

Estándar 3- Tabla 4



UNIVERSIDAD NACIONAL MAYOR DE SAN MARCOS
(Universidad del Perú, DECANA DE AMERICA)
Fundada en 1551

FACULTAD DE CIENCIAS ADMINISTRATIVAS
-STANDAR 3

Standar 3: Students and Stakeholders Focus .

Use this format to respond to Criterion 3.8. If you are submitting a self-study for reaffirmation, this is the same table used in your QA report.

Student- and stakeholder-focused results examine how well your organization satisfies business students and stakeholders key needs and expectations.

Performance measures may include: satisfaction and dissatisfaction of current and past students and key stakeholders, perceived value, loyalty, persistence, or other aspects of relationship building, end of course surveys, alumni surveys, Internship feedback, etc.

Measurement instrument or processes may include end of course surveys, alumni surveys, Internship feedback, etc.

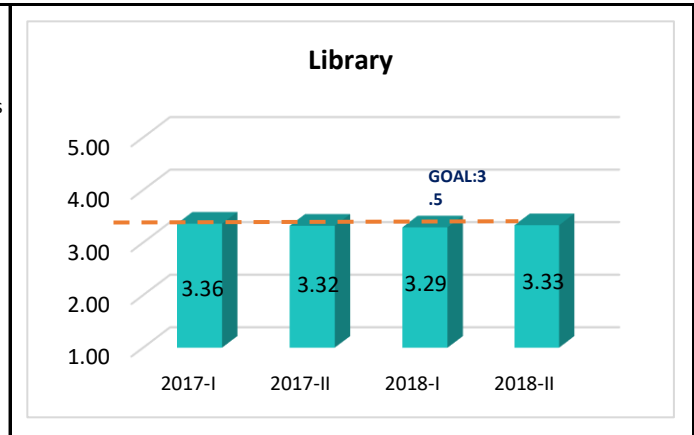
Each academic unit must demonstrate linkages to business practitioners and organizations, which are current and significant, including an advisory board.

Periodic surveys should be made of graduates, transfer institutions, and/or employers of graduates to obtain data on the success of business programs in preparing students to compete successfully for entry-level positions.

Performance Measure: What is your goal? The goal should be measurable.	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 your results?	Action Taken or Improvement made: What did you improve or what is your next step?	Provide a graph or table of resulting trends (3-5 data points preferred)
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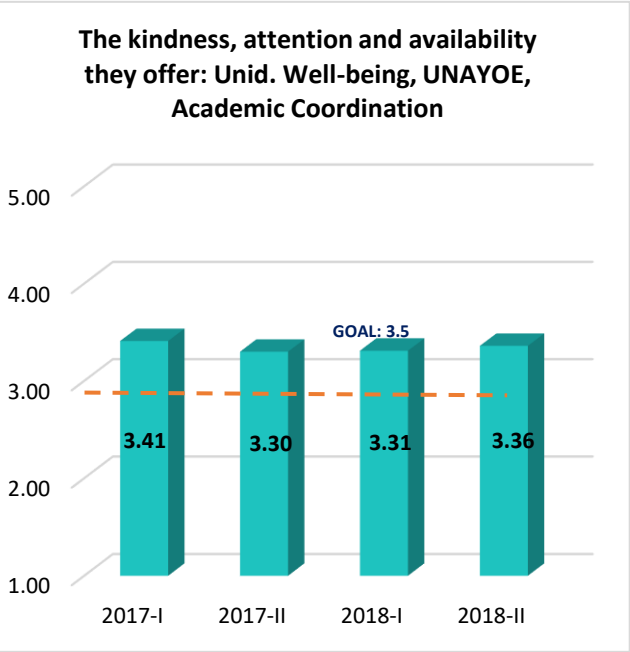
1. STUDENTS

1.1. Satisfaction of the students in relation to the LIBRARY service will be higher than 3.50	Semiannual surveys: 2017-I, 2017-II, 2018-I, 2018-II	The Library service satisfaction index, in 2017-I, is measured with the regular index, then the next two periods decrease, reaching an improvement in 2018-II, although it does not exceed the goal.	It is considered that the decrease in the satisfaction of the library corresponds to the lack of updated bibliography.	The level of satisfaction is good due to the acquisition of updated books, however the equipment in the room should be improved, as well as the amount of books and / or magazines since they do not supply the demand.
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<p>1.2. Satisfaction of the students in relation to the service of: COMPUTER LAB, will be higher at 3.45</p>	<p>Semiannual surveys: 2017-I, 2017-II, 2018-I, 2018-II</p>	<p>The satisfaction of students in the computer lab has a regular satisfaction index in the semester 2017-I y 2017-II, pero tiene un decrecimiento en los 2 siguientes semestres</p>	<p>The decrease occurs in the last period due to situations of equipment obsolescence. The machines were not bought.</p>	<p>The Computer Lab service requires equipment changes. Also, implement another Computer Lab.</p>	<p>Computer Lab</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>3.21</td> </tr> <tr> <td>2017-II</td> <td>3.21</td> </tr> <tr> <td>2018-I</td> <td>3.09</td> </tr> <tr> <td>2018-II</td> <td>3.10</td> </tr> </tbody> </table> <p>GOAL: 3.45</p>	Year	Satisfaction Score	2017-I	3.21	2017-II	3.21	2018-I	3.09	2018-II	3.10
Year	Satisfaction Score														
2017-I	3.21														
2017-II	3.21														
2018-I	3.09														
2018-II	3.10														
<p>1.3. Satisfaction of the students in relation to the service of ENROLLMENT, will be higher than 3.0</p>	<p>Semiannual surveys: 2017-I, 2017-II, 2018-I, 2018-II</p>	<p>Considering that the enrollment process is complex and deficient in the university, the FCA has been able to raise and maintain the satisfaction index, above the goal.</p>	<p>The registration dates have been programmed with preference via internet. It turned out to be insufficient because it concentrates too many people on limited dates.</p>	<p>The procedures for the next academic periods should be simplified. Also, open more registration dates online.</p>	<p>Enrollment</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>3.06</td> </tr> <tr> <td>2017-II</td> <td>3.04</td> </tr> <tr> <td>2018-I</td> <td>3.01</td> </tr> <tr> <td>2018-II</td> <td>3.00</td> </tr> </tbody> </table> <p>GOAL: 3.0</p>	Year	Satisfaction Score	2017-I	3.06	2017-II	3.04	2018-I	3.01	2018-II	3.00
Year	Satisfaction Score														
2017-I	3.06														
2017-II	3.04														
2018-I	3.01														
2018-II	3.00														

<p>Satisfaction of the students in relation to the ADMINISTRATIVE PROCEDURE service, must be higher than 3.0</p>	<p>Semiannual surveys: 2017-I, 2017-II, 2018-I, 2018-II</p>	<p>The administrative procedures in the university have bureaucratic characteristics, our Faculty tries to simplify the procedures, In the period 2017-II there was a decrease in the satisfaction of the students in the administrative procedures, which after gradually increasing in the following two semesters, although we are still below the goal.</p>	<p>The results show that the satisfaction index regarding administrative processes has been recovering.</p>	<p>Continue training to administrative staff regarding the treatment of the various users of the faculty.</p>	<p style="text-align: center;">Procedures administrative</p> <table border="1"> <caption>Administrative Procedures Satisfaction Data</caption> <thead> <tr> <th>Semester</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>2.88</td> </tr> <tr> <td>2017-II</td> <td>2.77</td> </tr> <tr> <td>2018-I</td> <td>2.85</td> </tr> <tr> <td>2018-II</td> <td>2.95</td> </tr> </tbody> </table>	Semester	Satisfaction Score	2017-I	2.88	2017-II	2.77	2018-I	2.85	2018-II	2.95
Semester	Satisfaction Score														
2017-I	2.88														
2017-II	2.77														
2018-I	2.85														
2018-II	2.95														
<p>Satisfaction of the students in relation to the service of: CLASSROOMS, SANITARY FACILITIES, WIFI, hallways, must be higher than the score of 3.0</p>	<p>Semiannual surveys: 2017-I, 2017-II, 2018-I, 2018-II</p>	<p>With respect to the infrastructure services of the FCA, the satisfaction index has been decreasing in the semesters 2017-II and 2018-I, increase in 2018-II, but it is still maintained above the target.</p>	<p>The positive trend of the satisfaction rates of the infrastructure services is maintained due to the maintenance of the different environments of the faculty. The location and focus of multimedia projectors, audio, blackboards was improved.</p>	<p>Study and dining areas should be implemented for students.</p>	<p style="text-align: center;">Classroom, Sanitary facilities, Wifi and Hallways</p> <table border="1"> <caption>Classroom, Sanitary facilities, Wifi and Hallways Satisfaction Data</caption> <thead> <tr> <th>Semester</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>3.15</td> </tr> <tr> <td>2017-II</td> <td>3.10</td> </tr> <tr> <td>2018-I</td> <td>3.06</td> </tr> <tr> <td>2018-II</td> <td>3.09</td> </tr> </tbody> </table>	Semester	Satisfaction Score	2017-I	3.15	2017-II	3.10	2018-I	3.06	2018-II	3.09
Semester	Satisfaction Score														
2017-I	3.15														
2017-II	3.10														
2018-I	3.06														
2018-II	3.09														

<p>1.6. Satisfaction of the students in relation to the kindness, attention and availability offered by the units of: BIENESTAR, UNAYOE, CORDINACIÓN, ACADEMICA, must be higher than 3.50</p>	<p>Semiannual surveys: 2017-I, 2017-II, 2018-I, 2018-II</p>	<p>The academic service units of the undergraduate students of the FCA, decreased in the semester 2017-II and had a constant growth in the following two periods, although it remains below the target.</p>	<p>The results show a decrease in the last semester 2018-II with respect to the first semester 2017-I. The lack of dissemination in the tasks offered by these areas generate ignorance in the students who can find support in them.</p>	<p>The welfare office provide psychological counseling services; likewise, the UNAYOE office will develop etiquette and protocol workshops.</p>	<div data-bbox="1534 71 2161 726"> <p>The kindness, attention and availability they offer: Unid. Well-being, UNAYOE, Academic Coordination</p>  <table border="1"> <thead> <tr> <th>Semester</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>3.41</td> </tr> <tr> <td>2017-II</td> <td>3.30</td> </tr> <tr> <td>2018-I</td> <td>3.31</td> </tr> <tr> <td>2018-II</td> <td>3.36</td> </tr> </tbody> </table> <p>GOAL: 3.5</p> </div>	Semester	Score	2017-I	3.41	2017-II	3.30	2018-I	3.31	2018-II	3.36
Semester	Score														
2017-I	3.41														
2017-II	3.30														
2018-I	3.31														
2018-II	3.36														

2. ALUMNI

2.1 Job satisfaction of the graduate with respect to their work activities that has been done with respect to the academic training received, must be greater than 3.50

Annual Survey for the Professional Schools of the FCA, 2017 - 2018

The level of satisfaction of the graduates that they show with respect to the received academic training, in the School of Management improved in the years 2017 and 2018 with respect to the year 2016, in the International Business School exceeded the goal in the years 2017 and 2018, at the School of Tourism Administration. it has maintained constant growth and exceeded its goal in 2018.

The results show that during the last three years the graduates of the School of Administration maintain a level of satisfaction in relation to their employment and the studies received. While with respect to graduates of the International Business School experienced a high satisfaction in the year 2017 to lower in the last year. With respect to the School of Tourism Administration, positive growth is experienced, demonstrating a tendency towards improvement.

Implement specialized diplomas.
Call them for master's and doctoral studies.



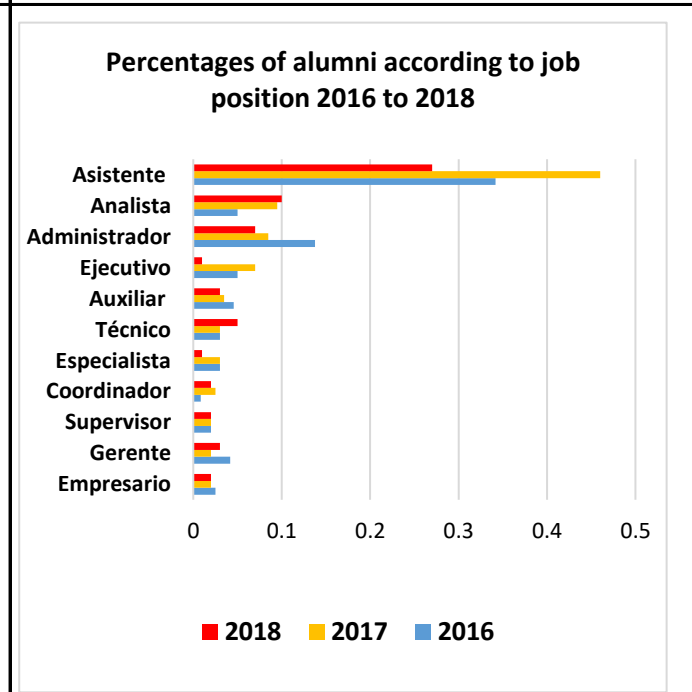
2.2 Satisfaction of the graduate about the job position (position) that occupies

Annual Survey for the Professional Schools of the FCA, 2017 - 2018

Data that allows to know the type of position held by graduates 2016 - 2018: Manager, Supervisor, Coordinator, Specialist, Technician, Assistant, Executive, Administrator, Analyst, Assistant. Keeps job growth of manager, analysts and technicians, while the work place of assistants, assistants, specialist, executive, coordinator has been decreasing.

The results show that the positions occupied by our graduates in the labor market have gradually improved, although in the last year they have fallen compared to 2017.

The academic offer is constant in order to strengthen the professional training of graduates.



3 EMPLOYER :

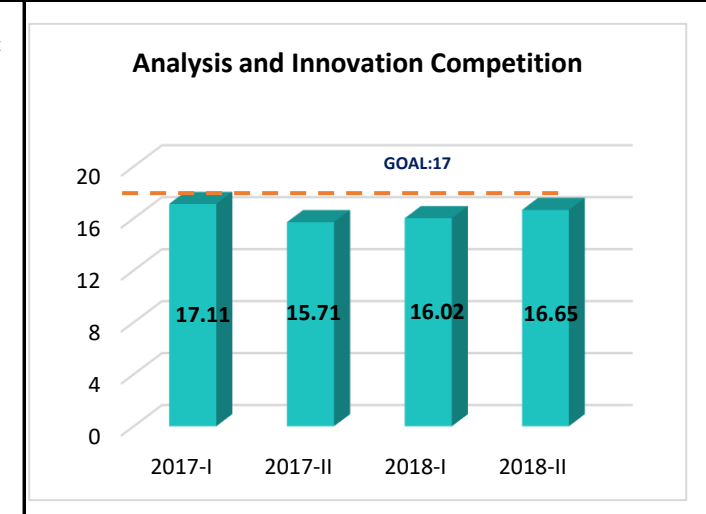
3.1. Satisfaction of EMPLOYERS on the competences of: Analysis, and Innovation With a growing goal of 17.0

Semester Survey: 2017-I, 2017-II, 2018-I, 2018-II.

According to the data on the skills of analysis and innovation to graduates, remained above the goal in the semester 2017-I, there was a decrease in 2017-II, but with an increasing trend in the two following periods, although it is still below the goal.

According to the results on analysis and innovation competences, it is observed that the perception of the employer regarding this is being recovered.

Continue with workshops aimed at entrepreneurship, as well as the development of business models such as design thinking.



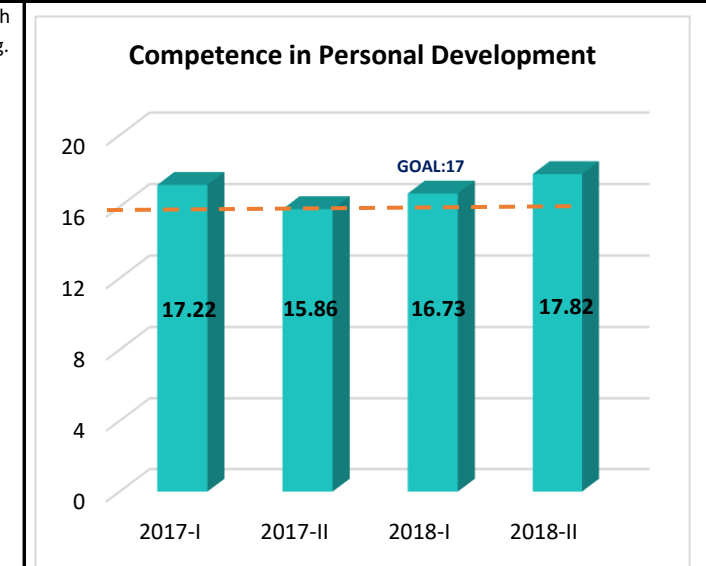
3.1. Satisfaction of the EMPLOYERS on the competition in: Personal Development, being the goal in 17.0

Semester Survey: 2017-I, 2017-II, 2018-I, 2018-II.

Two years of data on the competences of personal development aimed at our graduates, remained above the goal in the semester 2017-I, there was a decrease in 2017-II, but with an increasing trend in the two following periods, and in the period 2018-II exceeded the goal.

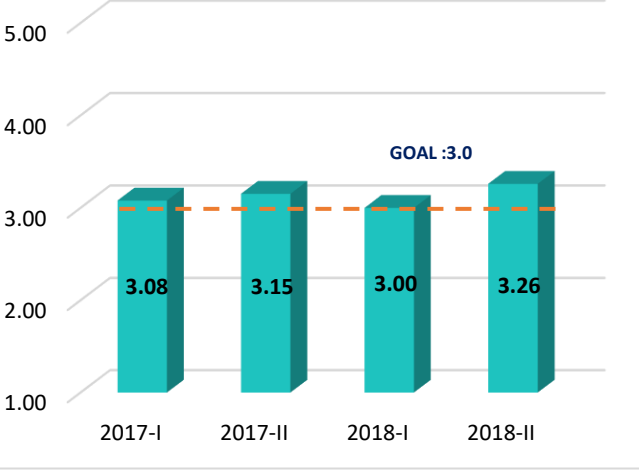
According to the data obtained on the competences of the graduates in personal development, an increase was shown because workshops were programmed: NLP (Neuro Linguistic Programming). Likewise, the creation of academic clubs for personal, artistic and recreational development was promoted.

New academic offers will be implemented with topics related to personal marketing, coaching.



4.FACULTY

<p>4.1 The satisfaction of the teacher with respect: Service of support to the pedagogical activity, must be the goal superior or equal to 3.5</p>	<p>Semester Survey: 2017-I, 2017-II, 2018-I, 2018-II</p>	<p>According to the data there was a growing trend in the semester 2017-II, in the two following periods, there was a decreasing trend but remained above the target</p>	<p>The results show that the established goal has been reached.</p>	<p>Continue training for faculty in strategic teaching didactics, besides in evaluation system by competences too.</p>	<p>Support services for the pedagogical activity (teaching-learning process)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>3.58</td> </tr> <tr> <td>2017-II</td> <td>3.59</td> </tr> <tr> <td>2018-I</td> <td>3.57</td> </tr> <tr> <td>2018-II</td> <td>3.56</td> </tr> </tbody> </table>	Year	Value	2017-I	3.58	2017-II	3.59	2018-I	3.57	2018-II	3.56
Year	Value														
2017-I	3.58														
2017-II	3.59														
2018-I	3.57														
2018-II	3.56														
<p>4.2. The satisfaction of the teacher with respect to the PREDISPOSITION OF THE AUTHORITIES TO TAKE INTO ACCOUNT THE OPINION OF THE TEACHERS, must be higher than 3.50</p>	<p>Semester Survey:-appointed teachers: 2017-I, 2017-II, 2018-I, 2018-II</p>	<p>Decreasing trend beginning in the semester 2017-I was reached in 2018-II, with 3.21 teacher satisfaction, below the goal.</p>	<p>The results show a decrease in the perception of the teacher regarding the willingness of the authority to attend to their opinions.</p>	<p>Generate participatory meetings at the beginning, in the middle and at the end of the academic semesters.</p>	<p>The predisposition of the authorities to take into account the ideas, suggestions and opinions of teachers</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>3.31</td> </tr> <tr> <td>2017-II</td> <td>3.26</td> </tr> <tr> <td>2018-I</td> <td>3.16</td> </tr> <tr> <td>2018-II</td> <td>3.21</td> </tr> </tbody> </table>	Year	Value	2017-I	3.31	2017-II	3.26	2018-I	3.16	2018-II	3.21
Year	Value														
2017-I	3.31														
2017-II	3.26														
2018-I	3.16														
2018-II	3.21														

<p>4.3. Teacher satisfaction with respect to policies of MOTIVATION, RECOGNITION FOR GOOD PERFORMANCE DOCENT E, being the goal higher than 3.0</p>	<p>Semester Survey:-appointed teachers: 2017-I, 2017-II, 2018-I, 2018-II.</p>	<p>The variable of motivation and the recognition by the authorities in the face of a good teaching performance, is maintained in a fluctuating trend with low and high levels taking the semester 2018-II 3.26.</p>	<p>The results show a positive tendency regarding the recognition of good teaching performance.</p>	<p>To continue with the trainings to the teachers in subjects of strategic teaching didactics. Train teachers in the evaluation system by competences. Establish teacher mobility policies at national and international level.</p>	<div style="text-align: center;"> <p>The motivation and recognition by the authorities in the face of a good teaching performance</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Semester</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>3.08</td> </tr> <tr> <td>2017-II</td> <td>3.15</td> </tr> <tr> <td>2018-I</td> <td>3.00</td> </tr> <tr> <td>2018-II</td> <td>3.26</td> </tr> </tbody> </table> </div>	Semester	Score	2017-I	3.08	2017-II	3.15	2018-I	3.00	2018-II	3.26
Semester	Score														
2017-I	3.08														
2017-II	3.15														
2018-I	3.00														
2018-II	3.26														

5.ADMINISTRATIVE STAFF

<p>5.1 Satisfaction of the administrative personnel in their PARTICIPATION IN THE DECISION-MAKING will be equal or superior to 3.5</p>	<p>Semester Survey: 2017-I, 2017-II, 2018-I, 2018-II.</p>	<p>These results show that there is a favorable trend in the satisfaction of the administrative staff, where the appointed and designated remain in a constant trend, the contracted CAS remains in a constant trend but slightly below the goal.</p>	<p>The decreasing tendency regarding the participation in the decision making of the appointed personnel, as well as the increase in the participation of the designated ones, influences the work climate. The balance must be maintained in the participation of all those who make up the administrative body of the faculty.</p>	<p>Promote the integration and participation of all administrative staff in each of the activities carried out by the faculty.</p>	<div style="text-align: center;"> <h3>Participation in decision-making</h3> <p>GOAL: 3.5</p> <table border="1"> <caption>Participation in decision-making Data</caption> <thead> <tr> <th>Semester</th> <th>Contratado (CAS)</th> <th>Nombrado</th> <th>Designado</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>3.3</td> <td>3.3</td> <td>4.0</td> </tr> <tr> <td>2017-II</td> <td>3.4</td> <td>3.5</td> <td>4.1</td> </tr> <tr> <td>2018-I</td> <td>3.3</td> <td>4.0</td> <td>4.0</td> </tr> <tr> <td>2018-II</td> <td>3.1</td> <td>3.5</td> <td>3.8</td> </tr> </tbody> </table> </div>	Semester	Contratado (CAS)	Nombrado	Designado	2017-I	3.3	3.3	4.0	2017-II	3.4	3.5	4.1	2018-I	3.3	4.0	4.0	2018-II	3.1	3.5	3.8
Semester	Contratado (CAS)	Nombrado	Designado																						
2017-I	3.3	3.3	4.0																						
2017-II	3.4	3.5	4.1																						
2018-I	3.3	4.0	4.0																						
2018-II	3.1	3.5	3.8																						
<p>5.2, Satisfaction of the administrative staff regarding: INTERNAL COMMUNICATION will be equal or superior to 3.5</p>	<p>Semester Survey: 2017-I, 2017-II, 2018-I, 2018-II.</p>	<p>With the data obtained, positive trends that exceed the goal are observed with reference to average satisfaction.</p>	<p>The results show a positive satisfaction among the administrative staff, however the appointed administrative staff show a slight decrease with respect to internal communication. Talks were held on topics Quality Culture, and ACBSP for all administrative staff.</p>	<p>Implement accredited listening media to improve internal communication between management and staff. Implement actions such as celebrations of the birthdays of all employees without distinction of employment status.</p>	<div style="text-align: center;"> <h3>Internal communication</h3> <p>GOAL: 3.5</p> <table border="1"> <caption>Internal communication Data</caption> <thead> <tr> <th>Semester</th> <th>Contratado (CAS)</th> <th>Nombrado</th> <th>Designado</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>3.6</td> <td>3.7</td> <td>4.0</td> </tr> <tr> <td>2017-II</td> <td>3.6</td> <td>4.1</td> <td>4.1</td> </tr> <tr> <td>2018-I</td> <td>3.8</td> <td>4.3</td> <td>3.6</td> </tr> <tr> <td>2018-II</td> <td>3.7</td> <td>3.5</td> <td>4.1</td> </tr> </tbody> </table> </div>	Semester	Contratado (CAS)	Nombrado	Designado	2017-I	3.6	3.7	4.0	2017-II	3.6	4.1	4.1	2018-I	3.8	4.3	3.6	2018-II	3.7	3.5	4.1
Semester	Contratado (CAS)	Nombrado	Designado																						
2017-I	3.6	3.7	4.0																						
2017-II	3.6	4.1	4.1																						
2018-I	3.8	4.3	3.6																						
2018-II	3.7	3.5	4.1																						

<p>5.3, Satisfaction of the administrative staff regarding: WORKING CONDITIONS, will be equal or superior to 3.5</p>	<p>Semester Survey: 2017-I, 2017-II, 2018-I, 2018-II.</p>	<p>On working conditions, there is a trend in terms of CAS contracts and appointments below the target, while those designated remain in a constant trend above the goal.</p>	<p>The perception regarding the satisfaction of working conditions varies according to the segment of the worker. It is stated that for both the appointed and the CAS the conditions are not the most appropriate.</p>	<p>Implement a dining room Provide all offices with minimum improvements such as a fan.</p>	<p>Working conditions</p> <p>GOAL: 3.5</p> <table border="1"> <thead> <tr> <th>Semester</th> <th>Contratado (CAS)</th> <th>Nombrado</th> <th>Designado</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>2.9</td> <td>2.6</td> <td>3.5</td> </tr> <tr> <td>2017-II</td> <td>3.0</td> <td>3.4</td> <td>3.6</td> </tr> <tr> <td>2018-I</td> <td>2.8</td> <td>3.6</td> <td>3.5</td> </tr> <tr> <td>2018-II</td> <td>2.8</td> <td>2.5</td> <td>4.0</td> </tr> </tbody> </table>	Semester	Contratado (CAS)	Nombrado	Designado	2017-I	2.9	2.6	3.5	2017-II	3.0	3.4	3.6	2018-I	2.8	3.6	3.5	2018-II	2.8	2.5	4.0
Semester	Contratado (CAS)	Nombrado	Designado																						
2017-I	2.9	2.6	3.5																						
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2018-I	2.8	3.6	3.5																						
2018-II	2.8	2.5	4.0																						
<p>5.4 Satisfaction of the administrative staff in: TRAINING will be equal or superior to 3.5</p>	<p>Semester Survey: 2017-I, 2017-II, 2018-I, 2018-II.</p>	<p>The trend of the variable is fluctuating in 2018-I exceeded the goal with respect to those appointed, and those designated in the last two semesters remained above the target, as far as the contracted CAS remain below the goal in a constant trend.</p>	<p>The results show that training was developed for the administrative staff.</p>	<p>Implement personal development workshops, as well as personal marketing issues.</p>	<p>Trainings</p> <p>GOAL: 3.5</p> <table border="1"> <thead> <tr> <th>Semester</th> <th>Contratado (CAS)</th> <th>Nombrado</th> <th>Designado</th> </tr> </thead> <tbody> <tr> <td>2017-I</td> <td>2.6</td> <td>2.8</td> <td>3.0</td> </tr> <tr> <td>2017-II</td> <td>2.7</td> <td>3.4</td> <td>3.3</td> </tr> <tr> <td>2018-I</td> <td>2.3</td> <td>4.3</td> <td>4.0</td> </tr> <tr> <td>2018-II</td> <td>2.7</td> <td>3.0</td> <td>3.7</td> </tr> </tbody> </table>	Semester	Contratado (CAS)	Nombrado	Designado	2017-I	2.6	2.8	3.0	2017-II	2.7	3.4	3.3	2018-I	2.3	4.3	4.0	2018-II	2.7	3.0	3.7
Semester	Contratado (CAS)	Nombrado	Designado																						
2017-I	2.6	2.8	3.0																						
2017-II	2.7	3.4	3.3																						
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