Organizational Effectiveness Results

Organizational effectiveness results examine attainment of organizational goals. Each business unit must have a systematic reporting mechanism for each business program that charts enrollment patterns, student retention, student academic success, and other characteristics reflecting students' performance. Key indicators may include: graduation rates, enrollment, improvement in safety, hiring equity, increased use of web-based technologies, use of facilities by community organizations, contributions to the community, or partnerships, retention rates by program, and what you report to governing boards and administrative units.

### Analysis of Results

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>What is your measurement instrument or process?</th>
<th>Current Results</th>
<th>Analysis of Results</th>
<th>Action Taken or Improvement made</th>
<th>Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retention</td>
<td>Annual retention report</td>
<td>Retention overall reflects a positive trend. First/fulltime retention increased over the prior year by 2%.</td>
<td>Too early to tell if new Admission Office protocols for determining student success appear to be working. Total retention for fall 2016 was 49.6% (34 students) compared to 45.7% from the previous year (18 students).</td>
<td>Continued advertising and promotion of ACBSP accreditation under the leadership of the executive director of communications and marketing and the Vice President of Admissions</td>
<td><img src="https://example.com/RetentionGraph.png" alt="Retention Graph" /></td>
</tr>
</tbody>
</table>

Retention

- **Fall 2016:** 0.25
- **Fall 2015:** 0.333
- **Fall 2016:** 0.469
- **Fall 2015:** 0.44
- **Fall 2015:** 0.769
The mission of the program is to give students the opportunity to graduate with the ability to identify new opportunities, solve business problems and improve operational efficiencies. Graduates are prepared to coordinate, support and perform a broad range of duties that promote organizational efficiency. Based on the graduation rates and Career Services Graduate Survey Outcomes, students appear to be headed in the right direction when they leave as envisioned by the program. Students in the program have gone either into management
trainee positions with local, national as well as multinational firms and/or been accepted for admission into graduate programs. The program has been very effective in preparing students for the future. Through highly competitive processes program graduates have found internships and permanent employment with nationally and regionally recognized firms including Frito-Lay, Hertz Rent-A-Car, Chobani, Bristol-Myers Squibb, Upstate Medical University and Enterprise Holdings. Others have sought admittance
into and were accepted and/or completed graduate study at Clarkson University, SUNY Oswego, SUNY Polytechnical, SUNY Cortland, and Utica College.

**Enrollment:**
Grow the program by at least 10 students per year to 100 and main at least 100 students thereafter.

**Annual enrollment report**

**The goal has been exceeded each year and target of 100 students was exceeded fall 2016.**

**Program continues to meet and/or exceed program goals**

**Continued advertising and promotion of ACBSP accreditation under the leadership of the recently hired executive director of communications and marketing and the new Dean of Admissions**