

## Organization Performance Outcomes

S/N	Performance Outcomes				2023	2024	2025
	Criterion	Type	Item	Description of Components			
1	7.2.1	Student Outcomes	a	Attrition Rate	18.00%	9.40%	16.20%
			b	Passing Rate	99.60%	98.50%	98.40%
			c	Quality of Passes (Distinction)	12.00%	14.20%	22.00%
		Graduate Outcomes	a	Graduation Rate	89.40%	91.60%	92.50%
			b	Graduate Achievement (Obtain employment within 6 months after graduating)	80%	100%	100%
2	7.2.2	Service Quality Outcomes	a	Student Satisfaction Rate on Quality of Teaching	88.00%	85.60%	90.80%
			b	Service Level Agreement on Resolving Complaints. (Resolve complaint within 21 working days)	100%	100%	100%
			c	Overall Student Satisfaction Rate	88.00%	85.80%	87.60%
3	7.2.4	People Development Outcomes	a	Overall Staff Satisfaction Rate	82.80%	86.80%	91.00%
			b	Average Training Hours per Staff	45.4	51.7	69.1