="text-align: center;">Educational Experience Prepared for Career</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>90</td> </tr> <tr> <td>2016</td> <td>80</td> </tr> <tr> <td>2017</td> <td>90</td> </tr> </tbody> </table>	Year	Percentage	2015	90	2016	80	2017	90
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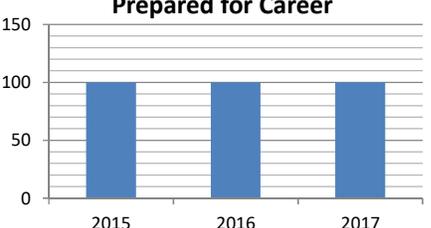
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13. Educational experience prepared adult graduating seniors for career. 90% or more of the adult undergraduate business students will indicate that their educational experience prepared them for their careers.	Exit surveys of graduating seniors.	Exceeded the goal in all three years.	100% of graduating adult seniors who participated in this survey between 2015 and 2017 feel prepared for their careers.	We will emphasize career readiness in the adult programs in the coming years and we will continue with continuous improvement efforts.	<p>Educational Experience Prepared for Career</p>  <table border="1" style="margin: 0 auto; border-collapse: collapse;"> <caption>Educational Experience Prepared for Career</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>100%</td> </tr> <tr> <td>2016</td> <td>100%</td> </tr> <tr> <td>2017</td> <td>100%</td> </tr> </tbody> </table>	Year	Percentage	2015	100%	2016	100%	2017	100%
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14. Overall satisfaction of graduating MBA students with their degree. 90% or more of the MBA graduates would recommend the MBA program at Anderson University to others.	Exit surveys of graduating MBA students.	Exceeded the goal in years 1 and 2.	11.4% of graduating MBA students during the 2016-17 Academic Year would not recommend the MBA program to others. This indicates that we may have issues that need to be addressed.	We will investigate this further during 2017-18 and we will continue with continuous improvement efforts in the MBA program.	<p>MBA Students Who Would Recommend MBA Program</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>MBA Students Who Would Recommend MBA Program</caption> <thead> <tr> <th>Year</th> <th>Number of Students</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>95</td> </tr> <tr> <td>2016</td> <td>95</td> </tr> <tr> <td>2017</td> <td>90</td> </tr> </tbody> </table>	Year	Number of Students	2015	95	2016	95	2017	90
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