OSU/A&M System resources, including training that might occur prior to and after programming at OSU-OKC.

Strategy b – Implement and reduce time to digital badges and micro-credentials for engagement as the institution builds toward "credit process" (e.g., lab skills, CIS credentials, software and career development skills, soft skills, technology).

Strategy c – Map existing and potential programs to Oklahoma's economic forecast. (Strategy completed '22-'23 with ongoing review planned)

Strategy d – Reduce barriers and production time to course/curriculum updates and program development.

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 completed '22-'23 with ongoing review planned)

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

Strategy d – Provide degree program details and benefits on website and through social media.

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 and implement resources to assist new students during the onboarding process, 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., financial aid, admissions, etc.) outside of normal business hours.

Strategy e – Maintain webpage to communicate links for community resources to students, including childcare, affordable housing, resources for food insecurity, and transportation.

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

Strategy g – Include stress management techniques and programming in counseling services.

Strategy h – Enhance student orientation model, encouraging more students to participate and continuing to review student skills needed for success.

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, including engagement directed at students in online and hybrid courses, with co-curricular assessments to determine effectiveness.
 Strategy c – Highlight and expand opportunities for activities that create a welcoming environment for all.
 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 completed '22-'23 with ongoing review planned)
 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 completed '22-'23 with ongoing review planned)
 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.
 Strategy I – Continue to support high-quality instruction and student support through employee input on needs in technology, facilities, and professional development.

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 as well as a review of career pathways.
 Strategy c – Conduct an annual employee survey, addressing satisfaction in areas such as compensation, benefits, and professional development needs.
 Strategy d – Review job descriptions for equity in workload and compensation prior to position repostings.

Initiative 2 – Determine feasibility of implementing additional employee benefits.
 Strategy a – Explore remote/hybrid work options that address business, employee, unit and customer needs.