Strategic Initiative #1

“The Division of Student Affairs will ensure a high level of support to address the needs of OSU students and their families”

Guiding Questions:

What does a high level of support look and feel like to students and families?

What are the constant and up and coming needs of OSU students and their families?

Where are we already being responsive to these needs? How can we build on what is in place?

How can we create better systems to support the needs of our non-traditional students? (ECampus, students with families, veterans, commuter, international, part-time students,...)

Strategic Activities

1. Current focus: One-Stop Shop/After Hours Help Center

An after-hours help center on the OSU campus would provide centralized, after hours support and resource referral for on-campus, ecampus students, parents and family members. The center would serve to address student needs during the extended time that students are on campus and/or need assistance as distance students. A center would provide students with necessary information to have positive interactions with offices they are referred to during their visit to the center.

Outputs include:

Students and families will have greater access to help and support

Current after-hours support can be centralized and therefore be more effectively utilized

Students will feel better supported during times of the day when they are looking for help
Next steps include:

Summer 2012:

Gather external information on how other institutions staff, market, assess, and pay for after-hours centers through EAB report

Further outreach to offices on campus that might want to be involved in providing after-hours support (CAPS, UHDS, SHS, etc.)

Fall 2012

Sit in on HUB Focus group to get a fuller picture of what space will entail- how after-hours center could fit in- what facilities does an after-hours center need

Consolidate Summer 2012 information gathering and provide report to Student Affairs. Await approval, support, funding, future research necessary.

2. Potential future focus: Customer Service

There should be a standard of customer service across the division of Student Affairs that looks and feel similar. Customer service should be rewarded, reinforced through training and valued in a similar way across the division. This would provide a more welcoming, helpful and intentional support for students and families across campus. Enhance customer service would not only benefit students and families, but it would filter down to the individual departments, front office staff members, etc. who work with students and family members on a daily basis. Students and families who feel like they are receiving good service will be more kind, caring and thoughtful to those they interact with in the future.

Next steps:

Explore what offices already have great customer service and how they do it

Find a way to measure student perceptions of OSU’s customer service

Brainstorm ways to train and support professionals and offices with high levels of customer service

Use of Assessment Handbook Customer Service Appendix to help define customer service
3. Other potential future focuses: Additional Campus Mentorship programs, Sophomore or Senior Experience Programs.
"After Hours" One-Stop Shop

<table>
<thead>
<tr>
<th>Location/Facilities</th>
<th>Cost</th>
<th>Staffing/Organizational Structure</th>
<th>Assessment</th>
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</thead>
<tbody>
<tr>
<td>MU/Dixon options</td>
<td>Facilities needed</td>
<td>Who will staff?</td>
<td>Number of users</td>
</tr>
<tr>
<td>HUB</td>
<td>Hours of operation</td>
<td>What department will shop fall under?</td>
<td>Satisfaction of users</td>
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<td></td>
<td>Technology</td>
<td>Who trains?</td>
<td>Benefits to partner offices</td>
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<td></td>
<td>Staff/HR</td>
<td>Who supervises?</td>
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<td>How do we market the service?</td>
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Summer/Early Fall Action Items:

Stay in contact with MU (Deb Mott) and Dixon Recreation Center (Kari Miller) about the use of these spaces for Phase I of After Hours center

Sit in on HUB Focus groups happening Summer 2012 to get a fuller picture of the space, students it will serve, how After Hours center would fit

Reach out to EAB, professional organizations and other comparable institutions with After Hours centers for information on costs, facilities needed, staffing, and assessment

Create a report with proposed options for an OSU center based on other institutions information. Low cost approach, high cost, etc.

Make/maintain contact with other offices that may have an interest in helping to staff, be connected with the After-Hours center to help with addressing staffing- UHDS, CAPS, SHS, E Campus, etc.