

CSUCI 2018-2023 Strategic Initiatives

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

Business & Financial Affairs Strategy Map 2018

Mission	Vision
We transform the delivery of quality services to support the campus through continuous improvement	We are the recognized leader for the delivery of outstanding services
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

Attract and Retain a Diverse and Talented Staff

Enhance Resources and Diversify Revenue Streams

Enrich Communication

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

- Support inclusive excellence
- Create operations manuals
- Offer robust development opportunities
- Community building
- Support succession planning

- Improve and document business processes
- Implement on-line, web-based, self-service solutions
- Improve reporting
- Foster entrepreneurship

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