CI 2014-19 Strategic Priorities
1. Facilitate Student Success
2. Provide high quality education
3. Realize our future

Business & Financial Affairs Strategy Map 2012-17

<table>
<thead>
<tr>
<th>Mission</th>
<th>Vision</th>
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<tbody>
<tr>
<td>We transform the delivery of services through continuous improvement</td>
<td>We are the recognized leader for the delivery of outstanding services</td>
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Values: Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration

Value to Our Customers
- Provide responsive service that reflects value
- Help to solve complex problems
- Ensure the safety of our community

BFA Goals
- Improve Operational Excellence
- Attract and Retain a Diverse and Talented Staff
- Enhance Resources
- Enrich Communication

- Improve customer service
- Prepare for growth
- Share expertise and services
- Succession planning
- Create operations manuals
- Foster entrepreneurship
- Offer robust development opportunities
- Community building
- Document processes
- Implement online, web-based, self-service solutions
- Streamline processes for timeliness and efficiency
- Improve reporting
- Improve websites
- Increase the variety of communication tools – FAQ’s, online newsletters, annual disclosures, collaboration tools