1995 Award Winner

The University of Missouri-Rolla

For nearly 125 years, the University of Missouri-Rolla has been committed to its mission of educating tomorrow's leaders in engineering and science. This mission is detailed in the campus's annual strategic action plan, which is UMR's guide to continuous improvement in every aspect of campus life. This mission is further reflected in a national and international reputation for the high quality of our undergraduate and graduate science and engineering programs.

The school has a long tradition of educational excellence, going back to its founding as Missouri School of Mines and Metallurgy 125 years ago. This tradition includes many features more often associated with a prestigious private college: small classes, caring faculty, a special attention to extracurricular activities and a focus on personal development. With 5,000 students and 1,000 employees, the size of the campus is small for a university with a Carnegie Doctoral I ranking. Despite its small size, UMR is one of the top 15 sources of engineers in the United States, and 96 percent of UMR's graduates get degrees in engineering, mathematics or science. The small size of the campus and its strong focus on technological education and leadership allows UMR to aspire to become the very best university in the nation in educating leaders in science and engineering.

University of Missouri–Rolla: A Snapshot

UMR, founded in the 1870s as the University of Missouri School of Mines and Metallurgy, is today a comprehensive engineering and science university with supporting programs in the liberal arts and humanities. Its academic programs are organized into a School of Engineering, a School of Mines and Metallurgy, and a College of Arts and Sciences.

In addition to classroom teaching, UMR faculty members conduct research in a wide array of scientific and industrial interests. Much of the research is focused in six interdisciplinary areas of national importance: environmental science and technology, materials science and engineering, geotechnical engineering, infrastructure, intelligent systems and manufacturing systems. Research is an essential part of both the graduate and undergraduate education experience at UMR. The OURE program (Opportunities for Undergraduate Research Experience) gives undergraduate students the chance to do hands-on research that typically is reserved for graduate-level students. UMR's research efforts gained national recognition with the recent move from Doctoral II to Doctoral I in the prestigious Carnegie classification. This change recognizes the increasing activity and improving quality of UMR's research program.

UMR's students are among the brightest in the state and region. Each year the campus produces some 700 highly qualified B.S. graduates in engineering and the sciences, mathematics and the humanities, and some 300 master's and 60 doctoral degrees in engineering, science and mathematics. The largest departments now

are mechanical and aerospace engineering, electrical engineering, civil engineering, chemical engineering and engineering management. The smaller but nationally recognized departments of mining, ceramic, metallurgical, and geological and petroleum engineering are unique in the state and region.

UMR strives to serve the needs of the entire state by offering several master's degree programs at the Engineering Education Center in St. Louis, as well as graduate degree programs at some other sites in Missouri and through television courses to non-traditional students who hold full-time jobs and can't come to campus. In addition, the continuing education division coordinates short courses and seminars to present the latest technology to both industrial and academic audiences. Each of these outreach programs builds on the strengths of UMR's academic programs and is consistent with UMR's mission.

Planning and Analysis For Customer Satisfaction

UMR's strategic planning process ensures that the campus meets the needs of its many constituents—industry, society as a whole, and our students and alumni—by:

- Recruiting students who are prepared to succeed at UMR
- Hiring capable, productive, caring faculty
- Continuously updating the curricula, activities and research programs to ensure that they meet the needs of society and industry
- Delivering a quality education at a reasonable cost
- Hiring a productive, satisfied support staff
- Creating a well-equipped learning environment

In addition, UMR uses cross-disciplinary "process teams" of faculty, staff and students to improve the processes by which we deliver services to our students and other stakeholders. Within the past year, we have focused on:

- Facilitating student learning
- Providing a positive student environment for learning
- Providing the academic support required by the faculty
- Improving our process to select, support and develop faculty and staff
- Providing better outreach and constituent relations programs
- Providing university-wide administrative support

All of these efforts-the strategic planning, the process teams, the continuous improvement efforts-are geared toward giving our students the very best. In today's highly competitive educational environment, we cannot afford to give them any less. These efforts are also geared toward providing industry and society with the kinds of leaders and problem-solvers they need. We've found that the best way to do this is to rigorously examine everything we do and compare our efforts with national standards.

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