



ASSESSMENT RESULTS & RECOMMENDATIONS

2019



Published by
International American University
3440 Wilshire Blvd., Suite #1000
Los Angeles, CA 90010 USA
www.iau.la

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INSTITUTIONAL ASSESSMENT PLAN RESULTS

IAU's Institutional Assessment Plan (IAP) functions as a map to guide the processes of assessment at IAU to determine how well it is accomplishing its mission. This document will review how well IAU has achieved its goals and objectives and make suggestions based on the data gathered.

The assessment process is a continuous, cyclical process, repeating the same steps every calendar year. IAU's academic calendar runs from January through December. IAU conducts the assessment in the summer of the following year after the close of the academic calendar. This allows ample time to "close the books" on the previous year and organize the data to be analyzed. The assessment process is repeated annually, except for the student learning and Curriculum, which is done biennially.

INSTITUTIONAL ASSESSMENT PLAN

Analysis & Key Findings

The TRACS EVALUATION TEAM REPORT recommended: (1) *The institution revise and fully implement its established processes for the assessment of the educational programs (8.8).* (2) *The institution utilize more direct measures for assessing student learning at the institutional, program, and course levels (12.3).* After an analysis of its current Assessment Plans, IAU's CEO and CAO set to re-design its IAP and PAP with the recommendations from the EVALUATION TEAM REPORT.

Recommended Action

IAU reviewed its Institutional Assessment Plan (IAP). Under the direction of Ryan Doan, Chief Executive Officer (CEO) and Dr. Richard Gayer, Chief Academic Officer (CAO), IAU revised its established processes for the assessment of its educational programs in the 2019 IAP. Additionally, under the direction of Dr. Richard Gayer, CAO, IAU utilized more direct measures for assessing student learning at the institutional, program, and course levels. This included the review of student artifacts and assignments of students in the ASBA and BBA programs.

The IAP was then presented to the Board for review and approval at an Emergency Board Meeting. In the Summer 2019, IAU fully implemented the new assessment process for the scheduled undergraduate programs, the Associate of Science in Business Administration (ASBA) and Bachelor of Business Administration (BBA). The faculty-led curriculum development, review, modification, and assessment of the educational program are included in the 2019 IAP.

OFFICIAL STATEMENTS

Analysis & Key Findings

IAU's Official Statements include the FAITH STATEMENT, MISSION STATEMENT, and INSTITUTIONAL OBJECTIVES. These three statements guide IAU forward and represent IAU to the public. IAU's Official Statements shall be reviewed by IAU's Board, understood and respected by the institution's Board, Administration, Faculty, Staff and Students, and published in all IAU's key publications. Faith Statement is compliant with TRACS' standards. Mission Statement is appropriate to Christian higher education, is consistent with its operating authority. Institutional Objectives are consistent with IAU's Mission, its scope of recognition with TRACS, and its Faith Statement.

Recommended Action

No action is recommended at this time.

ORGANIZATIONAL STRUCTURE

Analysis & Key Findings

IAU is in full compliance. IAU has a system of governance that facilitates the accomplishment of its mission and objectives and supports institutional effectiveness and integrity. Through its organizational structure, IAU creates and sustains an environment that encourages teaching, learning, service, scholarship, and, where appropriate, research activity. Such governance assures

provision of support adequate for the appropriate functioning of each organizational component. IAU has sufficient independence from any external entity, such that it is solely accountable for meeting accreditation requirements.

Recommended Action

No action is recommended at this time.

INSTITUTIONAL PUBLICATIONS & POLICIES

Analysis & Key Findings

IAU produces and maintains current, accurate, and consistent publications (including its website) which appropriately reflect the IAU's Mission and operations. IAU develops and implements policies which are comprehensive and provide the guidance necessary for the institution to function appropriately. In compliance, however, annual updates need to be made.

Recommended Action

Update IAU's TRACS status for the 2020 Catalog to state that we are in "Applicant" status. If we have achieved "Candidacy" status by 2020, we will need to update both the website and Catalog accordingly. Ensure retention rates and course completion rates publicly available.

EDUCATIONAL PROGRAMS

Analysis & Key Findings

The university does a good job of conveying all relevant policies to students and faculty. To provide academic freedom to faculty members some policies vary from one faculty member to another. This is an ongoing debate within the institution.

Recommended Action

Specific to plagiarism, late work and general timely arrival of students to class, the university should prioritize an effort to have faculty work together to standardize these policies where appropriate. Specific to attendance/timely arrival to class, exploring biometric attendance mechanisms could be investigated.

DISTANCE EDUCATION

Analysis & Key Findings

IAU is doing a good job of serving its distance education students. Areas for improvement include ensuring that policies are articulated in such a way that distance learning students can quickly identify that the policies pertain to their situation.

Recommended Action

Update verbiage of existing policies to explicitly state/include distance education students or create duplicate statements under a separate section of documentation and policy that pertains specifically to distance education students.

GARDEN GROVE SATELLITE TEACHING SITE

Analysis & Key Findings

The Garden Grove Satellite Teaching Site is in compliance with TRACS guidelines. Through the process of evaluation, it was noted that there are not many undergraduate classes held at the site, and that there are significant portions of time where physical resources appear to be under-utilized. In the Fall term there were several days where classrooms 1&2 were unscheduled for a large portion of the day.

Recommended Action

IAU should investigate the apparent under-utilization of the resource to ascertain if it is in response to a lack of student interest in courses offered at the location during those times, a lack of faculty to teach the courses, or a combination thereof. One of

the difficult aspects of capturing true demand is the lack of awareness students may have about the ability to take courses at the Garden Grove Satellite Teaching Site. If there are few courses offered either because IAU perceives little demand, or because IAU does not have sufficient faculty to offer more courses in Garden Grove students may not seek out the resources that appear not to exist. As such, IAU may want to entertain offering courses on the schedule while having students select a contingency course in the event the Garden Grove Teaching Site enrollment for a course drops below the minimum required number of students.

STUDENT ACHIEVEMENT BENCHMARKS

ASSOCIATE OF SCIENCE IN BUSINESS ADMINISTRATION (ASBA)

RETENTION RATES

N/A - IAU only admitted 1 ASBA student to the Fall 2012 cohort.

GRADUATION RATES

N/A - IAU only admitted 1 ASBA student to the Fall 2012 cohort.

COMPLETION RATES

N/A - IAU only admitted 1 ASBA student to the Fall 2012 cohort.

JOB PLACEMENT RATES

N/A, IAU did not track job placement rates during this period.

BACHELOR OF BUSINESS ADMINISTRATION (BBA)

RETENTION RATES

Analysis & Key Findings

IAU exceeded benchmark of 50% retention in both the Spring and Fall 2012 cohorts. Retention dipped from 100% to 95.71% in the Fall term.

Recommended Action

Continue efforts in similar fashion. If time/resources allow try to ascertain the cause of the slight decline in retention from spring to fall terms.

GRADUATION RATES

Analysis & Key Findings

IAU failed to meet graduation benchmark of 25% for the 2012 cohort.

Recommended Action

Compare subsequent cohorts to see if the lack of performance can be tied to a specific issue. The supposition is that the lack of persistence in the learning sites outside the U.S. was the main reason for failing to meet the benchmark.

COMPLETION RATES

Analysis & Key Findings

As with the graduation rates, IAU failed to meet graduation benchmark of 25% for the 2012 cohort.

Recommended Action

Compare subsequent cohorts to see if the lack of performance can be tied to a specific issue. The supposition is that the lack of persistence in the learning sites outside the U.S. was the main reason for failing to meet the benchmark.

JOB PLACEMENT RATES

N/A, IAU did not track job placement rates during this period.

STUDENT LEARNING

Analysis & Key Findings

Programs are assessed biennially. In 2019, ASBA & BBA was assessed. IAU is committed to excellence in teaching through the use of evidence-based, inclusive pedagogies that foster the knowledge, skills, relationships, and values necessary for students to succeed in a rapidly changing world. IAU embraces an inclusive spirit that values the enrichment diversity brings to students' understanding, leading to greater opportunities to improve the lives of all people. It fosters a convergent spirit, teaching students to see problems and solutions from multiple viewpoints, to move fluidly across disciplines, and to work comfortably in disparate teams. And it cultivates an entrepreneurial spirit, empowering students to innovate and find creative approaches to solving complex problems. IAU prepares students to navigate ambiguity, to utilize their intellectual curiosity to identify and realize opportunities and to evolve into visionary leaders who seek impactful and ethical solutions for the local, national, and global challenges of our time. There is a wide range of speaking and writing abilities represented in the IAU classroom.

Recommended Action

Continue to assess and cross-check PLOs and remain up-to-date with technology and the effects of globalization. Continue to recommend students to the Writing Center. Group work and direct assignment of rotating roles within work groups may prove helpful, particularly in mixed-ability groups.

FACULTY

Analysis & Key Findings

IAU employs dedicated and qualified faculty who possess the appropriate academic credentials and professional experience. The fundamental contribution of the faculty is to provide effective instruction and advice and to do so in a manner that makes the curriculum vital, with reference to the Mission and Institutional Objectives of IAU. An additional function of the faculty is to advise the administration and board in the formulation of academic policies involving such matters as curriculum, admissions, advising, student services, and faculty welfare. Based on the information that was gathered and verified, we are in full compliance.

Recommended Action

Continue hiring more terminal degree holding business instructors. This is not a high priority for two reasons: 1) instructors who do not have terminal degrees may teach at the MBA level, but they do not teach at the DBA level; 2) instructors who do not have terminal degrees that teach at the MBA level have all demonstrated competencies that the institution has determined through a formally documented process to be equivalent to the required degree. To become fully compliant, it is recommended that we switch from an ISL word file that is only updated sporadically to an ISL shared spreadsheet that is kept up to date as faculty are added and dropped from the faculty pool.

STUDENT SERVICES

ADMISSIONS SERVICES

Admissions – General Services

Analysis & Key Findings

The OFFICE OF ADMISSIONS (ADM) typically serves as the initial contact point for the prospective student. ADM provides prospective students with information about IAU, its programs, admissions standards, academic policies, and services. IAU's

Office of Admissions staff are professional, knowledgeable, and helpful. The admissions staff are properly trained to abide by the IAU admissions philosophy and honesty and no hard sales tactics. The admissions staff guide the prospective student through the admissions process. IAU holds weekly Open House Orientation (OHO) prospective students. All prospective students, with few exceptions, are required to attend as part of the application process. Lastly, the department manages the TESTcenter.

The Service Satisfaction data were collected through a survey using a Google Form. The survey was conducted on prospective and newly enrolled students who received services from the Office of Admissions (ADM) in the year 2018. Responding to the survey was voluntary. The respondents were not offered anything in exchange for filling out the survey. The surveys were sent out via email to 100+ students. Only 45 students responded to the survey. Different types of questions were asked in the survey including but not limited to multiple choice, rating scales, open and close-ended question. The open-ended question gives respondents to write in comments and suggestions. A total of 18 questions were asked in the survey. The survey results showed that 68.89% percent of the applicants rated five (5) and indicated that the prospective students were overall satisfied with the services provided by the Office of Admissions. In addition, the survey results indicated that applicants received services mostly in person. 64% of the applicants met once or twice a term with an Admission Advisor. 66.67% of the total respondents were MBA applicants. Furthermore, the survey results revealed that the Admissions Advisors possessed adequate knowledge to support the applicants. Most importantly, 97% percent of the applicants stated they would recommend IAU to another person. Although Admissions Advisors' interactions with the applicants played an insignificant role in deciding to enroll. Lastly, the Admissions advisor were available to assist the applicants with the admissions process.

Recommended Action

The Office of Admissions (ADM) should strive to solicit more survey responses for the year 2019. The admission staff should strive to improve overall satisfaction.

Open House Orientation (OHO)

Analysis & Key Findings

IAU offers Open House Orientations (OHO) for applicants currently located in the United States at our main Los Angeles campus. IAU hosts several each month for applicants who wish to apply for admission into our degree programs! Please note that attending Open House Orientation is mandatory for all applicants in order to complete their application process. The data were collected through a survey using a Google Form. The survey was conducted on prospective students who attended Open House Orientation (OHO) in the year 2018. Responding to the survey was voluntary. The respondents were not offered anything in exchange for filling out the survey. The surveys were handed out at the end of the OHO. Only 345 students responded to the survey. Different types of questions were asked in the survey including but not limited to multiple-choice, rating scales, and open-ended questions. The open-ended questions give respondents to write in comments and suggestions. A total of 6 questions were asked in the survey. 28.4% of the respondents heard about IAU from other sources whereas 26.7% of respondents heard about from a friend. 23.5% of the respondents found IAU on the internet. Clearly, a word of mouth plays a vital role in creating awareness for IAU. 80% of the respondents stated that those parts were clear. 4% of the respondents stated that they were not clear on the "Documents & Deadlines" part. Questions 3 asked "*What stood out about IAU that caused you to want to enroll?*" This is an open-ended question. 55 respondents mentioned CPT internship. 25 respondents mentioned affordable tuition. Other respondents mentioned location, flexibility, and business program. Questions 4 asked "*What stood out about IAU that caused you to NOT want to enroll?*" This is an open-ended question. A total of 98 respondents responded to this question. 15 respondents stated that they will not enroll because IAU is not accredited. 5 respondents stated the tuition is expensive.

Recommended Action

No action is recommended at this time.

ACADEMIC PLANNING SERVICES

Analysis & Key Findings

The Office of ACADEMIC Affairs (ACD) is charged with the academic planning for IAU's students. This includes scheduling needed classes for students to successfully complete their program degree requirements. To assess our programs and courses, IAU uses Satisfaction Surveys. The Satisfaction Survey is a digital survey. The Office of Academic Affairs collects data from active students. It is delivered digitally to active students once per term. 87 responses were submitted. The respondents' program levels were: 17.2% (15/87) ASBA, 21.8% (19/87) BBA, 59.8% (52/87) MBA, and 1.1% (1/87) DBA students. For questions 1-2, over 75% of respondents indicated that they are satisfied with IAU's programs (by selecting a score of "4 Slightly Agree" or "5 Strongly Agree"); less than 9% of respondents indicated that they were at all dissatisfied with IAU's programs (by selecting a score of "1 Strongly Disagree" or "2 Slightly Disagree"). For questions 4-7, over 72% of

respondents indicated that they are satisfied with IAU's course offerings (by selecting a score of "4 Slightly Agree" or "5 Strongly Agree"); less than 13% of respondents indicated that they were at all dissatisfied with IAU's course offerings (by selecting a score of "1 Strongly Disagree" or "2 Slightly Disagree"), with the highest number of dissatisfied respondents (11 students) indicating that the courses offered do not fit their schedule (question 5). For questions 8-9, over 58% of respondents indicated that they are satisfied with IAU's majors and concentrations (by selecting a score of "4 Slightly Agree" or "5 Strongly Agree"); less than 4% of respondents indicated that they were at all dissatisfied with IAU's majors and concentrations (by selecting a score of "1 Strongly Disagree" or "2 Slightly Disagree"). Please note that questions 8-9 were optional responses, so not all respondents provided answers to these questions. Please also note that, in the time since this survey was conducted, IAU has discontinued offering specialized majors and concentrations based on a lack of participation from the vast majority of IAU students. Many of the open-ended responses to question 10 are not actually relevant to the scope of the survey, as they relate to specific experiences with unnamed courses or instructor expectations (such as deadlines, classroom policies, etc.) or school policies (such as graduation dates and the CPT/OPT programs). Limiting our scope here to relevant answers, respondents expressed a desire for more night and weekend classes and suggested ideas for new courses that they would like to see developed and offered in the future.

Recommended Action

Overall, the responses to this survey were largely positive, though there were some areas for improvement. The most consistent issue expressed by respondents seems to be the desire for more night and weekend classes. ACD proposes filling as many night courses as possible during mandatory terms and continuing to expand IAU's Saturday course offerings. Additionally, ACD proposes surveying active IAU students before scheduling courses for the term in order to accommodate specific scheduling requests as best we can. There were also a number of new course suggestions made, which shall be passed to the Academic Council for future consideration. These course suggestions include: more business law courses, more healthcare administration courses, more hospitality management courses, non-profit organization accounting courses, language courses, and international relations courses.

STUDENT ACADEMIC SUPPORT

Analysis & Key Findings

The Office of Student Support (SSP) is charged with the administrative support of IAU's students. The office provides academic, and administrative support. Students have the most contact with the Office of Student Support during their life cycle with IAU. The Student Support team provides various advising, including but not limited to, academic advising, leave of absence, academic probation advising, and graduation "check-ups". In order to assess if the Office of Student Support is meeting its stated goals, objectives, and performance evaluation, online Satisfaction Surveys are used. The link to submit survey responses is shared with newly admitted students when New Student Orientations (NSOs) are held -- typically every 2 months. Overall, for all the questions on the survey, there were several students that chose not to respond, so there is some data missing. The following summary will only incorporate the total number of responses submitted versus the total amount of respondents who participated. Per the Satisfaction Surveys, 111 responses were submitted. Overall, respondents tend to praise coordinators for their knowledge and customer service. As indicated by the results above, 60-70% of all respondents strongly agree that the Office of Student Support is providing quality service regarding their academic planning. On the other end of the spectrum, less than 4% of all respondents think that coordinators are horribly lacking in any of the above-mentioned areas of service. From these results, we can pinpoint our strengths in providing the best service, but the open-ended comments from Question 16 also help point out areas of improvement. The overall responses of the survey indicate a positive experience between students and the Office of Student Support. Although the majority of students who participated in this survey indicated praise, there were few who indicated room for improvement. Some responses covered topics that are unfortunately out of Student Support coordinators' control; such as wi-fi connectivity issues, accreditation, CPT/OPT workshop requests, etc.

Recommended Action

However, the responses that pertain to Student Support push for more frequency of contact as to avoid confusion among students with regards to their academics. Such responses include a student who pointed out there should be more consistency in presenting information. In order to combat the inquiries students have brought up, the Office of Student Support is aiming to provide optional workshops throughout the academic year in order to present clear, concise, and accurate information. These workshops aim to relate with students on the different academic policies and procedures IAU follows in order to have students become more knowledgeable of the standards IAU adheres to. This workshop also assists students in providing them with detailed information on what IAU expects of them. This includes aiding students in properly reading important academic documentation, making them aware of all graduation requirements expected in the appropriate program, as well as encouraging them to be an academically active student. This is all meant to acknowledge and support the different inquiries students have brought to light in the Online Satisfaction Surveys. In the same matter, the Office of Student Support has discussed organizing walk-in schedule for students to come in with a question or concern. This will allow our students feel welcomed and heard without an appointment. We hope this can help encourage more communicate and proactive academic advising. In addition, as a result of the ongoing responses students submit on the Online Satisfaction Surveys, the Office of

Student Support is actively searching for ways to increase our communication techniques and minimize any confusion students may experience.

STUDENT PAYMENT COLLECTION

Analysis & Key Findings

The OFFICE OF STUDENT FINANCE (FIN) manages and handles all areas related to student financial records, including but not limited to advising students of financial policies, providing financial advising, and collecting student tuition payments. The Service Satisfaction data were collected through a survey using a Google Form. The survey was conducted on current and former students who received services from the Office of Student Finance in the year 2018. Responding to the survey was voluntary. The surveys were sent out via email to students each month. A total of 21 questions were asked in the survey in multiple choice, rating scales, and an open-ended question. The open-ended question gives respondents to write in comments and suggestions. The data was collected from 70 students surveyed and the average number of active students each term is approximately 800. In order to increase accuracy and better measure the Office of Student Finance performance, a larger sample size needs to be collected. Receiving a greater number of responses would enable the Office of Student Finance to more precisely identify areas that are satisfying the students' needs and which need further attention. One finding from the survey is some students believe they were not notified of tuition policies and/or changes to their accounts. Tuition reminders are regularly sent out to students as appropriate, but the Office of Student Finance can also review student contact information and ensure it is up to date before releasing the message.

Recommended Action

The Office of Student Finance should strive to solicit more survey responses for the year 2019. The Office of Student Finance should ask what the student's status is when they take the survey. Example) Current, Post, or Prospective student. The Office of Student Finance should ask who they received the service from.

CAREER SERVICES

Analysis & Key Findings

The OFFICE OF STUDENT SERVICES (SSV) promotes the quality of student service by providing career-related workshops, organizing extra-curricular activities, organizing spiritual development workshops, fostering the alumni community, and communicating messages to the IAU community. Career Services is but one department under the Office of Student Services. The career services team provides career services, which includes but is not limited to, job placement, notification of internship opportunities, F-1 Curricular Practical Training (CPT)/Optional Practical Training (OPT) advising and paperwork assistance, career-related workshops, resume critique, and mock interviews. To Assess our Career Services, IAU uses Satisfaction Surveys. The Satisfaction Survey is a digital survey. Career Services collects data from active students. It is delivered digitally to active students twice per term (once a session). A majority of the respondents gave very positive feedback to the coordinators with a few suggestions on how to improve Career Services in general. Respondents were thankful and mentioned that the coordinators were helpful. One respondent had a negative review saying the coordinators should take care of students better. Some areas of improvements mentioned were having a better system set up to inform students of updated policies, better career placement availability, and faster response time to emails.

Recommended Action

Overall, the responses to this survey were positive, though there are a few areas of improvement. Career Services will be creating short videos to share in the classrooms about updated policies to CPT and OPT. Other possible videos for the future will be tutorials on the CPT and OPT process. Career Services will see how this first Updated Policy video does to see if they will move forward with creating and disseminating videos. Another suggestion that a respondent made was having better career placement availability. The Career Services team will start going around to the different business in the 3400 Wilshire Blvd. building as well as other businesses in the area to see if anyone would be interested in hiring an IAU student as an intern. The coordinators will provide a small packet of information about IAU and what it takes to hire an F-1 student. They will create a list of interested business and provide that information to students looking for a job.

WRITING CENTER

Analysis & Key Findings

The OFFICE OF STUDENT SERVICES (SSV) promotes the quality of student service by providing career-related workshops, organizing extra-curricular activities, organizing spiritual development workshops, fostering the alumni community, and communicating messages to the IAU community. The Writing Center is but one department under the Office of Student Services. The Writing Center provides assistance, which includes but is not limited to, English writing assistance, English tutelage, critique on papers and assignments, and free TOEFL preparation for prospective students. To assess our Writing Center, IAU uses Satisfaction Surveys. The Satisfaction Survey is a digital survey. After providing feedback to students' papers, resume, etc. the Coordinator, Writing Center emails the students to collect data from them. Overall, the responses to this survey were largely positive, though there are a few areas of improvement. The main issue is that students are rarely using the Writing Center. No matter how many times Media emails students and faculty members, students still do not show up or email the Writing Center. So, the Coordinator will have to visit classes in the future to make announcements in the classrooms to show its existence. IAU would like to raise the average of students who say they use the Writing Center rarely (1-2 times a term) to occasionally (2-4 times a term). An interesting takeaway was that slightly more than 50% of the students surveyed said that they visit the Writing Center in person than emailing. According to IAU's research, it appears more students email the Writing Center than visit in person based on the type and number of assignments that the Coordinator saves in IAU's shared server. This research moved the Writing Center from having on-campus hours 3 days a week to 1 day a week.

Recommended Action

More research will have to be done to see if IAU should allow more on-campus hours.

REGISTRAR SERVICES

Analysis & Key Findings

The OFFICE OF THE REGISTRAR oversees the enrollment services, recordkeeping for all prospective and current students of IAU, entering of course grades, retention, and graduation processing. The OFFICE OF THE REGISTRAR also provides administrative student technical support for *myIAU*. The Service Satisfaction data were collected through a survey using a Google Form. The survey was conducted on current and former students who received services from the Office of the Registrar in the year 2018. Responding to the survey was voluntary. The respondents were not offered anything in exchange for filling out the survey. The surveys were sent out via email to 100+ students. Only 34 students responded to the survey. Different types of questions were asked in the survey including but not limited to multiple choice, rating scales, and an open-ended question. The open-ended question gives respondents to write in comments and suggestions. A total of 12 questions were asked in the survey. The survey results showed that 79.41% percent of the students rated five (5) and indicated that the students were overall satisfied with the services provided by the Office of the Registrar. In addition, the survey results indicated that students received services mostly in person. Although, the in-person meeting frequency was low. 55.9% of the students met once or twice a term with a Registrar's staff. 82.35% of the total respondents were MBA students. Furthermore, the survey results revealed that the Registrar staff possessed adequate knowledge to support the students. Lastly, the Registrar staff were available to assist the students. The students were overall satisfied with the services. The mean score was 4.5 or above for questions #2 through 11. The survey results did not reveal students' dissatisfaction in any area. Any ratings below 4.0 would be an immediate area of concern. Staff availability and response time are satisfactory. No Action is required.

Recommended Action

No action is recommended at this time.

MEDIA/EVENTS

Analysis & Key Findings

The Office of Student Services – Media/Events regularly evaluates the effectiveness of its offering and delivering of student activities, professional and spiritual development workshops, and cultural events. Additionally, the office assesses how it communicates said events, notifications, and other mass communications with the student body. To Assess our Communication and Events from The Office of Student Services, IAU uses Satisfaction Surveys. The Satisfaction Survey is a digital survey. The Office of Student Services collects data from active students. It is delivered digitally to active students after every event. Also, a link is provided when sending general emails to students and alumni. 28 responses were submitted. For question 12, 40 responses were collected somehow. This is the only question that received this amount of responses even though a majority of the questions on the survey were mandatory. Based on these numbers, 90% (36 out of 40) respondents said they prefer to be emailed while 10% (4 out of 40) respondents said they prefer a phone call when dealing with the best way to communicate with them. 86% of respondents indicated that they are satisfied with how they are communicated about events, workshops, class closures, etc. One respondent suggested the IAU front page on the website has a calendar of events so that students can

see what is always happening. Another respondent suggested we check our emails sent because there are errors on there. An average of 91% of respondents indicated that they are satisfied with the events and workshop. For question 24, the only relevant responses for what other services they would like IAU to offer are having more companies for students to pick for CPT/OPT and workshops on the progress of student life.

Recommended Action

Overall, the responses to this survey were positive, though there are a few areas of improvement. The Events and Media team will create more engaging emails to students and check to see if there are errors before sending it out. This will be checked by sending the email draft to the supervisor for approval. They will also look into creating a general calendar of events on the first page of the website. The Events and Media team will also take the suggestions for future workshops and reach out to professors to see if they would be interested in offering a workshop within these mentioned categories. The Events and Media team will also reach out to Career Services to inform them that students are looking for more companies to choose from when going for CPT and OPT.

FACILITIES

Analysis & Key Findings

The Service Satisfaction data were collected through a survey using a Google Form. The survey was conducted on current and former students who responded to the survey that are adequately satisfied with IAU's surrounding and its environment. Responding to the survey was voluntary. The respondents were not offered anything in exchange for filling out the survey. The surveys were sent out via email to our student body. Only 29 students responded to the survey. The survey results showed that 71% percent of our students have rated five (5) and strongly agree that the classrooms, lobby, hallways, lounge, and etc. meets the cleanliness standard that they expect from our facility. Furthermore, the survey also results that IAU is a well-maintained facility where students can feel safe when they are here on campus. 89% percent of the respondents have said that the cleanliness of our facility has met its standard expectations. The students were overall satisfied with the service that they received along with the surrounding area of our facilities. The average score was 4.5 and above for questions 1-10. 29 participants completed the survey and provided feedback on our facilities. Any ratings that received a 14% or below needs to be revisited to improve the overall facility ratings.

Recommended Action

Based on the 2019 survey, we should do a comparison result from our previous data in order for us to get an accurate view on how adequate our facilities are.

LIBRARY SERVICES

Analysis & Key Findings

To Assess our Library, IAU uses Satisfaction Surveys. The Satisfaction Survey is a digital survey. The Library collects data from active students. It is delivered digitally to active students once a term. Overall, the responses to this survey were positive, though there are a few areas of improvement. 37 responses were submitted. 29.7% (11/37) of respondents said they never use the Library. 24.3% (9/37) respondents said they use the library once a month. 45.9% (17/37) of respondents said they use the library once a week. 81% of respondents said they use the Library to study and do homework. 16% said they are only in the Library when they have class. And 13% of respondents said they use the Library for personal reasons like checking their social media page. Some of these responses may overlap since respondents could answer more than one response.

Recommended Action

The Library staff will reach out to the Office of Executive Affairs about providing more outlets for students to plug in their laptops. Also, IAU will be hiring student Interns as Librarian assistants to help with all Library needs so that we have someone available during regular working hours. IAU will provide better resources for students on how to navigate through LIRN. The Librarian will search for LIRN and EBSCO tutorials online and share with the IAU community as well as have links on the Library section on the university website.

FINANCIAL OPERATIONS

Analysis & Key Findings

IAU will exhibit financial stability and integrity as a means of demonstrating the viability of the institution. IAU's financial resources will be adequate to carry out its mission and support its programs and activities for the foreseeable future. Physical and electronic BOD minutes and external financial audit report were the main tools that were used to obtain the data needed to confirm compliance. Additional instruments used included: meeting minutes, organizational chart, job descriptions, budget planning report, budget approval report, documentation from professional/spiritual development workshops, IAP Form. Based on the information that was gathered and verified, IAU is in full compliance.

Recommended Action

IAU's financial team recommends to continue the actions it is currently doing while making improvements to save time and increase productivity.

STRATEGIC PLAN

Analysis & Key Findings

IAU's planning processes are all-inclusive in nature and lead to the development of a comprehensive institutional Strategic Plan. The Strategic Plan will address such factors as educational programs, student enrollment, staffing projections, finances, facilities, equipment, and policies and procedures for operation. The strategic planning processes include both short-range (1-2 years) and long-range (3-5 years) projections and goal setting. These processes will identify priorities, set goals and timelines, and identify individuals responsible for implementation. IAU utilizes the results of assessments in broad-based continuous planning and evaluation processes and incorporates them into overall strategic planning processes. IAU has comprehensive Strategic Plan and its creation had all departments involved. It is a living document and meetings are held each quarter to amend, change, or update progress. Changes are processed through the Strategic Planning Council to Academic Council, and to Board when required. IAU is in full compliance with all elements except regarding a dedicated line item in pro forma budget.

Recommended Action

A delineated line-item for strategic planning be added to 5-year pro forma budget.

LIBRARY AND LEARNING RESOURCES

Analysis & Key Findings

IAU maintains a library and learning resources (including physical as well as digital resources) which are adequate to support the Mission of IAU, the educational programs offered, and to promote the intellectual, spiritual, and cultural development of faculty and students. Additionally, the institution provides appropriate access to these learning resources and to relevant facilities, equipment, supplies and services. To assess our Library, IAU uses the IAP Form and Satisfaction Surveys. The Satisfaction Survey is a digital survey. The Library collects data from active students. It is delivered digitally to active students once a term. Overall, the responses to this survey were positive, though there are a few areas of improvement.

Recommended Action

The Library staff will reach out to the Office of Executive Affairs about providing more outlets for students to plug in their laptops. Also, IAU will be hiring student Interns as Librarian assistants to help with all Library needs so that we have someone available during regular working hours. IAU will provide better resources for students on how to navigate through LIRN. The Librarian will search for LIRN and EBSCO tutorials online and share with the IAU community as well as have links on the Library section on the university website.

The library handbook needs to have information that includes instructional information with regard to the EBSCO and ProQuest databases. There should also be information about how to use Librarika. The library needs to create specific documentation about how the materials in Librarika and LIRN support the academic programs offered.

FACILITIES AND EQUIPMENT/ HEALTH AND SECURITY

Analysis & Key Findings

IAU maintains physical facilities and necessary equipment which are adequate to serve the institution's mission and objectives. Facilities, regardless of location, meet all state and local requirements and provide an atmosphere for safe and effective learning. IAU provides a healthy, safe, and secure environment for the institution's personnel and students, regardless of location. IAU requires more professional training on what to do during an emergency.

Recommended Action

Recommend annual training for IAU's faculty and staff so that they know what to do during an emergency.