



CFSI Student Handbook

ACADEMIC YEAR 2024-2025



CENTER FOR
SOCIAL INNOVATION
OSU-Oklahoma City

Oklahoma State University - Oklahoma City
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“The Center for Social Innovation provides more than an education; we enable individuals to break through personal and generational barriers to provide them with a clear path to true purpose and hope.”

Ariel Moore, Senior Director, OSU-OKC Center for Social Innovation

Welcome

Congratulations and welcome to the Center for Social Innovation (CFSI) at Oklahoma State University-Oklahoma City (OSU-OKC). The CFSI team is here to help guide you on your path to long-term success by providing opportunities for academic achievement and professional development. You have been selected for this program because of your exemplified level of college-readiness, stability, and cohesion with the values of CFSI such as growth, integrity and excellence.

The Center for Social Innovation is a workforce development program providing post-secondary education and training for Oklahomans who have overcome barriers. **CFSI provides a pathway to employment, education, and long-term stability through a ten-month intensive program that provides college coursework, career services, individualized interest and ability assessments, life and job readiness skills, a participation stipend, and direct employment experiences through internships.** From now until May 2025, you will have the opportunity to gain numerous skills, earn college credit hours along with supplemental credentials, and be positioned to assimilate into the general student body at OSU-OKC or to transfer to a 4-year institution of your choice to continue working toward your chosen academic degree program.

CFSI was created to help answer the “what’s next?” question individuals have after exiting local treatment agencies because post-secondary institutions' historical attempts to address recently released offenders, individuals in incarceration diversion programs, and those transitioning out of homelessness were not meeting Oklahoma's need. There was not a clear path forward or obvious next steps for individuals who needed to start over for whatever reason. OSU-OKC is a first-of-its-kind, national model for post-secondary success which creates a pathway of hope for distressed populations.

CFSI understands the unique needs of Oklahomans who have had to overcome barriers such as addiction, criminogenic behavior, incarceration, past abuse and trauma, violence, unhealthy relationships and support systems, and the guilt and shame associated with stigma, homelessness, suicide, mental health disorders, and poverty. To be clear, *the CFSI program does not offer treatment for those issues and we encourage you to continue seeking healing and balance outside of your time in the CFSI program to help ensure your long-term personal growth and success in school and a career.*

Throughout the next ten months you will be diving into academic coursework – either for the first time ever or picking up where you left off. In addition, you will also focus on core developmental workforce readiness trainings delivered by industry professionals. The sessions are designed to develop you in ways that will allow you the opportunity to become independent, confident, successful and self-sustaining in employment, college, and/or your personal life.

CFSI key learning objectives that underpin tangible measures of success for both life and career success strategies include: **self-confidence** and **identity**, ability to **work within a team, trust**

and **connectedness** with your CFSI classmates, **resilience**, setting **goals** and practicing employing **motivation** and **energy** to achieve them, **self-discipline**, **integrity**, ability to **learn** and use a **growth mindset**, **emotional intelligence** (self- and other-awareness, behavioral regulation), and **leadership**.

Training topics focusing on life skills include financial literacy (credit, mortgages, student loans, investing, etc.), community engagement (field trips and Things That Matter community activities), understanding how to navigate campus and community resources, and building healthy relationships (i.e. networking and professional boundaries). Career services offerings through the Coordinator of Career Services include resume writing, how to write a cover letter, interview skills, professionalism and etiquette, advocating your value, and job search techniques.

During your second semester, following daily morning sessions and academic coursework completion, you will have the opportunity to expand your work experience with an internship. This experience is designed to teach job skills, help you learn how to balance college coursework while maintaining employment, widen your network of professional relationships, and contribute stable employment history to your resume and reference opportunities.

After successfully completing the ten month CFSI program in May, you will remain supported by CFSI staff and classmates as you assimilate into the general OSU-OKC student body and throughout your degree program completion. Additional ongoing support services include CFSI group activities, access to tutoring, coaching, and mentoring, and career services.

Please remember continued involvement with CFSI is a privilege. It is your responsibility to understand the commitment to CFSI and to your academic career. You are on a personal journey that we are proud to help guide you on as you pursue success. **Failure to follow the rules and regulations outlined in this handbook will lead to dismissal from the CFSI program.**

Pursuing higher education takes courage, drive, commitment, and passion. We support your efforts to take control of your life and truly believe in your ability to reach your full potential.

Although CFSI helps answer the “what’s next?” question, it is up to YOU to determine what is possible!

Ariel Moore

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Introduction

Oklahoma State University-Oklahoma City has provided many supports behind students from non-traditional backgrounds, increasingly over the last several years. The university is committed to helping individuals reach their personal and professional goals. Developing the Center for Social Innovation (CFSI) is a large part of this effort.

Everyone wants to do their best, feel confident in their education, and be well-prepared for a successful career. Both OSU-OKC and the CFSI work in tandem to develop individuals in each of these areas. The CFSI team is passionate about helping students not only build self-confidence, but also be personally empowered to make lasting and impactful changes in their lives – not just for them, but for their families and community. From the bustling Student Center to the numerous academic buildings, students will always find a welcoming and studious environment to provide them with the resources and tools needed to be successful. Taking advantage of campus offerings such as the Learning Resource Center, tutors, and handfuls of group project areas will ensure OSU-OKC feels like an academic home until CFSI students have reached their educational and career goals.

Mission Statement

CFSI is a program at OSU-OKC that creates educational pathways for individuals who have experienced social barriers so they can reach their career goals, find purpose and hope, and meet the workforce needs of the community. This is achieved through not only a like-minded and supportive cohort-style learning model, but also through higher education, training, and personal and professional development.

Program Description

CFSI is a workforce development program that provides post-secondary education and training for Oklahomans who have recently exited incarceration, homelessness, foster care, or domestic violence, or are in long-term recovery from substance abuse addiction or mental health disorders. CFSI provides a pathway to employment and long-term stability through a ten month intensive program where students will have the opportunity to gain invaluable skills, work experience through internships, and the ability to earn college credit hours along with supplemental credentials. Upon completion of the program, participants are positioned to assimilate into the general student body to continue working toward their chosen academic degree programs. Participation in the CFSI program will not only improves lives, but also helps Oklahoma achieve a more skilled and educated workforce industry desperately needs to grow.

General Education Provisions Act Oklahoma State University - OKC

OSU-OKC is committed to creating an environment for all students and employees that is fair and responsible; an environment where all members of the OSU-OKC community are treated with dignity and respect and distinctions are made on the basis of ability and performance. This commitment is based on the school's dedication to educational justice and the promise of each

individual, as well as adherence to federal and state civil rights laws and University policies and procedures. OSU-OKC is an open enrollment institution of Higher Education that provides equal employment and educational opportunity on the basis of merit and in a manner which does not discriminate because of an individual's age, race, color, religion, sex, sexual orientation, genetic information, gender identity or expression, national origin, disability, protected veteran status, or other protected category. OSU-OKC is committed to excellence in diversity and inclusion. We strive to maintain a welcoming and inclusive environment that appreciates and values all members of the University community. We define diversity as engagement in meaningful actions, behaviors, and conversations that reflect a commitment to recognizing, understanding, and respecting the differences among students, faculty, staff, and visitors throughout the OSU system. We do not condone acts, behavior, language, or symbols that represent or reflect intolerance or discrimination.

OSU-OKC is dedicated to cultivating and enriching the competitive advantages that diversity and inclusion provide all members of the University community. We identify diversity as a quality of life issue, as well as an important economic driver for the prosperity and well-being of the state, nation, and world.

Participant Acceptance

In order to be accepted into the CFSI program, interested candidates complete an online application, write and submit an essay, and provide three character references. Applicants then participate in an in-person interview with a panel of several different OSU-OKC staff members representing areas such as Disability Services & Diversity, other campus federal grant programs, and Academics. Interview committee members assess each candidate's exemplified levels of college-readiness, stability (including mental health, sobriety, housing, support systems, etc.), and overall commitment to and drive towards post-secondary education. This includes determining if the program offerings at OSU-OKC are the right match for the applicant's desired career path. If an individual is not accepted into the program, they are welcome and encouraged to reapply for the following year's CFSI cohort.

Participant Expectations

Because CFSI is committed to each student's success, participants are expected to represent the program in a respectable manner both inside and outside of the classroom. It is a requirement to exhibit professional conduct as well as have a respectful attitude and appropriate appearance at all times (see **dress code** for more information about appropriate attire). Consistent attendance contributes to success. Therefore, students are required to communicate with CFSI-Leadership Students (Antwan) or staff (Ryan and/or John) BEFORE absences (see **Program Attendance** and **Communication** for more information) and need to time-manage important obligations around CFSI program hours. **As a demonstration of respect, students must turn cell phones on silent immediately upon entering the classroom and are not allowed to text or take phone calls during trainings or speaker sessions, and must**

close laptops unless otherwise instructed. All phone communication needs to happen during breaks or in-between classes. Students are not allowed to record or video any presentations unless required for accommodation or express approval has been obtained in advance. Students are not allowed by policy and state law to smoke or vape on campus per the Oklahoma Smoking in Public Places and Indoor Workplaces Act, 63 O.S. §§ 1-1523; 1-1525, et seq. and OSU Policy 1-0530. Students are

Students are required to keep the CFSI classroom clean and tidy at all times. This includes throwing all trash in the garbage at the end of each program day, leaving desks tidy, and coffee and refrigerator areas to be kept clean. **Students must be present and accounted for during their time on campus in the CFSI program and are not allowed to leave campus for any reason without notifying CFSI staff.** Students receiving transportation assistance from other CFSI students are expected to be respectful to those students who provide rides; **asking for a ride if it will cause another student to be late to class is not allowed.** Rides are a courtesy and should never be treated like an obligation. **CFSI is a drug and alcohol- free program, variance will not be tolerated.** Students are expected to be professional at all times, treating fellow students and others accordingly with respectful language, interactions, and conversations, in-person while on-campus, as well as in any learning or program applications including the GroupMe. Students may not answer phone calls, get up to get coffee, or go to the bathroom from 8:30-9:30am.

The Center for Social Innovation has six major values:

Excellence	We will do everything with excellence – rather than the fastest or easiest way. Our standard is to pursue the best. This means we’re constantly changing, growing, and trying to be and make things better.
Growth	We will give and receive feedback, have an open mind to learning new things, and continually work on ourselves and our processes. We will ask questions, take notes, and discuss thoughts.
Service	We will serve each other and our community through the Things That Matter club.
Integrity	We will be who we say we’re going to be. Our actions and morals in private will reflect what people are seeing in public. This will be evident through our treatment of others, our attitudes, our words, social media presence and behaviors at school and in the community.
Safety	CFSI will be a place of psychological safety for students, staff, and guests. Psychological Safety means that it is okay to take risks, to express ideas and concerns, to speak up with questions, and to admit mistakes – all without fear of negative consequences.
Transformation	We will leave the CFSI program as different individuals than when we started. This applies to every area of our life: personally, academically, and professionally.

Dress Code

The Center for Social Innovation's dress code is **business casual**. Students will communicate with staff if they are in need of appropriate clothing. Students may change into appropriate casual clothing after 10am when the morning training or speaker is finished.

Hygiene: All students must be clean, taking all necessary actions needed to manage their personal hygiene. Students are required to brush their teeth every day and to stay on top of good personal and oral hygiene out of respect for self and others (students, guests, etc.).

Students may not smell like marijuana, cigarettes, or other substances.

Probationary Period

Students are subject to a probationary period from August 5 - 30, 2024, during which time there will be strict adherence to the attendance policy and behavioral expectations.

Participant Dismissal

Students could be dismissed from CFSI for deviations from handbook guidelines. Participation with CFSI has no bearing on academic standing at OSU-OKC, so students are encouraged to complete classes and continue their education outside of the support of the CFSI program. Students must return their laptop upon dismissal. Unreturned laptops will be filed as stolen property with the Oklahoma City police department and a warrant will be issued.

Program Support

CFSI is funded in part by a Congressionally-directed Community Project Fund in the Omnibus Appropriations Act of 2022 specifically serving justice-involved individuals, Oklahomans who have experienced homelessness or domestic violence, persons in long-term recovery from substance abuse addiction or mental health disorders, and former foster involved youth.

Participants will be provided with equipment and supplies necessary to support their academic achievement.

- Laptop: available to CFSI students for OSU-OKC academic classes, career services, and supplemental trainings. Laptops remain property of OSU-OKC and are listed under equipment and inventoried annually per Oklahoma State University Policy and Procedures, Inventory of Fixed Assets, 2.02 and 2.04. This equipment must be returned either upon completion of a degree at OSU-OKC, a break in persistence from their academic program of study, or dismissal from the CFSI program. Laptops must be used only for academic pursuit, no criminal or inappropriate material may be viewed, created or distributed on this device. CFSI students are liable for all stolen property they have checked out, including their laptop. If a student's laptop charger is stolen or lost, their stipend will be reduced to cover the cost of a replacement. Students are required to take their laptop to IT if they have any issues (ex. broken screen) so that corrections can

be addressed via warranty repair. Students may continue using their laptop as long as they are enrolled in classes at OSU-OKC.

- Backpacks: provided as gifts to each student for the organization and centralization of materials as well as to protect laptops (each backpack has a laptop sleeve) and to carry books and school supplies to classes.
- School Supplies: items given to or purchased for students including binders, pens, notebooks, and other educational supplies.
- Course textbooks and calculators (purchased by CFSI) are property of CFSI and must be checked in or out via book log (managed by Ryan). Rental books for academic pursuit must be returned to the bookstore on time at the end of each semester.
- The CFSI Classroom (Science Building room 107) will be used for training, speakers, group activities, career services, online classes, and workforce readiness training. Class will be relocated from time-to-time for special speakers and activities.
- Tuition: tuition for credit-bearing academic coursework is paid for program participants who cannot receive financial aid, but who are making a good faith effort to get out of default with past accounts and re-establish an acceptable standing in order to once again receive financial aid after CFSI program completion. Students may be personally liable for tuition payment of failed or incomplete course work.
- Stipends: designed to assist students in overcoming financial constraints, stipends allow students to focus on advancing their education, professional development, and career readiness skills during the program participation period. Stipends are not guaranteed and are fully reliant on the cooperation of each individual student with the program goals and objectives in the areas of Academics, Attendance, and Program Participation. Any deviation from program standards will result in a reduced stipend. See **Stipends** for more information. Stipends are also dependent on continued grant funding.
- Program materials: handbooks, syllabi, schedules, training curriculum, certificates.
- Professional Headshots and Social Media Training: each student will have the opportunity to have their professional headshot taken as well as receive help with setting up a professional LinkedIn profile for career growth and networking.
- CFSI Guest Speakers: students will have numerous opportunities to hear from guest speakers who are giving their time to share experience, strength, and hope with the CFSI cohort. Students are expected to take notes in their CFSI notebooks, be on time and stay until the speaker is done, come prepared to ask questions, and have an attentive and respectful attitude. Although some speakers may offer this information themselves, students are prohibited from *asking* guests for their personal contact information or for resources such as employment opportunities (unless otherwise stated).
- Accountability: CFSI participants are required to schedule and meet regularly with staff to ensure academic goals are progressing. Students will receive a review every other month to discuss their performance during that performance period.

- Workforce, Life Skills, & Career Readiness Training: Brene Brown’s Dare to Lead, Crucial Conversations, GiANT Worldwide Emotional Intelligence & Leadership, Resiliency, Heart Math, Trust, Habits & Success, Mindfulness, Success Coaching, Brain Builders, EMS Improv, and Lynn Institute Science of Hope Training.
- Graduation: the CFSI Cohort # 5 graduation ceremony will be on **Friday, May 16, 2025 10:30am-12pm**. Upon successful program completion each student will receive a graduation stole and a program yearbook.

Stipends

CFSI students have the ability to earn a stipend of up to \$220 a week, or \$440 biweekly, for meeting the goals in each category: Academics, Attendance, and CFSI Program Participation. The amount awarded for each category breaks down as follows:

Academics	\$200
Attendance	\$160
Program Participation	\$80
Total	\$440

Academics: As the most important component of CFSI, academic goals are worth the most and weighted most heavily. Each student will be required to do a bi-weekly academic check-in with the CFSI Program Coordinator by showing their current class grades in Canvas.

Academic Stipend Matrix:

- Students are considered in good academic standing if they have A’s and B’s, no tutoring required. = **\$100 per week**.
- Students have good academic standing if they have a C with **one tutoring check-in** for one session per week. = **\$100**. If a student incurs a C, but doesn’t seek tutoring, they will earn 75% of their grade stipend = **\$75**.
- Students who have a D in a class with at least **two tutoring check-ins** a week can earn half of their grade stipend. = **\$50**. Students with a D and **NO** tutoring check-ins receive none of their academic stipend. = **\$0**.
- A student will receive zero grade stipend for having an F in a class, even if they pursue tutoring, until they get their grade back up to a D. A student is also subject to dismissal from the CFSI program for having an F grade.

Attendance: Students will sign in at 8:30 a.m. and out at 3:00 p.m. each day, Monday through Thursday. In between classes and trainings, students are expected to stay on campus and work on homework, seek tutoring, and/or access any other campus resources or offerings. If a student arrives late, they will have \$15 automatically deducted from their stipend. If a student leaves before 3 p.m. for any reason, they will have \$15 deducted from their stipend. See **Program Attendance** for more information. *Excused absences are still docked 25% of the missed absence or check-in.*

Program Participation: Students will receive \$80 per stipend for submitting all of the required discussions and/or for receiving acceptable marks on their performance review, if applicable for that stipend period.

Program Attendance

Students are required to participate in the CFSI program activities, regardless of whether they are in-person or held virtually. Students are allowed **three absences** for each academic semester. Absences include instances of a pre-planned vacation, bereavement, court appearances, or sickness. **Absences related to sickness require a doctor's note.** The student must contact program staff (Ryan or John) for each absence or tardy instance, as well as provide adequate documentation. Students must communicate about absences or tardiness **before** it takes place, not afterwards or at the time of the event. In the event of tardiness, a student will have their stipend reduced. If a student is tardy 3 times, this will count as an absence. "Tardy" is defined coming to program in the morning after the start time of 8:30 a.m. Students who sign-out to leave at the end of the day before 3pm dismissal will also have their stipend reduced.

In addition to having a stipend reduced, participants who deviate from attendance standards may be placed on probation and/or may be dismissed from the program altogether. Dismissed students may reapply during the next CFSI application period and are encouraged to continue making efforts to successfully finish the academic classes they were enrolled in at the time of dismissal. Students who are dismissed for attendance, but do not finish their academic classes successfully, will not be considered during the next CFSI application period.

Equity

OSU-OKC is committed to implementing strategies for ensuring equitable access to and participation in this program through efforts including:

- Development and dissemination of relevant materials that are easily understandable and accessible to all potential participants.
- Materials posted and available on the internet in order to provide equitable access to all potential participants.
- Ensuring all applicants have an unbiased application and selection process.
- Providing equal access in pursuit of workforce readiness, academic and program success.
- **Access for each student to apply for Disability Services**, if needed.

Goals, Objectives and Outcomes

The objective of the CFSI program is to provide each program participant the opportunity to earn an academic degree, workforce credentials, and essential skills necessary to obtain

employment. The outcome is to reverse systemic barriers, increase personal wealth and to meet Oklahoma’s critical workforce needs.

The Oklahoma Workforce Development system identified that most job applicants and employees currently lack job readiness skills. Sometimes referred to as “soft-skills”, the lack of work-readiness is a barrier to initial and long term employment (Oklahoma Works, 2017 Oklahoma Educational Attainment Study). OSU-OKC will reinforce program learning through group and individual coaching designed to integrate human relations communications, emotional intelligence, expectation setting, professional etiquette, and employment experiences through internships.

Working with leading employers and the Oklahoma Office of Workforce Development, internship and apprenticeship opportunities will both reinforce classroom skills and help prepare for employment the next generation and demographic exiting barriers such as those experienced by CFSI participants.

Other outcome reinforcement program activities could include a book club, student projects and presentations, Toastmasters, and involvement in the student club called Things That Matter, which was established by CFSI participants in 2020 through the OSU-OKC student government association on campus. Students are also encouraged to engage in OSU-OKC campus activities to promote assimilation into the general student body. During the last half of the spring academic semester, CFSI students will work with staff to create an individualized education and employment plan outlining their next steps upon completion of the CFSI workforce development program.

Educational Metrics and Goals

Student success is measured by class grades, college credits earned, and increased college and career readiness skills. After completing the CFSI program, students should be ready to assimilate into the OSU-OKC general student body with minimal continued assistance from program staff, or if they have acquired their associates degree, the four-year college of their choice.

Other important measures for program and post-secondary success are things like recidivism, rates of relapse, employment, continued pursuit of education, and wages or earnings prior to and following program exit.

- Recidivism [68% - Oklahoma’s Open Data, Offender Recidivism] [CFSI - 50%]
- Retention [45% - OSU-OKC] [CFSI - 60%]
- Academic Degree Earned [10.4% - OSU-OKC] [CFSI - 20%]
- Credential Attainment [70% - Oklahoma Works, Performance Outcomes] [CFSI - 90%]
- Measureable Skills Gain [64.9% - Oklahoma Works, Performance Outcomes] [CFSI-80%]
- Employment 2nd Quarter after Exit [67.5% - Oklahoma Works, Performance Outcomes] [CFSI - 75%]

Philosophy

Oklahoma State University-Oklahoma City operates in the belief that each person should be:

- Treated with dignity and respect
- Afforded equal opportunity to acquire a complete educational experience
- Given an opportunity to discover and develop their special aptitudes and insights
- Provided an opportunity to equip themselves for a fulfilling life and responsible citizenship in a world characterized by change

Learning Outcomes

Upon the completion of an Oklahoma State University-Oklahoma City degree and the Center for Social Innovation Program, students will have accomplished the following five outcomes:

1. Emotional Intelligence:

Cultivating heightened self-awareness, empathy, and social acumen, participants emerge with refined emotional intelligence crucial for personal and professional success. Beyond sobriety or mental health stabilization, this skillset empowers individuals to properly navigate interpersonal dynamics, defuse conflicts gracefully, and harmonize with diverse perspectives, fostering an environment of mutual respect and understanding.

2. Effective Communication

Participants refine their communication skills to become adept problem-solvers, risk mitigators, boundary setters, and self-advocates. Recognizing the pivotal role of effective communication, participants leverage their newfound proficiency to excel in networking, leadership opportunities, and public speaking engagements.

3. Identity and Personal Branding:

Through individualized experiences such as Clifton Strengths Finder assessments, GiANT Worldwide's 5 Voices, and engaging team activities, participants embark on a journey of self-discovery and personal branding. Inspired by guest speakers and industry exposure, participants craft their unique identities, bolstered by professional headshots and the creation of LinkedIn profiles.

4. Direct Employment Skills:

Participants acquire vital employment skills, including PRSS certifications, personalized career services, and immersive trainings such as Dare to Lead by Brené Brown and Hope Champion by Lynn Institute. Opportunities for paid internships, computer classes, and diverse training modules ensure participants are primed for professional success.

5. Engaged Community Leadership:

Participants assume leadership roles within the peer-led student club, Things That Matter (TTM), from program launch. Through collaborative community projects, budget management, and team-based initiatives, participants foster a culture of morale enhancement within the CFSI program while simultaneously serving and uplifting the OSU-OKC campus and the broader Oklahoma City community.

6. Campus Integration:

Students develop a deep understanding of campus resources, effortlessly navigating tutoring services, SOAR program offerings, student clubs, professor interactions, advising department communications, and financial aid channels.

Communication

You are responsible for timely communication with the CFSI program staff, your teachers, and any other member of the OSU-OKC team. Failure to properly communicate can lead to reduced stipends or dismissal from the CFSI program. Students are required to respond to direct communication attempts (calls, texts, emails) **within 24 hours**. Proper methods of communication include the following:

1. Canvas (The OSU-OKC Learning Management System)

CFSI Cohort #5: The CFSI Program Course within Canvas. Make sure you consistently check for and review any new announcements, assignments, calendar items, and/or modules. Our trainings and speakers are all visible within this course. Daily required discussions will be submitted here.

Academic Classes: Each of your academic classes will have a Canvas course page and you will need to check for and review all assignments, modules, calendars, discussions, quizzes, and/or any other section utilized by your professors. *Each of your teachers may use Canvas differently*, so you will need to learn how each of them conduct their classes. If you are confused about any aspect of your courses in Canvas, you are responsible for seeking help to understand. Being confused is not an acceptable reason to miss assignments or discussions. Ask for help!

2. OKSTATE E-mail (Cowboy Mail)

You are required to use your OKSTATE email, as all communications will be directed to this email address going forward. You alone are responsible for managing and maintaining access to your OKSTATE account. This means staying on top of account updates by not letting your password expire. Passwords must be updated every **120 days**, a minimum of 8 characters, not contain any dictionary words, and not be one of your last 4 passwords used. Since the requirements are stringent and you will have to constantly update it, you will need to decide how you'll want to best track your passwords.

When using email, follow these best practices for communication:

- Include a descriptive subject in the subject line of original and return messages.
- Sign your name to your e-mail message (we can help you set up your personalized email signature).
- Check for e-mail messages every day. Full-time faculty members attempt to reply to e-mail messages on their office days, adjunct faculty respond as quickly as possible, as working professionals. Generally allow 24 hours for a response.

- Use student e-mail addresses and instructor e-mail addresses for course business only! Do not distribute virus warnings, jokes, anecdotes, solicitations, or other personal business using the official OKSTATE email.
- OKSTATE email is subject to open records – so always remain professional
- OKSTATE can be used to send information regarding your course performance, however, **never** send extremely sensitive data by email such as your Social Security Number, banking information or other private information.

3. Phone

The CFSI program staff use OSU-OKC provided desk phones and cell phones, the numbers for which will be provided to you (look in the CFSI Course Canvas syllabus). Please communicate official business in a timely manner, as needed. Staff will respond as quickly as possible to your **text or voice message**. Missed calls will not be automatically responded to, so each student needs to leave a voice or text message with your request.

- Voicemail is also an effective way to communicate with your instructor or the teaching program staff. The OSU-OKC telephone system notifies us by email when we have a message for review.
- Text messages are best used for immediate communication. If your communication need is not immediate, send an email message instead. Emails are a valuable way to have documentation that a message was left.
- Note:
 - During the semester, instructors are not responsible for working on campus evenings or weekends, except in unusual circumstances. Therefore, they may not check e-mail or voice-mail messages until their next office day.
 - Instructors are not available during college holidays, spring and fall breaks, and between the spring and fall semesters and may not respond to telephone or email messages during those times.

Notice of Responsibility

Oklahoma State University – Oklahoma City reserves the right to update this handbook at any time. Participants in the Center for Social Innovation Program during the current academic year are responsible for understanding the requirements of the program in addition to the [Oklahoma State University – Oklahoma City Code of Conduct](#), program specific handbook or general requirements and expectations for students.

Student Success

At CFSI, we believe in our students and their ability to succeed. However, life can be difficult and all of us experience failure or adversity in our pursuit of excellence and growth. We hope you will remember these important quotes from John Maxwell on your CFSI journey:

Successful people have learned to do what does not come naturally. Nothing worth achieving comes easily. The only way to fail forward and achieve your dreams is to cultivate tenacity and persistence.

If you are succeeding in everything you do, you may not be pushing yourself hard enough. And that means you're not taking enough risks. You risk because you have something of value you want to achieve.

The more you do, the more you fail. The more you fail, the more you learn. The more you learn, the better you get.

John C. Maxwell in *Failing Forward: Turning Mistakes into Stepping Stones for Success*
