**Mission**
We provide staff development, employee engagement, change management, and continuous improvement processes with respect for people and innovative ideas.

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

**Values:** We value a People-Centric perspective that includes: Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration • Pride • Accountability

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**Organizational Effectiveness Program Strategy Map 2018-23**

<table>
<thead>
<tr>
<th>Mission</th>
<th>Vision</th>
</tr>
</thead>
<tbody>
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</tr>
</tbody>
</table>

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**Value to Our Customers**

- Provide responsive service that reflects value
- Help to solve complex problems
- Provide organizational and leadership consultative services

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**Organizational Development Program**

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

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- **Campus-wide cost savings/increased capacity** – target $500K
- **Offer Collaborations on efficiency projects/committees**
- **Activate and guide Green Belts to lead facilitations**
- **Document processes, facilitate trainings & increase efficiencies**
- **Research/Identify Technology to build Dashboard capturing continuous improvement info**
- **Communicate OE activities based on survey results**
- **Robust marketing of Continuous Improvement program**
- **Enhance web pages**
- **Partner/Share best practices with sister campuses and community**