ASSESSMENT RESULTS & RECOMMENDATIONS

2021

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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.

ASSESSMENT OF GUIDING PRINCIPLES

Analysis & Key Findings
All statements are properly published in the correct publications. All statements still represent IAU. Feedback from the community suggests small grammatical updates and that the Faith Statement minimizes gendered language (example using the term humanity vs man).

Recommended Action
Begin a draft to update the language in the Faith Statement and present to the board with the updated / alternative statements.

ASSESSMENT OF EDUCATIONAL PROGRAMS

Associate of Science in Business Administration (ASBA)

Analysis & Key Findings
The analysis shows that IAU is not only meeting, but exceeding, its Program Learning Objectives with the exception of Written Communication. In this area, of the five students reviewed, two did not meet expectations. While this is a small sample size, it places IAU at only 60% proficient in Written Communication.

Recommended Action
Written Communication is in need of improvement. Oral communication would be better measured with recorded presentations. Signature assignment would be a better measure of ethical reasoning than final exams. Assignment prompts should be included along with the signature assignments in the next program review to better mark assignments with rubrics. All faculty who teach courses with signature assignments should receive a copy of the assessment rubric and ensure that the assignment aligns with the rubric.

Bachelor of Business Administration (BBA)

Analysis & Key Findings
With some few exceptions, after reviewing randomly selected student performance mainly regarding signature assignments, student performance met or exceeded criteria.

Recommended Action
Replace generic grading rubric in syllabi (Unsatisfactory/Satisfactory/Good/Excellent) with specific grading rubrics for students which align closely or identically to PLO Rubrics related to that course (Minimal/Emerging/Proficient/Exemplary).

ASSESSMENT OF INSTITUTION AND OPERATIONS

Organizational Structure

Analysis & Key Findings
According to this assessment, IAU fully meets all prescribed standards and criteria.

Recommended Action
N/A

Faculty

Analysis & Key Findings
Per the assessment and analysis, IAU is in compliance with all standards and criteria set forth for faculty.

Recommended Action
None

Publications and Policies

Analysis & Key Findings
IAU is fully compliant with the publication and policies standard. The Catalog, SOP Handbook, and Faculty Handbook are comprehensive, easy to understand, and contain essential information for the student, staff, and faculty.

Recommended Action
No action is recommended at this time.

Student Services

Analysis & Key Findings
The data collected suggests that students are satisfied with the quality of work provided by the Office of Admissions with nearly all 5's in each area of the survey. The questions range from quality of service, to information received through the Online Open House Orientation, and their experience during the admissions process. The primary communication method with prospective applicants who completed the survey was done via email. According to student comments, in-person appointments or follow-up phone calls are more efficient than back-and-forth emailing.

Recommended Action
No recommended actions about the admissions requirements or procedures.

Academic Planning Services

Analysis & Key Findings
Per the data, a majority of students (between 68.7%-69.7%) were satisfied with the program quality and course schedule offered by IAU. Additionally, a majority of students (71.7%) found that IAU provided courses and programs that assisted them in achieving their goals. Per the commentary, the key points of improvement in which students recommend were within the following categories: Facilities (improve projectors, visual aids in classrooms), Curriculum (restructure online courses to provide further engagement), Professional Training/Development (block-chain and cryptocurrency) and Scheduling (offer more evening courses for programs, emphasis on the DBA program).

Recommended Action
Currently, IAU has installed new monitors and tv's within the classrooms located at the LA Main Campus. It is recommended for ACD to look into offering additional workshops/courses which interest students, including, but not limited to, block-chain, cryptocurrency, etc. New courses have been provided in Management Information Systems (MIS) in order to gauge students' growing interest in specialized fields. Additional minors are underway to be added into the undergraduate and graduate curriculum. Additionally, the DBA cohort has been abolished in order to provide DBA student's with more flexibility in their class scheduling. ACD shall continue to seek new channels for improving the courses and programs which are offered to students at IAU.

Career Services

Analysis & Key Findings
Per the survey response data, students were overall satisfied with the career services provided. The majority of the responses were rated 4-5 in regards to both career counselling and SEVIS employment work authorization procedural services. Majority of student comments are positive responses to the services and overall appointment experiences provided as well. Many students left positive comments noting the coordinators' knowledge, fast response time, as well as friendly and professional demeanor.

Recommended Action
N/A

Media/Events

Analysis & Key Findings
Our students' main source of communication from IAU is email communication. After that is via phone. According to the survey responses, the majority of the student body prefer this form of communication as the primary method. Our students are content with email messages and social media content; however they request more messages in regards to school updates. In addition to this, our students would like more IAU events that center on professional networking, professional development along with community involvement (community service, philanthropy, etc.).

Recommended Action
MEDIA will continue reaching out to the IAU community via email. MEDIA will also continue growing IAU's social media platforms by actively posting and tracking engagement. Due to overwhelming student requests for more IAU updates, MEDIA will create a webpage to list major updates in chronological order.

Registrar Services

Analysis & Key Findings
The Service Satisfaction data were collected through a survey using a Google Form. The survey was administered on current and former students who received services from the Office of the Registrar in the year 2020. Responding to the survey was voluntary. The respondents were not offered anything in exchange for filling out the survey. A total of 35 students responded to the survey. The data collected suggests that students are overwhelmingly satisfied with the service provided

For question #1, the survey result revealed that 93.8% of the respondents strongly agreed with the statement that states, "The quality of service I received from the registrar staff was excellent. They were knowledgeable, well trained, friendly, and supportive." Moreover, the remaining 6.3% of the respondents indicated they Agree with the statement.

There were 34 comments made in the open-ended question #2: "What was done well or what could we improve that would help you the most?" 26 comments were complementary in nature. Many student comments suggested a fundamental misunderstanding of the Office of the Registrar's scope of operation such as payment process, course registration and course availability. The Office of the Registrar is not responsible for the payment process, course offering and course registration for students. Therefore, those comments were deemed irrelevant for this survey analysis.

Recommended Action
No recommended actions pertaining to the services provided by the Office of the Registrar. In general, IAU should emphasize to the students during the new student orientation which office facilitates what student services. Moreover, it is recommended each office should have an assigned phone extension number so students can connect with the pertinent staff. Another recommendation for the IAU website is to include a page that lists all the services provided by the Office of the Registrar in detail with the applicable form, fees, and processing time.

Student Support Services

Analysis & Key Findings
A majority of the survey responses for Student Support (SSP) show consistent 4s and 5s in all categories, including quality of service that SSP rendered to students, helping students understand program completion and helpful resources, as well as explaining policies. Comments were positive, citing how organized online classes are and how helpful Student Support has been with accommodating needs and answering emails in a timely manner.

Recommended Action
Student Support shall continue to deliver excellent customer service consistently throughout the year and is constantly seeking ways to improve and make policies/information easier to obtain and digest. This has been done through updating all forms of communication and also updating New Student Orientation to help newer students feel better integrated and readily acquainted with IAU policies and academic expectations.

Student Payment Collection

Analysis & Key Findings
The collected data suggests students are very satisfied in all areas based on the responses provided. A common comment is to offer more payment options.

Recommended Action
Based on feedback, ACC has started accepting payments via PayPal QR code, which has received regular use. ACC is also willing to take in-person payments, but it is possible students do not understand that an appointment is required.

Writing Center

Analysis & Key Findings
A majority of the respondents reported the quality of service they received ranged in the 4s and 5s primarily, but respondents also admitted to not using the Writing Center very often (scores averaging out to 2s). It appears students would prefer live, in-person assistance than virtual assistance with a majority preferring help between morning and mid-afternoon. Overall, the Writing Center has proved to be helpful to students, with scores going as low as 3 and high as 5s.

Recommended Action
In order to cater to students' needs, the Writing Center will continue to distribute surveys to gather more feedback and suggestions for improvement. Such improvements will include advertising the use of the Writing Center more frequently during low CGPA advising appointments and new student orientation, offering more in-person help when our campus re-opens, and offering office hours from morning - afternoon.

Financial Operations

Analysis & Key Findings
According to the assessment, IAU fully meets all of the prescribed standards and criteria. We have adequate finances for operations and ready-to-use credit lines for any unexpected circumstances or financial hardship that may have occurred. Moreover, we are in good compliance with any requirements such as annual audits

Recommended Action
N/A

Institutional Assessment

Analysis & Key Findings
Need to have a comprehensive meeting with departments and update the plan. Need to reflect upcoming expansion plans.

Recommended Action
Need to update actions from department heads as to completed, pending, and proposed. Expansion plans need to be developed with milestones and timelines. Also will be doing an updated educational environment.

Strategic Planning

Analysis & Key Findings
Need to have a comprehensive meeting with departments and update the plan. Need to reflect upcoming expansion plans.

Recommended Action
Need to update actions from department heads as to completed, pending, and proposed. Expansion plans need to be developed with milestones and timelines. Also will be doing an updated educational environment.

Library and Learning Resources

Analysis & Key Findings
No survey was conducted. The library provides ample resources for student and faculty research through its online databases as well as its physical materials. Therefore, it is meeting missions and objectives.

Recommended Action
No recommendation at this time.

Facilities and Equipment / Health and Security

Analysis & Key Findings

Due to COVID we are not able to submit the survey for the facilities.

Recommended Action

HR must ensure that all IAU signage is up to date and that the first-aid kit is checked on a regular basis to remove any expired medication.

Federal Requirements

Analysis & Key Findings

IAU is fully compliant with all the federal requirements.

Recommended Action

No action is recommended at this time.