

**Initiative 5** – Provide clear resources to guide students in mapping their program pathways.

**Strategy a** – Establish step-by-step, visual pathways for every degree program (e.g., degree sequencing sheets, including entry and exit points) that are shared on website and in advisement sessions and updated as course offerings change.

**Strategy b** – Further clarify for students which degrees are transferrable and which are not.

**Strategy c** – Ensure all instructors (credit and non-credit) and academic advisors have received and been trained on pathways within the academic divisions.

## **GOAL B – INCREASE STUDENT ENGAGEMENT AND SUCCESS**

**Initiative 1** – Enhance student communication model with established timeline for regular communications from initial contact through post-graduation.

**Strategy a** – Create comprehensive recruitment plan with targeted communications from first contact through first day of class, including welcome video, welcome email, and student survey on desired college experience.

**Strategy b** – Develop videos and other instructional guides for onboarding new students, including how to use the learning management system, how to access email and website resources, navigating financial aid, and how to be a successful college student.

**Strategy c** – Use social media and the learning management system more to share updates.

**Strategy d** – Create targeted communications for part-time students and online students.

**Initiative 2** – Provide expanded support services for all students.

**Strategy a** – Utilize annual student surveys and/or interviews to identify areas for improvement in students' experiences.

**Strategy b** – Increase access to resources for career services, including development of graduate portfolios.

**Strategy c** – Evaluate existing tutoring services to ensure they are addressing current student needs.

**Strategy d** – Provide vital student services (e.g., e.g., financial aid, admissions, etc.) outside of normal business hours.

**Strategy e** – Create webpage to communicate community resources to students, such as childcare and transportation.

**Strategy f** – Improve phone communications through a review of call routing and customer service.

**Initiative 3** – Increase opportunities for student engagement and participation in campus activities.

**Strategy a** – Offer students incentives to increase participation in campus events.

**Strategy b** – Offer more student activities and experiential learning opportunities with co-curricular assessments to determine effectiveness.

**Strategy c** – Highlight and expand opportunities for activities related to diversity and inclusion.

**Strategy d** – Provide opportunities for students to develop competencies linked to graduate success, including professionalism, citizenship, leadership, and responsibility.

**Initiative 4** – Identify academic and non-academic risk factors for student success and appropriate intervention strategies, including early alerts and other targeted communications and services.

**Strategy a** – Define “student success” for OSU-OKC, both programmatically and in relation to the attributes of the ideal graduate for Oklahoma State University.

**Strategy b** – Implement process for student exploration of degree program alternatives.

**Strategy c** – Establish comprehensive student retention plan from onboarding through completion inclusive of regular review of disaggregated institutional and program data.

**Strategy d** – Identify opportunities to expand high-impact practices for equity in retention and completion.

**Strategy e** – Define mentor roles for all students, especially those at-risk.

**Strategy f** – Annually review student placement guidelines and processes using student success data.

**Strategy g** – Provide employee professional development on building interpersonal relationships, peer mentoring, and success coaching.

**Strategy h** – Integrate advisement best practices, such as advisor check-ins, into OSU-OKC’s core academic advisement processes.

## GOAL C – SUPPORT EMPLOYEE EXCELLENCE

**Initiative 1** – Review policies and procedures to promote fair and equitable compensation.

**Strategy a** – Review compensation plan annually prior to budget cycle.

**Strategy b** – Establish a plan for employee incentives/appreciation.

**Strategy c** – Conduct an annual employee survey, addressing satisfaction in areas such as compensation, benefits, and professional development needs.

**Initiative 2** – Determine feasibility of implementing additional employee benefits.

**Strategy a** – Explore remote/hybrid work options that address business, employee, unit and customer needs.

**Strategy b** – Review employee tuition benefits periodically.

**Strategy c** – Promote employee health and wellness programs with annual assessments of equipment and programming needs, as well as possible incentives.

**Initiative 3** – Identify methods to improve consistent and timely communication.

**Strategy a** – Update OSU-OKC’s employee onboarding process for opportunities to improve institutional awareness and connectivity.

**Strategy b** – Improve effectiveness of current avenues for routine institutional updates to the campus community.

**Strategy c** – Create and support opportunities to increase common purpose and institutional cohesiveness.

**Initiative 4** – Ensure the availability of quality, relevant professional development and training.

**Strategy a** – Encourage supervisors to work with their teams to identify annual training and development opportunities, including team-building activities which support common goals.

**Strategy b** – Link employee professional development and performance goals with OSU-OKC’s mission and strategic priorities.