



# **ASSESSMENT RESULTS & RECOMMENDATIONS**

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## INTRODUCTION, OVERVIEW, AND PROCESS

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

IAU sought feedback last year in 2021. IAU has implemented many of the feedback submitted. The GUIDING PRINCIPLES are deemed OK.

### Recommended Action

N/A

## ASSESSMENT OF EDUCATIONAL PROGRAMS

### Master of Business Administration (MBA)

#### Analysis & Key Findings

1. General Compliance: IAU currently is meeting standards for semester hours and alignment with mission statements. IAU continues to monitor enrollment operations to maintain proper levels of sustainability for school operations.
2. Program Assessment: IAU needs to continue to remain vigilant in its student evaluations regarding writing and use of critical thinking. IAU should continue to develop instructor skills to assist with teaching Christian values and identifying remedial learning needs of students.
3. Curriculum Development & Review: Overall, IAU is committed to continuous improvement for the School and its students. IAU continues to provide constant and adaptive course review for classwork and assignments, IAU is able to quickly make any needed changes to meet the needs of the ever-changing world and refocus efforts to meet new or changing professional demand in business environments. This is confirmed through classroom evaluations and via analysis of student feedback, assignments and activities.

#### Recommended Action

1. General Compliance: None
2. Program Assessment: IAU must continue to review and identify gaps in student learning and development. Instructor development is needed to ensure that students are completing course work, developing critical thinking and writing skills and that instructors not only understand the need for Christian values within the classroom but are also capable of using Christian values to illustrate lessons and provide examples in creating alternative actions and making decisions.
3. Curriculum Development & Review: IAU continues to demonstrate constant improvement of its academic programming in many areas. Review of academic courses, engaging in

communications with stakeholders, listening to the professional communities served as well as listening to faculty and faculty senate. We are committed to these actions as they will allow the school to continue on its improvement path. Expansion of programming to include courses for certification would assist in refinement of the MBA program and provide students with more sellable skills once they have graduated. Additionally, certification programs will allow for a greater net to be cast to find and recruit additional students. Greater focus should be given to empowering faculty and enlisting participation in the Faculty Senate and growing of the school.

## **Doctor of Business Administration (DBA)**

### **Analysis & Key Findings**

1. General Compliance: We are on par for that which is required. These things are reviewed constantly.
2. Program Assessment: We are on par for that which is required. These things are reviewed constantly.
3. Curriculum Development & Review: Syllabi are checked on a rotation basis for constant upgrades and improvement. Feedback comes from a number of sources including SMEs and professors teaching the courses.

### **Recommended Action**

1. General Compliance: Maintain rotation and processes.
2. Program Assessment: Maintain rotation and processes.
3. Curriculum Development & Review: Maintain rotation and processes.

## **ASSESSMENT OF INSTITUTION AND OPERATIONS**

### **Organizational Structure**

#### **Analysis & Key Findings**

IAU is fully compliant.

#### **Recommended Action**

No action is recommended at this time.

### **Faculty**

#### **Analysis & Key Findings**

Per the assessment and analysis, IAU is not in compliance since there is a void for the position of Program Chair, Undergraduate Business.

#### **Recommended Action**

IAU will hire a new Program Chair to start Fall Session 1.

### **Publications and Policies**

#### **Analysis & Key Findings**

IAU is fully compliant with the publications and policies standard. The Board Manual, Catalog, SOP Handbook, Student Handbook, and Faculty Handbook are comprehensive, easy to understand, and contain essential information for students, staff, and faculty.

### **Recommended Action**

No action is recommended at this time.

## **Student Services**

### **Analysis & Key Findings**

Generally, IAU was able to provide key services minus those that required an in-person component. Due to the pandemic, events were put on hold and the campus was mostly closed. The situation challenged staff and current operations to shift ways to provide services. Every office could be improved upon, however, with staff shortages, turnover, new hire training, budget limitations for better technology, and time constraints, it's difficult to make changes for the better in real time. The focus was to stabilize staff, operations, and services.

### **Recommended Action**

An improved student information management system that includes workflows and automated processing would help reduce errors and track tasks more efficiently taking the burden off staff. If there was turnover, it would help the transition to train new staff.

The NSO PPT could be improved upon but currently not a priority. Ideas include creating a tutorial video cut down into smaller segments embedded in a Gform quiz.

## **Library Services**

### **Analysis & Key Findings**

Only one student responded but based on their response, they are satisfied with the campus and online library. The campus library met the student's need for equipment where they did research using online resources. They mentioned they don't use the online library LIRN as much.

### **Recommended Action**

The library will do some more outreach by putting out more flyers on campus and more emails throughout the session instead of once a session.

## **Academic Planning Services**

### **Analysis & Key Findings**

Per the data, a majority of students (between 65.5%) were satisfied with the program quality at IAU. Additionally, a majority of students (62.1%) 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: Curriculum (more variety of electives, updated textbooks, real-world experience), Professional Training/Development (quickbooks, APA, and entertainment business), and Scheduling (more classes to choose from).

### **Recommended Action**

IAU is currently and will continue to schedule a variety of electives throughout the sessions. In the past, IAU would only schedule a variety of electives in session 2. ACD will reach out to the Program Chairs to conduct updates on the courses that have textbooks that are older than 5 years and to focus on textbooks that offer examples of real-world experience. Additionally, IAU will now offer APA courses for Undergraduate and Graduate students every session 2 so that new students will enroll and get a better understanding of the concepts. Lastly, IAU will be offering future courses in the entertainment business side.

## Student Payment Collection

### Analysis & Key Findings

Under data collected suggests that students are overwhelmingly satisfied in all areas. Considering that it cannot accommodate the needs of all students, the satisfaction of students was objectively drawn with an almost perfect service.

However, in order not to overlook the opinions of the few, it is necessary to consider the efficient aspect of how to apply the opinion of students. If students' information is updated quickly, and basic information that students need to know while paying tuition is delivered in the form of messages or replied by email, the satisfaction will increase further with a kind system.

### Recommended Action

At the moment, there is no urgent need for improvement. We will maintain our attitude of continuously improving in the future.

## Admissions Services

### Analysis & Key Findings

According to the data gathered, the majority of students are satisfied with the quality of work provided by the Office of Admissions, scoring nearly all 5's in each section of the survey. The questions cover everything from service quality to efficiency and processing timeliness, as well as any comments or feedback to help improve the services admissions provides. Email was the primary means of communication with prospective applicants who completed the survey.

### Recommended Action

No recommended actions about the admissions requirements or procedures.

## Facility Services

### Analysis & Key Findings

There were zero responses collected last year. Due to the covid pandemic, no one was on campus using the facilities, so there is no data to analyze.

### Recommended Action

IAU will slowly resume some campus activities. When that happens, IAU will resume administering the Satisfaction Survey – Office of Executive Affairs – Facility again.

## Tech Support Services

### Analysis & Key Findings

Almost 300 submissions in 2021. Approximate entry numbers include

- 124 Network (Server, VPN)
- 83 Google Suite (Gmail, Meet, Drive)
- 37 Web-Based Software (IAUonline, myIAU, wordpress)
- 31 Computer Software (digital programs, word, adobe)
- 17 Computer Hardware (tangible items)

Most issues were regarding the Network (Server, VPN) which entail having access to files or interruptions in the connection. The server required a lot of manpower as each employee had

their own computer and worked from home with limited technical ability. During the covid pandemic and working remotely, it would be common to have server issues.

Google Suite was the 2nd highest issue. Mostly these requests were about creating email accounts, adding/removing members from email groups, recording capabilities, or help with autoresponders.

Web Based Software was the third highest issue dealing with login issues, unable to use the software, etc.

### **Recommended Action**

Phase out using VPN and move towards Google Shared Team Drives.

We do need a tech person to assist with these issues and/or have mini training sessions (could use pre recorded videos) for staff to troubleshoot easy issues. Minimize usage of difficult technology or provide good training.

## **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 2021. Responding to the survey was voluntary. The respondents were not offered anything in exchange for filling out the survey. A total of 3 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 100% of the respondents strongly agreed with the statement that states, "The quality of service I received from the registrar staff was excellent.

There were 3 comments made in the open-ended question #2: "What was done well or what could we improve that would help you the most?" 3 comments were complementary in nature.

### **Recommended Action**

No recommended actions pertaining to the services provided by the Office of the Registrar.

## **Career Services**

### **Analysis & Key Findings**

Majority of student responses to Career Services (CSV) form was positive in terms of being assisted; however 3 responses were negative. The negative responses addressed slow response time, lack of SEVIS assistance and redundancy in completing the CSV inquiry form multiple times.

### **Recommended Action**

CSV is currently hiring new staff in order to increase response time for students. In addition, CSV is currently iterating on solutions to reduce back and forth CSV inquiry form messages so that students can be assisted in a more timely manner. CSV is also currently working on creating a guide so that students can complete tasks independently, without the supervision of CSV staff, thus allowing CSV to follow up with other students that may need immediate attention.

## Media/Events

### Analysis & Key Findings

No responses were collected due to the covid pandemic. Events were either canceled and workshops were not scheduled. Due to the transition of working remotely and staff leaving, it was difficult to maintain the same level of workshops and events for students.

### Recommended Action

Consider having remote events. Create a schedule.

## Student Support Services

### Analysis & Key Findings

The survey respondents were satisfied with the service provided by the Student Support staff.

### Recommended Action

Continue training SSP to provide good support by being knowledgeable, approachable, and available.

## Writing Center

### Analysis & Key Findings

A majority of the respondents reported that the quality of service they received ranged in the 4s and 5s primarily; they were satisfied with the Writing Center's assistance since the Writing Center Coordinator is knowledgeable and supportive and helped them to improve their grades. Respondents preferred online help by emailing [wc@iaula.edu](mailto:wc@iaula.edu), as well as in-person live assistance in the IAU Writing Center in SSP. Some also admitted to not using the Writing Center very often (scores averaging out to 2s) due to Covid and preferred online virtual tutoring. It appears students would prefer live, in-person assistance as well as 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 promoting and advertising the use of the Writing Center frequently during low CGPA advising appointments and new student orientation, offering more in-person help 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**

It is challenging to find the right courses with the appropriate assignment to assess the PLO. For example, PLO 2 is about oral communication but most courses do not have an oral presentation assignment or the video recording of a presentation was not available.

### **Recommended Action**

Determine which courses have oral presentations in order to use for next year's assessment. Select courses this year to prep for next year's IAP.

## **Strategic Planning**

### **Analysis & Key Findings**

Items on track. Updates needed and that will be accomplished with the next meeting. Budget items need to be revised. Environmental data needs updating. COVID has set us back. We will need to update the plan and backfill some of the actions items.

### **Recommended Action**

Planning on meeting with department heads in Fall to update and record progress on planning objectives. Plan to put an abbreviated strategic plan on the website in August. 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 update environmental scan.

## **Library and Learning Resources**

### **Analysis & Key Findings**

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**

For 2022, there were no student activities, events, workshops held on campus. Therefore, no survey responses were collected to assess the Facilities & Equipment / Health & Security.

### **Recommended Action**

1. Review HR-REOPENING PLAN and modify to meet current local, state, and federal requirements. For example, masks are no longer required for California.
2. Continue to operate under ICE's Procedural Adaptation with a modified class schedule and employees schedule.
3. Integrate pilot classroom technology to enhance the student learning experience, including but not limited to a digital whiteboard, multiple classroom cameras, multiple wide-screen displays, coupled with Google Meet video conferencing.

## **Federal Requirements**

**Analysis & Key Findings**

IAU is fully compliant with all the federal requirements.  
No action is recommended at this time.

**Recommended Action**

IAU is fully compliant with all the federal requirements.  
No action is recommended at this time.