

### INTEREST GROUPS AND LISTENING MECHANISMS OF THE BUSINESS SCHOOL

Group of Interest	Listening mechanism	Description	Areas that manage information
Students	Poll	A satisfaction survey is applied to a representative sample of the student population, the structure of the survey includes a space for suggestions and opinions on the services provided in the business school.	School addresses Academic department management
	Complaints book	All students have the option to use the book of claims and place their disagreement about a service that they consider has not complied with the previously offered. The treatment is due to whether it is a complaint or a complaint. Reference Article 150 of Law No. 29571, Consumer Protection and Defense Code	Deanery School address
	Attention of requirements through requests	Students can submit an application (species valued), specifying their requirement, the document processing office has models of pre-established applications to provide the student's facility	School address Deanery
	Meeting with directors	The business school provides facilities for students to interact with their school directors and send all their queries and requirements	School management
Teachers	Poll	A satisfaction survey is applied, and a space is included for suggestions and opinions on the services provided in the business School	School addresses Academic department management Deanery

	Academic Day	It is a event in wich all the teachers of business school participate. Teachers exchange experiences and knowledge during the proposed workshops. Suggestions to the topics discussed are derived to the Academic Department unit.	Academic department management School addresses Deanery
	Meeting with directors	The business school provides facilities for teachers to interact with your school directors and get all your questions and requirements	Academic department management School addresses Deanery
Administrative staff	Poll	A satisfaction survey is applied, and a space is included for suggestions and opinions about the services offered at the business school	Academic department management School addresses Deanery
	Meeting with heads of area	The business school provides the facilities for the administrative staff to interact with their area managers and send all their queries and requirements. Usually, at the end of the meetings, a record is generated	Headquarters of each area
Businessmen	Poll	A satisfaction survey is applied, and a space is included for suggestions and opinions about the services offered at the business school	Academic department management School addresses Deanery
	Meeting with businessmen	It is done once a year, the goal is to socialize the plans of the school's study business with representatives of Business. The meetings generate a feed back that helps to strengthen and update the content of the plan of study.The assistants are entrepreneurs and managers of the business school,this activity	Direction of Department academic School addresses Deanery Office of employability

		is carried out by the program.	
Graduates	Poll	A survey of satisfaction, it also contemplates a space for suggestions and opinions on the services provided in the business School	School addresses Deanery Employability Office Office of degrees and degrees
	Meetings	It is carried out within the framework of Measurement system employability, where they are carried out interviews with graduates of face-to-face It seeks to measure the level of satisfaction of the graduate regarding his training and his employment situation. The activity is made by the office of employability	School addresses Deanery Employability Office Office of degrees and degrees