Figure N°6.10
Operative Process Table – Results of organizational performance

Figura 6.10 – Estándar 6, criterio 6.2.2 – Results of organizational performance					
Result´s analysis					
Performance Measurement	**What is your measuring instrument or process?**	**Current results**	**Analysis of results**	**Action taken or improvement made**	**Provide a graphic or table of resulting trends (3-5 data points)**
Measurable goal	**Don´t use grades**				
What is your goal?	**Instrument Type**	**What are your current results?**	**What do you learn?**	**What are the improvements?**	
Maintain student retention levels at 99% by 2021.	Total Enrollment/ total enrollment esteeem	99% retention in 2020-I	In positive trend for the last three semesters.	Payment facilities are granted and classes can be taken through virtual means so that students can complete their studies, the virtuality and economic facilities have managed to increase the retention of our students.	
Increase social responsibility activities by 20%	N ° social responsibility activities carried out / N ° of activities planned	95% planned social and environmental responsibility activities were executed in 2020-I	In positive trend for the last three semesters.	Continue with the development of activities aimed at protecting the environment and social service for the benefit of the community	

					New Students
Increase the number of new students by 35%	N° of new students	63 new students in 2020-I	There has been a reduction in growth in recent semesters due to the national situation	Implement the dissemination strategies of our educational programs in the community	**New Students** 50 38 63 100 0 1 ■ 2019-I ■ 2019-II ■ 2020-I
Increase by 95% the use of information technologies for the development of classes	% satisfaction with the use of IT	87% satisfaction in the use of IT	In positive trend for the last three semesters.	Greater use of technological tools for virtual teaching and learning.	**% satisfacción TI** 70% 76% 87% 100% 0% 1 ■ 2019-i ■ 2019-ii ■ 2020 i

Increase the number of graduate students by 35%	N° of graduates students	54 graduates in 2020-I	In positive trend for the last three semesters.	Continue with the research program to provide support when doing your research and to support your thesis.	Graduates

Graduates

48 30 54

100

0

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■ 2019-I ■ 2019-II ■ 2020-I