

LIST OF FIGURES

Figure I.1 Comparison of Internal and External Applicants and Target New Student	3
Figure I.2 Comparison of Students from Internal and External Applicants and Target New Student.....	3
Figure II.1 The House of Quality Matrix	18
Figure II.2 The Example of Part Deployment Matrix.....	25
Figure III.1 Conceptual Model.....	28
Figure III.2 Systematic Problem-Solving Research.....	30
Figure IV.1 Example of Correlation Matrix (QFD First Iteration)	48
Figure IV.2 Correlation Matrix (QFD First Iteration)	49
Figure IV.3 Example of Correlation Matrix (Part Deployment).....	65