OFFICE OF ADMISSIONS

Mission

The Office of Admissions assists the University in meeting its enrollment goals by helping undergraduate applicants complete the application and initial enrollment process.

Vision

The Office of Admissions will:

- Deliver the highest level of personalized, quality programs and services;

- Be a model for the equitable and fair application of admissions policies; and

- Be recognized for productive collaboration within the University community.

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 opinion, freedom of expression, and other ethnic and cultural backgrounds.

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: Maximize the efficiency and effectiveness of all admissions processes.

Critical Success Factors:

- 100% application files will be imaged.
- 90% of all applications to be received electronically.
- 90% of all applicants will be notified of admission status within 10 working days of receipt of all required documents.
- 90% of domestic transfer evaluations completed within two working days of receipt by Transfer Credit Evaluation staff.
- 90% of international transfer evaluations completed prior to classes for semester of entry.
- Develop and implement a plan to improve the processing of credit by exam results.

Objectives:

Objective 1.1: Improve processing and evaluation of admission applications.

Strategies:

- Work with the Information Technology Division (IT) to develop and implement a process to efficiently upload electronically submitted information into Student Information System (SIS).
- Install computers in the admissions office for use by walk-in applicants after a process for uploading applications is established.
- Load TOEFL and IELTS score reports electronically into SIS.
- Develop a plan to implement use of imaging technology in Admissions.
- Increase use of electronic correspondence to applicants.
- Create a database of international admission criteria equivalent to domestic performance standards.
- Develop a holistic process for evaluating Alternative Admissions candidates.

Objective 1.2: Enhance delivery of transfer credit information and evaluation.

Strategies:

- Create a process to monitor date of receipt and completion of evaluation.
- Increase number of institutions for which we provide transfer credit articulation.
- Coordinate with IT to develop an electronic process to update the maintenance equivalency table en masse in SIS.
- Design and implement a web application that allows real-time access to transfer credit equivalencies in SIS.
- Support the implementation of SPEEDE (Standardization of Postsecondary Education Electronic Data Exhange).

- Create a process to notify applicants electronically of completed transcript evaluations.
- Develop institution-specific transfer publications for targeted community colleges.

Objective 1.3: Increase efficiency and effectiveness of credit by exam processing.

Strategies:

- Design a credit by exam database to receive and evaluate scores and provide notification of credit results to student, Registrar and academic college.
- Provide web access of results to students, Registrar and academic college.
- Assist the in the implementation of a program to upload credit awarded by examination from the database into SIS.

Goal Two: Ensure quality delivery of programs, information and services.

Critical Success Factors:

- Develop a website to offer real time admissions information to all applicants
- 100% of freshman and transfer students will be offered the opportunity to attend an enhanced orientation/enrollment program.
- 90% of participants in orientation/enrollment programs will report experience as "outstanding".
- Conduct annual customer satisfaction survey.

Objectives:

Objective 2.1: Enhance the quality of our orientation/enrollment programs.

Strategies:

- Develop online registration process for orientation/enrollment programs.
- Expand and improve orientation/enrollment publications.
- Evaluate structure and content of orientation/enrollment programs.
- Provide student/family attending an orientation/enrollment program the opportunity to evaluate their experience electronically.
- Obtain feedback from faculty/staff involved in orientation/enrollment programs.
- Add multicultural elements to existing orientation programs.

Objective 2.2: Expand and maintain a high quality website.

Strategies:

- Create a real-time system to enable applicants to check their application status electronically.
- Design a real-time system that enables individuals to check transfer credit equivalencies electronically.
- Provide web access to admitted students' transfer credit evaluation.
- Develop a web-based interdepartmental Study Abroad database.
- Provide a web-based interdepartmental residency database.
- Develop a web-based international library database that can be shared with the Graduate College, OSU-Tulsa and other departments across campus.
- Create a web-based native language database that can be shared with the Graduate College, OSU-Tulsa and other departments across campus.

Objective 2.3: Monitor the level of customer satisfaction.

Strategies:

- Provide a continual method and opportunity for customers to submit comments and/or suggestions.

Objective 2.4: Facilitate participation in and success of NOC-OSU Gateway Program.

Develop effective publications/communications regarding Gateway Program.
Participate in meeting to monitor programs' process.
Facilitate electronic transfer of information between OSU/NOC.

Goal Three: Promote diversity, staff development and a positive work environment.

Critical Success Factors:

- Provide staff the opportunity to attend at least two training opportunities per year.
- Complete annual performance evaluations for all staff members.
- Increase diversity among staff to reflect demographics of the state.

Objectives:

Objective 3.1: Enhance communication and educational opportunities for all staff members.

Strategies:

- Conduct regularly scheduled staff meetings for both professional and classified staff.
- Develop an interoffice email system to communicate important points discussed in staff meetings.
- Improve office information/procedures manuals.
- Promote participation in staff development seminars presented by OSU Human Resources.
- Encourage employees to participate in special university leadership programs (Ambassador, Leadership Development and Advanced Leadership Development).
- Increase participation among staff in local, state, and national conferences and training opportunities.
- Evaluate level of technical expertise for each staff member and provide appropriate opportunities for further training.
- Enhance new-employee training through the use of mentoring and interdepartmental cross training.
- Conduct annual performance reviews for all staff.
- Maintain up-to-date job descriptions for all staff.

Objective 3.2: Promote diversity and a positive work environment.

Strategies:

- Utilize information obtained from the annual performance evaluation process to further staff member's professional growth and development.
- Develop and distribute an intradepartmental survey to obtain comments and suggestions from staff members in an effort to identify our strengths and weaknesses.
- Encourage professional staff to exemplify qualities of respect, cooperation and dedication in an effort to encourage the same from all staff.
- Take proactive steps to ensure a diverse applicant pool for all positions.
- Provide materials and/or presentations to heighten awareness of the value of diversity to OSU.
- Establish a program for employee recognition.
- Ensure that diversity is celebrated in all departmental publications and on the department's website.