Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Admissions - Enhance relationships with guidance counselors
Enhance relationships with high school and community college guidance counselors in the New Orleans metropolitan area.

Related Measures

M 1: Admissions - Track and evaluate participation
Track and evaluate participation at events/programs for guidance counselors.
Source of Evidence: Administrative measure - other

Target:
Increased participation at UNO hosted counselor socials/events by 10%. Time Frame: Each semester

O/O 2: Admissions - Recruit quality students
Improved number of admitted students who are most likely to be successful at UNO.

Related Measures

M 2: Admissions - Comparison of findings
Compiled reports of the average test scores and GPAs of all new entering students. Will compare findings to previous years.
Source of Evidence: Administrative measure - other

Target:
Increase average ACT composite score by 0.5, average SAT composite score by 50, and average cumulative GPA by 0.25. Overall, a 7.5% increase of these students Time Frame: Calculated annually after the drop/add date every fall semester

O/O 3: Financial aid - Decrease aid not awarded due to suspension issues
Decrease the number of Freshmen and/or Transfer students not awarded due to ISIR Suspense issues

Related Measures

M 3: Financial aid - Report analysis
Identify through ISIR Suspense reports, any award processing issues delaying awarding, including record input by admissions
Source of Evidence: Document Analysis

Target:
80% processed and awarded prior to Fee Payment deadline each semester Timeframe: Ongoing for each semester; ISIR reports run and worked two times each week and amount of students awarded calculated after the 1st day of Fee Payment each semester

O/O 4: Financial aid - Decrease verification process frame
Decrease the amount of time needed to process verification for students who have turned in all required documentation

Related Measures

M 4: Financial aid - Verification report analysis
Bi-weekly queries/reports identifying students whose verification is pending completion and communication/notification to students of outstanding documents; Process facilitated by the implementation of paperless process
Source of Evidence: Document Analysis

Target:
80% completed prior to fee payment deadline each semester; Including 80% of all verification documents scanned on or before the start of Fall 2013 semester. Timeframe: Ongoing for each semester; Calculated each semester the week prior to Fee Payment; Paperless process calculated by amount of papers not yet scanned by start of Fall 2013 semester

O/O 5: Orientation - Assist new students with transition into college
Assist new students with their transition to the college environment.

Related Measures

M 5: Orientation - Needs survey
Administer needs assessment survey to all new students at orientation programs
Source of Evidence: Evaluations

Target:
Increase orientation yield from 95% to 97% for freshmen Time Frame: Each semester

M 11: Orientation - Evaluation of orientation programs
Send evaluation of orientation programs to all participants after program is complete
Source of Evidence: Evaluations

Target:
Increase orientation yield from 83% to 85% for transfer students. Time Frame: Each semester

O/O 6: Orientation - Inform new students of campus resources
Inform new students of on campus resources and student services.

Related Measures

M 6: Orientation - Post orientation survey
Gage knowledge of campus resources via post orientation survey
Source of Evidence: Evaluations

Target:
Develop criteria to measure awareness of academic advising among students Develop criteria to measure awareness of campus and community involvement opportunities Develop criteria to measure awareness of tutoring services Time Frame: Each semester

M 12: Orientation - feedback from participants
Review feedback in regards to orientation breakout sessions concerning on campus resources
Source of Evidence: Discussions / Coffee Talk

Target:
Develop criteria to measure awareness of academic advising among students Develop criteria to measure awareness of campus and community involvement opportunities Develop criteria to measure awareness of tutoring services Time Frame: Each semester

O/O 7: FYE - Foster sense of community for first year students
Foster a sense of community amongst first year students within the University.

Related Measures

M 7: FYE - Attendance record
Measure attendance at FYE events & implement UNIV survey
Source of Evidence: Evaluations

Target:
Develop baseline for attendance, perception of experience and perception of UNIV course to utilize for comparisons and improvements Time Frame: Each semester

M 13: FYE - Survey regarding experience at UNO
Evaluate student perceptions about their experiences at UNO through the mid-term and end-of-semester survey
Source of Evidence: Evaluations

Target:
Develop baseline for attendance, perception of experience and perception of UNIV course to utilize for comparisons and improvements Time Frame: Each semester

M 14: FYE - Survey perception of UNIV course
Measure student perception of the UNIV 1001 course
Source of Evidence: Evaluations

Target:
Develop baseline for attendance, perception of experience and perception of UNIV course to utilize for comparisons and improvements Time Frame: Each semester

O/O 8: FYE - Retain first year students
Retain first year students and ensure their wellbeing and academic success.

Related Measures

M 8: FYE - Evaluate retention rates
Evaluate retention rates of first year students from the IRDM office
Source of Evidence: Evaluations

Target:
Increase retention rates of the first year, full time cohort (FYs who enter in the Fall semester), Time Frame: Run retention rates after each academic year

O/O 9: UNIV - FTFT Freshmen complete UNIV 1001
Ensure that all full-time, first-time freshmen are enrolled and complete UNIV 1001

Related Measures

M 9: UNIV - Assess grade evaluations
Assess enrollment records for the number of students enrolled as of 14th class day and the progress of students enrolled in UNIV through final grade evaluations.
Source of Evidence: Evaluations

Target:
100% Enrollment in UNIV during a student's first year at UNO; 95% completion rate during a student's first year at UNO Time Frame: Each semester during the first week of class, confirm enrollment of students

O/O 10: Enrollment Services - Satisfaction of customer service
Increase satisfaction of customer service

Related Measures
<table>
<thead>
<tr>
<th>M 10: Enrollment Services - Survey quality of services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email survey to students and staff about the consistency and quality of services offered through the OES</td>
</tr>
<tr>
<td>Source of Evidence: Service Quality</td>
</tr>
<tr>
<td><strong>Target:</strong></td>
</tr>
<tr>
<td>80% of responses are positive</td>
</tr>
<tr>
<td><strong>Time Frame:</strong> Annually</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>O/O 11: FYA - Schedule and/or advise first year population</th>
</tr>
</thead>
<tbody>
<tr>
<td>FYA - Schedule and/or advise first year population prior to close of current semester.</td>
</tr>
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</table>

**Related Measures**

<table>
<thead>
<tr>
<th>M 15: FYA - Track and compare appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>FYA - Track and compare appointments with targeted group.</td>
</tr>
<tr>
<td>Source of Evidence: Efficiency</td>
</tr>
<tr>
<td><strong>Target:</strong></td>
</tr>
<tr>
<td>90-100% of population will be advised or scheduled for advising prior to close of current semester. Time Frame: Verify results at the close of each semester.</td>
</tr>
</tbody>
</table>

**Connected Document**

- Advise Target Population

<table>
<thead>
<tr>
<th>O/O 12: FYA - First-year students will be satisfied with advising</th>
</tr>
</thead>
<tbody>
<tr>
<td>FYA - First-year students will be satisfied with their advising experience at the end of their first-year.</td>
</tr>
</tbody>
</table>

**Connected Documents**

- Advising Satisfaction Survey Results in PDF Format
- Advising Satisfaction Survey Results in Word Document

<table>
<thead>
<tr>
<th>Related Measures</th>
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</thead>
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<table>
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<tr>
<th>M 16: FYA - Implement satisfaction survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>FYA - Implement a satisfaction survey that will be sent to students after their advising appointment (within the advising form that gets sent to the students).</td>
</tr>
<tr>
<td>Source of Evidence: Client satisfaction survey (student, faculty)</td>
</tr>
</tbody>
</table>

**Connected Documents**

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- Advising Satisfaction Survey Results in Word Document

<table>
<thead>
<tr>
<th>Target:</th>
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<tbody>
<tr>
<td>A baseline will be developed with at least 75% student satisfaction. Time Frame - Verify results each semester.</td>
</tr>
</tbody>
</table>

**Connected Documents**

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