STUDENT DEVELOPMENT

Mission

Student Development enhances student success by offering a wide range of opportunities for students to develop socially, personally and professionally.

Vision

Student Development will employ a student development model in which students will:

- Gain a sense of belonging on campus and in the greater community;

- Acquire new knowledge and skills;

- Develop informed attitudes and values;

- Accept responsibility for their learning, personal behavior, health, wellness and future success; and

- Develop leadership skills based on the understanding and integration of ethical principles, a sense of civic responsibility and a passion for service to others.

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.

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.

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

Stewardship of Resources - We are dedicated to the efficient and effective use of our 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. Provide services and programs that support and promote academic excellence at OSU-Tulsa.

Critical Success Factors:

- At least 1 new academic based student organization each year
- Increase number of faculty involved in programming and services by 5%
- Student Development staff actively participates in the OSU-Tulsa New Student Orientation program as well as other relevant student retention programs

Objectives:

Objective 1.1: Actively participate in the recruitment of new students and sponsor programs which enhance the campus community and increase student retention.

Strategies:

- Facilitate partnerships between OSU-Tulsa student organizations and TCC student organizations in hosting events, combining meetings and sharing resources.
- Support creation of Cowboy Network, designed to enhance OSU-Tulsa students' leadership and interpersonal skills while also providing TCC students with assistance in transferring to OSU.
- Offer programming that enhances students' overall experience at OSU-Tulsa to increase student retention.
- Develop services and programs that celebrate the diversity of our students.
- Assist with events that bring prospective students to the OSU-Tulsa campus.

Objective 1.2: Student Development will support student organizations which promote professional growth and learning in the various degree programs offered at OSU-Tulsa.

Strategies:

- Assist student organizations with identifying resources and speakers to maximize the effectiveness of organization meetings and events.
- Develop leadership training events for student leaders and organization officers.
- Serve as the central management function for all student organizations.
- Facilitate interaction between the student organizations, allowing students to share knowledge, improve leadership and interpersonal skills and gain a greater appreciation of others.

Goal Two. Advance OSU-Tulsa's image in the community, state and region through outreach, service and partnership activities and programs.

Critical Success Factors:

- Each student organization will sponsor at least 1 community service event or project each year
- Coordinate at least 2 events, services or programs each year as a partnership with OSU-Stillwater
- Coordinate at least 2 events, services or programs each semester as a partnership with TCC
- Increase the number of employer that visit the OSU-Tulsa campus each semester to recruit students by 10%

Objectives:

Objective 2.1: Support and promote OSU-Tulsa programs and events that provide community interaction.

Strategies:

- Utilize community events as marketing opportunities for OSU-Tulsa through the effective usage of promotional items.
- At events, provide information to the community about OSU-Tulsa.
- Assist with events that bring prospective students and the general public to the OSU-Tulsa campus.

Objective 2.2: Provide exceptional customer service.

Strategies:

- Survey students to find their needs and expectations.
- Respond to all inquiries and requests for information in a timely and accurate manner.
- Respond to the needs and interests of our student body in an effective manner.

Objective 2.3: Provide opportunities to students and student organizations to volunteer and connect with the neighborhoods surrounding the campus and will be involved in volunteer activities throughout the community.

Strategies:

- Create programs that allow our students to become involved in community events and provide service to the communities surrounding the campus, the Tulsa community and the state of Oklahoma.

- Establish an annual community service award to be given to a student organization.

Objective 2.4: Maximize internship and employment opportunities for OSU students and alumni, improving students' lifelong career success and quality of life while supporting the Tulsa business community.

Strategies:

- Facilitate the interaction between employers and student organizations.
- Assist with career events, including career fairs, workshops and networking events.

Goal Three. Provide services, programs and facilities that will enhance the overall success and improve the quality of life of all OSU students, staff and faculty.

Critical Success Factors:

- Increase student attendance to events by 5%
- Host at least 1event each semester that celebrates diversity on our campus and in the community
- Maintain a current, accurate web site for Student Development services and events
- Increase participation in student clubs and organizations by 5%
- Increase participation in leadership seminars offered by Student Affairs by 5%
- Financial planning workshop offered each semester

Objectives:

Objective 3.1: Provide a wide range of services and programming that provides our students, staff and faculty with the opportunity to be members of a positive, supportive and active campus community.

Strategies:

- Develop leadership and skill-building programming that promotes positive values in our students, such as honesty, integrity, lifelong learning, respect for diversity and service to others.
- Organize and host a Welcome Week event each semester, assisting students with the transition to OSU-Tulsa, welcoming students to the OSU-Tulsa community and providing information about on-campus services available.
- Develop programming that will help students increase their knowledge of financial planning and budgeting.

Objective 3.2: Effectively market services and programs.

Strategies:

- Each semester, create a Student Affairs newsletter to be sent to all students that attend class on the OSU-Tulsa campus.
- Participate in New Student Orientation programs to provide students with information about the services provided by our department.
- Create and maintain a web site that will provide students with information about student organization, on-campus events and services available through the Student Affairs department.
- Increase awareness of programs available to traditionally at-risk student populations through integrated marketing efforts.

Objective 3.3: Offer programming that instills in our students, staff and faculty a sense of pride and belonging to the university.

Strategies:

- Capitalize on opportunities to support, promote and enhance main campus and athletic events.
- Develop programming that encourages students to stay connected with OSU after graduation.

Objective 3.4: Provide exceptional customer service.

Strategies:

- Respond to all inquiries and requests for information in a timely and accurate manner.
- Seek input from students, staff and faculty regarding services provided, maximizing our ability to serve our customers.
- Evaluate services, programs and facilities on a yearly basis, identifying areas for development and striving for continuous improvement.

Objective 3.5: Foster leadership development by supporting student organizations.

Strategies:

- Host a training session for campus leaders each semester.
- Facilitate collaboration among campus organization leaders.
- Encourage and promote "student run" programs to foster leadership opportunities for all students.
- Provide each student leader with a student organization manual.

Objective 3.6: Increase the number of faculty and staff that participate in student clubs and organizations.

Strategies:

- Increase the number of faculty and staff that serve as advisors to student groups.
- Provide faculty and staff with other ways to get involved in student groups– serving as a guest speaker, assisting with special projects or events, etc.
- Increase recognition of faculty and staff involvement.
- Provide training to improve success of advisors.

Objective 3.7: Facilitate the communication between students and administration regarding student issues.

Strategies:

- Utilize student advisory groups to design services and programs.
- Actively seek feedback on issues and decisions facing students.
- Keep division informed of campus and student issues through monthly Student Affairs staff meetings and email communication.

Goal Four. Maximize quality and effectiveness of service by responsibly and creatively leveraging resources.

Critical Success Factors:

- Monthly Student Affairs staff meetings
- Student Development web site
- Student organizations listed on web site

Objectives:

Objective 4.1: Maximize staffing and facility usage with other Student Services units to provide a welcoming and student-friendly environment.

Strategies:

- Cross train student development staff in all areas of Student Affairs.
- Capitalize on the expertise of other Student Affairs staff.
- Work in conjunction with Student Services units to design a common area which is student friendly and accommodates multiple student needs.
- Train Student Services intake staff to provide students with basic information about student activities and student organizations.

Objective 4.2: Effectively leverage technology resources.

Strategies:

- Create and maintain a web site for student development information and events.
- Assist each student organization in creating their own web page.
- Publish weekly e-mail newsletter for students with announcements from all Student Affairs areas.
- Submit event information to Marketing and Public Relations department to be included in online campus calendar.

Goal Five. Design an environment that promotes staff retention, professional growth, technical competency, and innovative thinking.

Critical Success Factors:

- 80% retention of critical staff
- 80% of staff participating in OSU Ambassador or Leadership Development programs
- 80% of staff participating in professional conference or outside training opportunities annually
- 100% of staff participating in annual performance evaluation
- Development of position manual for all staff
- Annual performance review of each employee

Objectives:

Objective 5.1: Create training plan for each staff member that meets the developmental needs of the individual, unit and division.

Strategies:

- Utilize on-campus and off-site training opportunities to enhance and develop skills.
- Encourage completion of advanced degrees.
- Promote participation and leadership roles in local, state, regional and national organizations.
- Establish a work environment that encourages innovative thinking, creativity and collaboration.
- Conduct staff development activities in collaboration with other Student Affairs units.
- Promote customer service philosophy through internal and external training opportunities.
- Provide diversity training for all staff.

Objective 5.2: Recruit and retain staff that reflects the demographic makeup of the OSU-Tulsa student population.

Strategies:

- Prepare new staff training program that includes interaction with all academic, student services and other appropriate university departments.
- Develop position manuals to serve as a procedural guide for new and current employees.
- Include representatives from partner institutions, academic areas and other student services units in hiring committees.

- Conduct annual performance review for each employee.
- Reward and compensate employees appropriately to encourage satisfaction and staff retention.
- Conduct annual review for each employee to evaluate work performance, accomplishment of goals and to develop a personal staff development plan.

Goal Six. Maximize the leadership, social and interpersonal skills development opportunities of our students, staff and faculty by capitalizing on partnerships.

Critical Success Factors:

- Bi-annual meetings with campus life staff from all OSU campuses
- 2 events co-sponsored with TCC each semester
- TCC and OSU-Stillwater student organization lists available at OSU-Tulsa
- Each student organization participates in one community service or outreach activity each year

Objectives:

Objective 6.1: Coordinate programming with OSU-Stillwater, OSU-CHS, OSU-OKC and OSU-Okmulgee to maximize students' access to a wide variety of services, events and programs.

Strategies:

- Partner with campus life departments at other campuses to provide reciprocal services for students on both campuses.
- Encourage affiliations between student organizations on all campuses.
- Meet regularly with campus life staff.

Objective 6.2: Develop partnerships with staff and students at each TCC campus in order to enhance the services provided to all students and maximize opportunities for student interaction and development.

Strategies:

- Partner with TCC's student organizations in order to maximize students' opportunities to participate in leadership development activities, celebrate diversity and attend social and cultural events.
- Provide TCC students opportunities to participate in OSU student events.
- Support the Cowboy Network student organization in which OSU-Tulsa students mentor TCC students.
- Strengthen targeted partnerships between multicultural student organizations at both campuses.
- Capitalize on discounts received by coordinating the booking of special events.
- Co-host large-scale speakers, entertainment and cultural events.

Objective 6.3: Strengthen partnership with Langston University.

Strategies:

- Collaborate with Langston University in providing services and resources to their students.
- Develop relationships with LU staff, faculty and students.
- Provide LU students with reciprocal services.
- Provide support LU student organizations.
- Include LU students in marketing of events and services.

Objective 6.4: Collaborate with community agencies and organizations to maximize our student's opportunities for leadership development and outreach.

Strategies:

- Facilitate community service opportunities for student organizations.
- Partner with organizations that provide leadership training and development activities.