

Organization Performance Outcomes

S/N	Performance Outcomes				2022	2023	2024
	Criterion	Type	Item	Description of Components			
1	7.2.1	Student Outcomes	a	Attrition Rate	4.00%	14.30%	6.80%
			b	Passing Rate	97.20%	99.60%	98.50%
			c	Quality of Passes (Distinction)	6.10%	12.00%	14.20%
		Graduate Outcomes	a	Graduation Rate	86.90%	68.50%	91.60%
			b	Graduate Achievement (Obtain employment within 6 months after graduating)	100%	80%	100%
2	7.2.2	Service Quality Outcomes	a	Student Satisfaction Rate on Quality of Teaching	92.60%	88.00%	85.60%
			b	Service Level Agreement on Resolving Complaints. (Resolve complaint within 21 working days)	100%	100%	100%
			c	Overall Student Satisfaction Rate	90.00%	88.00%	85.00%
3	7.2.4	People Development Outcomes	a	Overall Staff Satisfaction Rate	88.80%	82.80%	86.80%
			b	Average Training Hours per Staff	18.2	45.4	51.7