Table 7.1.b - Operations and Support

Complete the following table. Provide three or four examples, reporting what you consider to be the most important data. It is not necessary to provide results for every process.

Operations and Support	What do you have to report to the administration? Those are mostly business operation processes. This list is comprised of examples to help you think about your own business operation processes. Some operational actives include hiring faculty, setting academic policies, overseeing the budget, fundraising, and other administrative duties. Other operational processes include: classroom teaching assignments, student advising and counseling activities, scholarly and professional activities, community and college service activities, administrative activities, business and industry interaction, special research programs and projects, thesis and dissertation supervision and direction, if applicable, non-traditional teaching. This list is only some examples to help you think about your own support services. Support services can include computer labs, structured assistance or supplemental instruction in math, reading, and English. Support can be emotional, physical, financial, academic, or spiritual. It could be computer-assisted instructional laboratories, study groups, tutoring, writing assistance, disability resources and technology help.

Performance Measure Measurable goal What is your goal?	What is your measurement instrument or process? (Indicate length of cycle)	Current Results What are your current results?	Analysis of Results What did you learn from the results?	Action Taken or Improvement made What did you improve or what is your next step?	Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)
Increase retention for Dauch COBE Business programs to above 70%	**First-time, Full-time Freshmen Retention (to 2nd Year)** Measures the % of first time freshmen entering the college each fall that continue on to the following fall. This is reported for each college. A 4-year history is presented. Retention rates are reported to Board of Trustess every May.	2018: 77.7% 2019: 73.9% 2020: 65.2% 2021: 72.8% 2022: Cohort won't have retention data until the census point fall 2023.	Negative trend from 2018 through 2020. 2021 showed postive trend compared to 2020. Data for 2022 not available.	Retention initiatives aimed at 1st semester, 1st year, and 2nd year students have included the Dauch COBE. In the past, retention efforts were conducted intermittently. Recent donor contributions have been allocated specifically to focus on retention efforts. Many activities, events, initiatives are being created to reach the students. We will continue to work to improve advising to make sure students are on the right track. The university is also using the SOAR Network which will provide 24/7 services that better connect students to all matters related to advising, scheduling, and academic resources. This network provides a tool to identify when students are having issues outside the classroom that may contribute to retention issues.	% of Students Retained Fall-to-Fall
Efficient Use of Budget	**Approved Operating Budget Report (COBE)**	We are efficiently using the budget allocated to COBE for undergraduate and graduate programming and services despite some lower enrollments and economy constraints	We are currently working on enrollment which has a direct effect on the college and university budget	No immediate action is taken at this time	Approved Operating Budget (COBE)
The goal is for Part-time faculty usage to be less than 25%	**Part-time Faculty Usage Rate** This process measures the % of credits taught by part-time faculty each semester within the college. A part-time faculty member is a a faculty member who teaches no more than 9 credits in a given semester. Data from the last 6 semesters is presented.	The goal was met.	The reason the college would like to limit part-time faculty usage is so that college can be more efficient with course offerings. Limiting the usage of part-time faculty limits supplemental contracts that are paid out.	No immediate action is taken at this time	% of Credits Taught by PT Faculty Goal: Less than 25%