Student and Stakeholder Focus

The business unit must have a systematic process to determine requirements and expectations of current and future students and other key stakeholders. The process must measure stakeholder participation and satisfaction and use the results for continuous improvement.
STANDARD #3 - STUDENT AND STAKEHOLDER FOCUS

3.A Define Target Customer Segments

3.B Define Requirements and Expectations

3.C Review as Needed

3.D Operational Plan

3.E Attract

3.F Retain

3.G Assessment Data (satisfaction/dissatisfaction)

3.H Build Relationships

STAKEHOLDERS

Students:
- Active
- Prospect
- Employers
- Alumni
- Faculty
- Staff
- General Community

Stakeholders:
- Employers
- Alumni
- Faculty
- Staff
- General Community

METHODS (BY OFFICE OR SOURCE)

Student Affairs:
- School Visits
- Open House
- Student Offerings
- Student Representation
- Student Associations

Cont. Edu. - ADEM:
- ADEM Summer Camp
- Counselors/Advising:
  - Academic Advising
  - Personal Advising

OII:
- Student Representation
- Internships and COOP:
  - Job Fair
  - Info Sessions
  - Advisory Board
  - Dean's List
  - Community Activities
  - Social Media

Office of Dean
Office of Associate Deans
Student Affairs Office
ADOF
PIPC
CNDE

EDUCON
Professional Advising
Academic Affairs Committee
Graduate Committee
Assessment Committee
Student Body and Associations

Office of Administration Offices
OAE

Statistics:
- OIIP
- Administrative Offices
- OAE

Mission/Vision

3/8/2022