May 3, 2011

Ivelice Cardona Cortés
Chancellor
University of Puerto Rico, Aguadilla
Office Systems
P. O. Box 6150
Aguadilla, Puerto Rico 00604

Dear Chancellor Cortés:

Congratulations! The Board of Commissioners of the Baccalaureate/Graduate Degree Commission met on April 17-19, 2011, and granted conditional accreditation to University of Puerto Rico, Aguadilla – Office Systems with six conditions for your business programs.

Conditions and notes should be viewed as opportunities for improvement that would move your program to a higher level of excellence. It would be extremely rare that a school receive accreditation without these conditions or notes given ACBSP’s Core Value of Continuous Improvement and Organizational Learning, that "Business schools and programs should pursue regular cycles of planning, execution and evaluation of every process and system. Ongoing improvement of these processes and systems leads to ever higher quality and student/stakeholder satisfaction.” The conditions placed on your programs are:

**Standard Three, Criterion 3.d:** Documentation of business advisory board meetings and committee meetings were observed as inconsistent with what was verbally reported by faculty and board members. Some of the documentation was also incomplete. This documentation is needed to support the actions taken as described by faculty and board members in terms of achieving continuous quality improvement.

Please provide documented evidence that the information obtained from stakeholders is used to plan, develop, and improve educational programs, offerings, and services.

**Standard Four, Criterion 4.3:** Follow up actions to institute continuous quality improvement measures based on an analysis of the results of the Major Field Test (nationally normed) was not in evidence. The test results can be effectively used for comparing with similar programs but there was no documentation that data was being used for this purpose.

**Standard Four, Criterion 4.4:** Learning outcomes assessment results should be used to improve educational processes. Please document specific improvements that have been made to programs based on information obtained from the learning outcomes assessment results.
Standard Five, Criterion 5.3.1.b: Historically, doctorally qualified faculty should teach at least 40 percent of the undergraduate credit hours in business. Meeting these historically acceptable faculty- credentialing levels is an important policy to ensure a high level of teaching and learning. UPR-Aguadilla-OS has an opportunity to present a justification for the difference between the historically acceptable standard and what exists. One way may be to provide detailed records of student learning outcomes to demonstrate that your faculty composition supports your mission and program objectives.

Standard Five, Criterion 5.5.1: UPR regulations state that the teaching load is a minimum of 12 and a maximum 18 hours per semester plus 6 office hours. Quality of teaching may be impacted when faculty members are working overloads. UPR-Aguadilla-OS admits to deviate from this policy. Figure 5.5 (of addendum) shows some faculty with workloads above 12 hours per semester. Please document that the faculty as a whole are playing an essential role in all nine functions of the faculty.

Standard Six, Criterion 6.1.3: Some CPC topics such as Marketing, Economics, Statistics, Finance and Law are not studied at the level required. UPR has plans to address these opportunities for improvements as follows:

a) The marketing, finance, and Law elements of the CPC will be covered by incorporating and redesigning some components or modules of existent-required courses.

b) The business statistics and economics components will be covered with the introduction of new courses and respective approval of the new proposed curriculum changes.

Since these topics have not been fully deployed and results are not available, please document when these topics have been incorporated into the curriculum.

The conditions must be removed by 2/28/2015. You are encouraged to work with Commissioner, Dr. Anthony Negbenebor on the removal of the notes and conditions. Dr. Negbenebor may be contacted by phone at; 704-406-3820 or through his e-mail address at; anegbenebor@gardner-webb.edu.

ACBSP will inform the public of decisions on accreditation status made by the Boards of Commissioners by posting the accreditation decisions on the ACBSP Gateway. The decisions on accreditation status can be accessed from the Accreditation Decisions, link, and will appear as the following:

University of Puerto Rico, Aguadilla - Office Systems
Initial Accreditation with improvement opportunities in the following standards:
Standard #3 Student and Stakeholder Focus
Standard #4 Measurement and Analysis of Student Learning and Performance
Standard #5 Faculty and Staff Focus
Standard #6 Educational and Business Process Management

If you have any comments concerning this notification please let me know.
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Your first Quality Assurance Report will be due on 2/28/2013, and every two years to follow. Your ten-year reaffirmation will be due in 2021.

ACBSP encourages you to publicly announce that your business programs are accredited. Next week, we will be sending you, via e-mail, a sample ACBSP Press Release and ACBSP Logo files for publicizing your accreditation; full press kits will be provided at the Annual Conference. As you prepare these materials, the following is your official ACBSP statement:

**University of Puerto Rico, Aguadilla – Office Systems is accredited by the Accreditation Council for Business Schools and Programs to offer the following business degrees:**

**Office Systems (BA)**

Please take this opportunity to review the institution name as it will appear on your Certificate of Accreditation. If this is not correct, please notify Diana Hallerud via email at dianahallerud@acbsp.org and provide the correction by May 15, 2011.

**Name of institution as it will appear on the certificate:**  
**University of Puerto Rico, Aguadilla – Office Systems**  
**Aguadilla, Puerto Rico**

Please mark your calendar to join us in Indianapolis, Indiana, where we will honor you and all other schools receiving initial or reaffirmation of accreditation during the 2010-2011 membership year. You are encouraged to attend along with your Chief Academic Officer and Dean or Head of the Business School or Program. Many institutions invite many of the faculty to this prestigious celebration. Your institution will also be announced during the Baccalaureate/Graduate Degree Institution meeting held on **Saturday, June 25, 2011 at 3:45 pm**. There is a **breakfast on Sunday morning June 26, 2011, at 7:45 a.m.** for those institutions that are receiving accreditation. The purpose of the breakfast is to more personally congratulate the institutional representatives and to outline the procedures that will be followed at the accreditation banquet. At least one institutional representative should attend the breakfast.

In addition to the breakfast, a professional photographer will be available on **Sunday, June 26, 2011** to photograph all institutional representatives along with the ACBSP Director of Accreditation, Executive Liaison to the Board of Commissioners, and the Chair of the Baccalaureate/Graduate Degree Board of Commissioners. Baccalaureate/Graduate Degree Institutions beginning with A – L will be photographed from 5:50 to 6:10 p.m., **followed by Baccalaureate/Graduate Degree Institutions beginning with M – Z from 6:10 to 6:30 p.m.** Appropriate dress for the photo session and banquet is business professional.

The 2011 conference will be June 24-27 in Indianapolis and our host hotel will be the new JW Marriott. A conference brochure is enclosed. Updated information is always available by going to ACBSP Gateway, [www.acbsp.org](http://www.acbsp.org). During the 2011 conference we will be asking you to “rediscover” ACBSP. Three Pre-Conference Workshops will be offered on June 23rd and 24th. Chuck Wall will conduct a Pre-Conference Workshop on Thursday, June 23, 1:00 p.m. – 4:30 p.m. The workshop will look at how his **“Random Acts of Kindness”**
movement can be applied to the delivery of business education. On Friday, June 24, from 8:00 a.m. until 11:30 a.m., two Pre-Conference Workshops will be held concurrently – one focusing on **Building a Rubric** and one focusing on **Finance Trading Labs**.

Online registration is now available at http://www.cvent.com/events/acbsp-2011-annual-conference/event-summary-6625593c78b14de78a8a1713aec8d2d1.aspx.

Congratulations on maintaining such a high quality business program.

Sincerely,

Ron DeYoung
Executive Liaison to the
Board of Commissioners
816-695-9585
deyoung@nwmissouri.edu

Enclosures

c: Ms. Sonia Rivera, Dean of Academics Affairs
   Dr. Anthony Negbenebor, Baccalaureate/Graduate Degree Commissioner