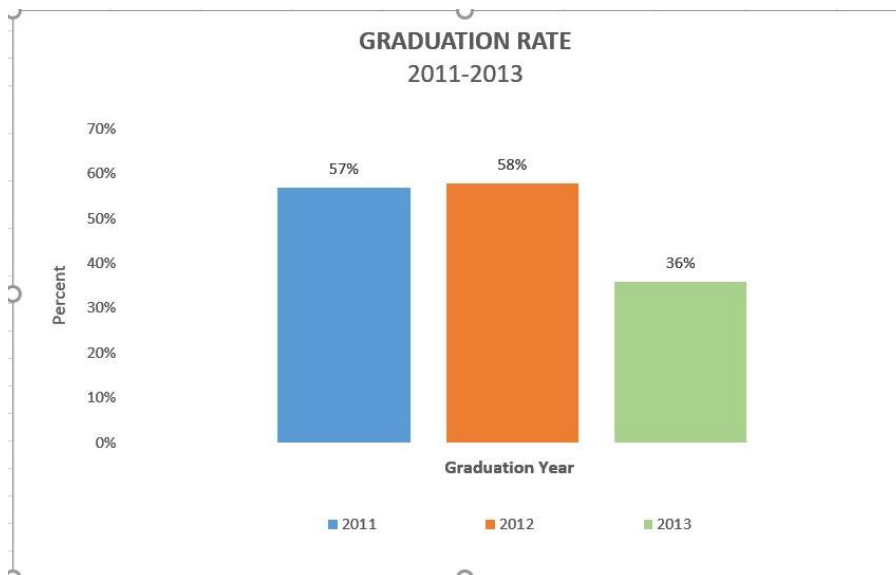
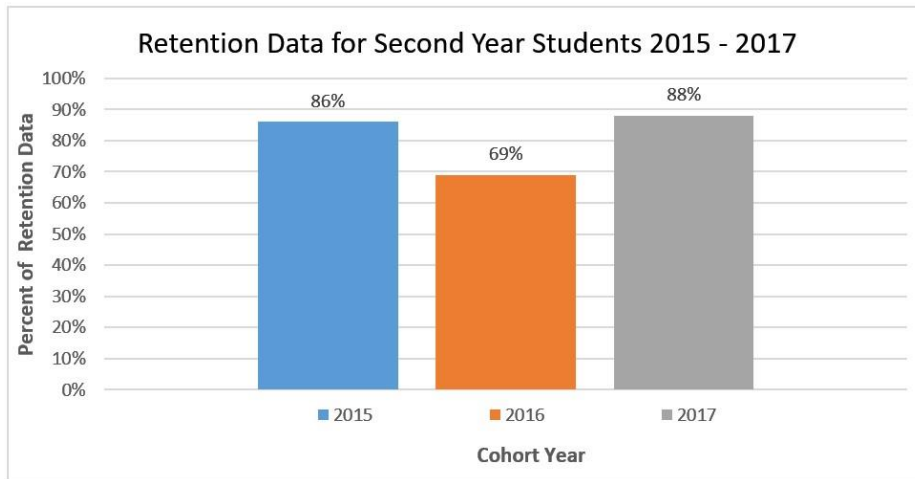


Quality Assurance Report – September 2019

The Office Management Program provides a pertinent and updated education to satisfy the needs of our stakeholders. Our excellent retention rates evidenced that our Mission, Goals and Objectives are being satisfied and our students stay focused in the academic and professional goals.

During Academic Year 2016-2017 there were factors that impacted the retention and graduation rates. A long student strike and Hurricane María hit our Island and all these events impacted in a negative way our students. As to the Graduation Rates, taking into account the six years period and the 2013 cohort show the impact of these difficult events.



This academic year our goal was met. We will continue focusing in promoting our Program as a first option and as a Minor for students in other schools and programs. We will keep focusing in our strategies to increase admissions, retention and graduation rates.