

## CSUCI 2018-2023 Strategic Initiatives

1. Educational Excellence
2. Student Success
3. Inclusive Excellence
4. Capacity and Sustainability

## Professional Development 2019-20

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| <b>Mission</b><br>We transform the delivery of quality services to support the campus through continuous improvement | <b>Vision</b><br>We are the recognized leader for the delivery of outstanding services |
| <b>Values:</b> Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration • Fun                         |  |

### Value to Our Customers

Relieve staff of routine transactional tasks by improving processes and SSSC

Provide Data Support to facilitate data driven decision making

Provide professional development courses that support campus needs

### BFA Goals

Improve Operational Excellence

Attract and Retain a Diverse and Talented Staff

Enhance Resources and Diversify Revenue Streams

Enrich Communication

- Manage and report on mandatory training
- Review training curriculum for relevancy and currency

- Offer robust development opportunities
- Engage administration in staff in furthering their business acumen

- Increase on-line self-service options

- Improve websites
- Engage SME's as trainers
- Enhance messaging
- Collaborate system-wide to share SME's for training