Mission / Purpose

The Office of Enrollment Services includes Enrollment Services, New Student Orientation, First Year Experience and University Success. In alliance with the mission and strategic plan of the University of New Orleans and the Office of Student Affairs and Enrollment Management, the mission of the Office of Enrollment Services is to identify, attract, enroll, matriculate, and retain academically qualified students from the Greater New Orleans area and state, as well as nationally and internationally while striving to be the first choice to local students for higher education. By providing quality and consistent customer service throughout the execution of its mission, the Office of Enrollment Services assists students and their support systems with the admissions process as well as obtaining all available financial resources, thus ensuring that all students have the opportunity to attend and thrive at the University of New Orleans.

In alliance with the mission and strategic plan of the University of New Orleans and the Office of Enrollment Services, the mission of New Student Orientation, First Year Experience, and University Success is to retain first year and first year transfer students by providing them with a network of resources, support, and opportunities to cultivate student pride. Assisting first year students with their transition to UNO and throughout their first year promotes well-being and academic success.

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.

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

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.

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.

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

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

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

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

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

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

O/O 11: FYA - Schedule and/or advise first year population
FYA - Schedule and/or advise first year population prior to close of current semester.

O/O 12: FYA - First-year students will be satisfied with advising
FYA - First-year students will be satisfied with their advising experience at the end of their first-year.

Connected Documents
Advising Satisfaction Survey Results in PDF Format
Advising Satisfaction Survey Results in Word Document