

## Standard #6 - Organizational Performance Results, Table 6.1

**Table 6.1 Standard 6 - Organizational Performance Results**

<b>Organizational Effectiveness Results</b>	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.												
<b>Analysis of Results</b>													
<b>Performance Measure</b>	<b>What is your measurement instrument or process?</b> <b>(Indicate length of cycle)</b>	<b>Current Results</b>	<b>Analysis of Results</b>	<b>Action Taken or Improvement made</b>	<b>Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)</b>								
<b>Measurable goal</b>		<b>What are your current results?</b>	<b>What did you learn from the results?</b>	<b>What did you improve or what is your next step?</b>									
<b>What is your goal?</b>													
Increase/maintain student interaction with Career Services activities.	Overall contacts and student usage numbers as provided in the annual report of the Office of Career Services and Cooperative Education	Contacts with Career Services was on an upward trend until the start of COVID in Spring 2020. The decrease in AY 2019-20 was directly attributable to cancelled activities normally sponsored by the Office of Career Services.	The decline in students utilizing services offered by Career Services was directly attributable to the pandemic. Both individual headcount and number of contacts both declined; the percentage decrease was more pronounced in total headcount, which indicates students who already had a relationship with Career Services found ways to continue utilizing their services.	The Office of Career Services continues to explore ways to provide their essential services incorporating pandemic related safety measures, including providing such services remotely. A grant was obtained by the institution that allows the institution to pay for the internship. Outreach has occurred to various stakeholders, including employers, students, and faculty.	<p><b>Percentage of Students Served by Career Services</b></p> <table border="1" style="margin: 10px auto;"> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2017-18</td> <td>38.2%</td> </tr> <tr> <td>2018-19</td> <td>50.8%</td> </tr> <tr> <td>2019-20</td> <td>33.2%</td> </tr> </tbody> </table>	Period	Percentage	2017-18	38.2%	2018-19	50.8%	2019-20	33.2%
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Evaluate student satisfaction with the library	Responses on Graduate Exit Survey administered each semester to graduating business and economics students.	Students expressed general satisfaction with library services. On a scale of 1-4, the most recent composite response was 3.3	Spring 19 had a lower satisfaction rate for library services than other reported periods.	WVSU continues to explore ways to capture information related to the student experience. Customer (student) satisfaction is a primary focus of the current administration.	<p><b>Student Satisfaction with Library Services</b></p> <table border="1" style="margin: 10px auto;"> <thead> <tr> <th>Period</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>F 18</td> <td>3</td> </tr> <tr> <td>Sp 19</td> <td>3</td> </tr> <tr> <td>F 19</td> <td>3.3</td> </tr> </tbody> </table>	Period	Rating	F 18	3	Sp 19	3	F 19	3.3
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Increase retention rates of first-time, full-time freshmen.	Retention rates reported by WVSU each year to WV Higher Education Policy Commission	The 2019 to 2020 retention rate was reported as 59.3%.	The retention rate continues to fluctuate at WVSU. Retention is an area identified as an area of need. The University adopted a comprehensive system known as Achieve to improve the academic experience for students.	The Office of Retention and Student Success (ORSS) plays a vital role in the retention efforts of WVSU. Wrap around services are considered vital to student success. The ORSS has specially trained academic advisors available to assist first year and transfer students. Learning enrichment centers are available to students as well as one on one tutoring. Faculty receive periodic professional development on the tools available to help promote student success.	<p><b>Retention Rate of First-time, Full-time Freshmen</b></p> <table border="1" style="margin: 10px auto;"> <thead> <tr> <th>Cohort</th> <th>Retention Rate</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>55%</td> </tr> <tr> <td>2018</td> <td>61%</td> </tr> <tr> <td>2019</td> <td>59%</td> </tr> </tbody> </table>	Cohort	Retention Rate	2017	55%	2018	61%	2019	59%
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