# CSUCI 2018-2023 Strategic Initiatives

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

## Business & Financial Affairs Strategy Map 2018

<table>
<thead>
<tr>
<th>Mission</th>
<th>Vision</th>
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<tbody>
<tr>
<td>We transform the delivery of quality services to support the campus 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 • Fun

## Value to Our Customers

- Provide responsive service that is quantitative and reflects value
- Facilitate innovative and sustainable solutions to solve complex problems
- Ensure the safety of our community

## BFA Goals

- **Improve Operational Excellence**
  - Improve customer service
  - Support growth
  - Share expertise and services
  - Collaborate with partners to achieve operational excellence

- **Attract and Retain a Diverse and Talented Staff**
  - Support inclusive excellence
  - Create operations manuals
  - Offer robust development opportunities
  - Community building
  - Support succession planning

- **Enhance Resources and Diversify Revenue Streams**
  - Improve and document business processes
  - Implement online, web-based, self-service solutions
  - Improve reporting
  - Foster entrepreneurship

- **Enrich Communication**
  - Improve websites
  - Increase the variety of communication tools
  - Actively listen to customers as a driver to improve