

Missouri University of Science and Technology

Department/Office: Career Opportunities & Employer Relations (COER)

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COER Mission Statement: To provide exceptional service supporting the professional success of students, alumni, employers and campus.

Goals	Action Items	Target Date	KPI	Planned Improvements Based on Assessment Results
Student Affairs Theme 1: Healthy, Engaged Students				
1. Promote personal and professional development throughout the student experience via collaboration and partnerships.	1. Conduct collaborative programming with campus departments. 2. Provide experiential learning opportunities through employer partnerships.	May 2017	Outcome results 5% growth in participation Satisfaction survey	
2. Realign staff structure, policies and processes to support student/alumni lifelong success.	1. Review comparator institutions to determine best models for student and employer support.	2015-2020	Revise strategic plan annually based on best models, with growth of 5%.	
3. Promote communication and collaboration among university stakeholders.	1. Expand employer engagement opportunities (Ex. Employer Seminar Series, Brand U, Guest speakers w/ student orgs, Employer/COER co-programming).	May 2017	Expand opportunities by 5%	
4. Evaluate assessment tools to measure outcomes	1. Create and review annual report; compare to NACE guidelines and comparator institutions	2015-2020	Outcome resumes Participation numbers Satisfaction surveys	
Student Affairs Theme 2: Career ready graduates				

1. Provide services addressing personal and professional development.	1. Review annual employer and student surveys; revise personal and professional development programming to best meet identified needs.	2015-2020	Survey results and revised programming curriculum	
2. Expand programming initiatives emphasizing personal and professional development via collaborations and partnerships.	1. Collaborate with stakeholders to provide additional programming for specific campus communities.	May 2017	Increase by 5%	
3. Enhance experiential learning opportunities	1. To increase the externship, internship and co-op programs by 5% 2. Conduct student satisfaction surveys evaluating experiential learning opportunity, collected and shared with employers.	May 2017	Participation numbers Survey results	
Student Affairs Theme 3: Inclusive environments promoting lifelong engagement				
1. Strengthen relationships and promote engagement through personal and professional development opportunities.	1. Conduct student satisfaction survey and utilize results for decision-making to encourage lifelong engagement.	2015-2020	Percentage of student satisfaction with COER	
2. Provide opportunities for student and alumni engagement with employers	1. Conduct student programming events between students/alumni and employers	2015-2020	Participation numbers	
3. Offer a diverse blend of opportunities to participate in personal and professional development and experiential learning opportunities.	1. Increase number of new employers recruiting by 5% each year to increase the number of experiential learning opportunities for students (co-op, internship and externship)	2015-2020	Increase number of new employers by 5%; stats completed every June	
4. Direction provided via input from COER Advisory Council and surveys.	1. Review suggestions/feedback from students, employers, COER Advisory Council and surveys.	2015-2020	COER Advisory Council meeting every April Survey results	
Student Affairs Theme 4: Deliver customer focused services and facilities				

1. Improve technology, staffing patterns, development and training to enhance staff effectiveness.	1. Evaluate current technology and staff development to determine training needs.	2015-2020	Review May of every year and add goals to MyPerformance management system	
2. Develop processes and procedures to optimize control, management and use of resources.	Conduct annual management meeting to assess COER processes and procedures, then, discuss with the rest of the team and streamline where necessary	May (Manager meeting) July/August (Team retreats)	Review May of every year	
3. Enhance the comprehensive assessment plan to measure outcomes, process and program effectiveness.	Monitor data needs from stakeholders and implement changes, if needed. Determine additional staffing needs to expand assessment plan and accomplish the increasing number of data requests.	2015-2020	Review May of every year	