STUDENT SERVICES

Mission

The Mission of Student Services at Oklahoma State University-Oklahoma City is to support and enhance students learning experiences through quality activities, programs and services which are conducive to achieving their educational, career and personal goals.

Vision

Student Services at Oklahoma State University-Oklahoma City will provide a network of exemplary services and programs which will:

- Develop students as fully contributing citizens,

- Instill in students an appreciation of the value of service, and

- Prepare students to be effective and productive in an increasingly diverse and global society.

Core Values

Excellence-We seek excellence in all our endeavors and we are committed to continuous improvement.

Intellectual Freedom- We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Diversity-We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

Integrity-We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service – We believe that serving others is a noble and worthy endeavor.

Stewardship of Resources- We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One. Establish internal and external partnerships that enhance the image of activities, programs, and services within the Student Services area.

Critical Success Factors:

- 20 internal partnerships
- 30 external partnerships
- 100 Student Services programs, activities and accomplishments publicized internally and externally
- 10% Annual increase in number of faculty, staff and community participants

Objective 1.1: *Expand alliances between Oklahoma State University-Oklahoma City and education, business, government, multicultural and community agencies.*

Strategies:

- Identify internal and external partnership prospects.
- Partner with agencies/units sharing a focus of establishing stronger linkages.
- Student Services units serve as liaison between the academic divisions and external agencies to facilitate open communication.

Objective 1.2: *Work to improve the internal and external image of and awareness of Student Services.*

Strategies:

- Encourage faculty, staff and community participation in Student Services programs and activities.
- Seek partnerships with academic departments and Staff Council to solicit input on programs and activities.
- Solicit input from the community through program and activity evaluations.

Objective 1.3: *Enhance the visibility of Student Services.*

Strategies:

- Provide administrative support for relocation of Student Services functions and units.
- Inform campus and community of relocation.
- Assure campus that services will be maintained at current level during relocation.
- Seek assistance from Public Relations in improving visibility.

Goal Two. Strengthen the collaboration between Student Services and other areas of the University to ensure facilities, programs and services meet future needs.

Critical Success Factors:

- Scope and Quality of relationships enhanced
- Effective use of existing facilities
- Program planning to support future Technology needs

Objective 2.1: Optimize use of planning sessions with other area Vice Presidents (Finance and Operations and Academic Affairs).

Strategies:

- Encourage sharing of common concerns.
- Support sharing of resources where appropriate.
- Use meetings to strengthen the planning process which will ensure continual improvement of all university functions.

Objective 2.2: Continue developing process to assess Student Services facilities and technology needs.

Strategies:

- Stay abreast of changes in technology.
- Unit directors annually evaluate relevant facility and technology needs.
- Facility and technology needs submitted to Student Services Vice President for review.
- Student Services Vice President discusses facility and technology needs with President.
- Student Services facility and technology needs incorporated into campus facility and technology master plan.

Objective 2.3: Continue to develop and implement on-line services.

Strategies:

- Identify "cutting edge" on line services.
- Promote acquisition and development of "cutting edge" on line services in admissions, recruitment, advising and retention.
- Provide funding support for acquisition and development.

Goal Three. Enhance the recruitment and retention of a diverse student body.

Critical Success Factors:

- Recruitment/outreach strategies
- Effective advisement
- Student academic success
- Financial Resources
- Campus Climate
- Program Development
- Career/Job Services
- Transfer Preparation
- Use of Emerging Technologies
- Promotional Materials
- Orientation Sessions

Objective 3.1: *Develop a comprehensive enrollment management plan that establishes recruitment headcount goals.*

Strategies:

- Coordinate development of "Plan" with Academic Affairs and Finance and Operations offices.
- Use staff and faculty resources available through the Enrollment Planning Committee.
- Analyze and evaluate data and enrollment trends to help establish realistic numerical recruitment targets.
- Use technology to enhance the "Plan's" effectiveness.
- Progress of the "Plan" monitored by the campus administration.
- Establish time line for dissemination and implementation of the "Plan".

Objective 3.2: *Define roles and responsibilities of faculty advisors and Professional counselors and provide training to improve Student advisement.*

Strategies:

- Hold periodic meetings with academic division personnel to educate and inform those personnel who advise students of changes taking place within the advisement process.
- Perform two advisement seminars for non Counseling & Advising personnel and supply seminar participants with updated and current information on the advising process.
- Maintain open lines of communication with academic divisions.

Objective 3.3: *Ensure that financial resources needed to accomplish goals are available.*

Strategies:

- Identify budget needs of each enrollment management unit.
- Hold regular meetings with unit directors to prioritize budget needs.
- Meet with President to discuss prioritized unit budget needs.
- Budget allocations dependent on economic condition of the State.
- Ensure that Ledger 3 functions have sufficient fiscal and staff resources.

Objective 3.4: *Increase the retention rate of students toward meeting their educational goal(s).*

Strategies:

- Maximize student educational success by supporting quality academic tutoring services.
- Expand role of job services in our approach to retain students.
- Staff attends workshops regarding student retention to learn about effective programs and best practices.
- Information from workshops is shared campus wide and incorporated into retention strategies.

Objective 3.5: *Foster a campus climate that affirms cultural diversity and reflects the demographic characteristics of the Oklahoma State University-Oklahoma City service area.*

Strategies:

- Continue to inform campus community of Oklahoma State University-Oklahoma City's commitment to diversity.
- Incorporate diversity strategies into operational structure of each Student Services unit.
- Monitor recruitment targets to ensure efforts are in place to achieve a diverse student population.
- Continue to support the establishment of student clubs and organizations that promote diversity.
- Promote and support programs and activities which highlight diversity.

Objective 3.6: *Increase the number of students who transfer to baccalaureate degree-granting institutions.*

Strategies:

- Continue working to strengthen and expand articulation agreements with 4 year universities.
- Monitor the current advisement process to ensure students are informed of transfer options.

Objective 3.7: *Increase the number of students served through technology.*

Strategies:

- Provide students access to technology which will enable them to achieve their enrollment and learning goals.
- Ensure that each Student Services unit has the available technology to serve its student clientele.
- Encourage the use of campus computer labs as a convenient and flexible way to enhance academic success.
- Monitor, on an on-going basis, the security and integrity of existing technology within Student Services.

Goal Four. Support academic excellence by promoting an educational environment which emphasizes student success.

Critical Success Factors:

- Power-Up Orientation sessions
- Student Success Classes section
- Teaching activities that embrace students different learning styles
- 50 Student Organizations
- Increase number of academic tutors
- Computer Labs
- Continuing Education

Objective 4.1: Provide administrative support for Student Services programs which facilitate the academic success of students.

Strategies:

- Ensure that "conditionally admitted" students receive appropriate academic advisement.
- Promote such concepts as "Learning Communities" to students on academic probation.
- Help secure financial support for programs that assess, counsel and tutor students with special needs (American Disability Act).

Objective 4.2: Increase the number of Power-Up Orientation sessions offered each semester.

Strategies:

- Increase to 75% the number of first time students who participate in Power Up Orientation sessions.
- Consider expanding the time frame for offering Power Up.
- Continue to seek "sponsors" to support Power Up sessions.
- Work to achieve 95% satisfaction rate from Power Up participants as measured by session evaluations.

Objective 4.3: Increase the number of registered student organizations.

Strategies:

- Support an increase in the number of registered academic and non-academic student organizations.
- Use resources of Student Activities Office to market benefits of organizational membership and to expand leadership opportunities for students.

- Seek to provide financial support for organizational activities which promote student success.

Objective 4.4: *Support increasing the number of academic tutors.*

Strategies:

- Support Academic Affairs efforts to increase the number of tutors campus wide.
- Encourage Ledger 3 functions to offer support of academic tutoring.
- Use resources within Student Services to publicize academic tutoring available through academic departments and the Learning Center.