CSUCI 2018-2023 Strategic Initiatives

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

Professional Development 2019-20

**Mission**
We transform the delivery of quality services to support the campus through continuous improvement

**Vision**
We are the recognized leader for the delivery of outstanding services

**Values:** 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