



Sacramento State
Destination

2010

ABA STRATEGIC PLAN

Progress Report and Proposed Direction



PROGRESS TO DATE:

WHAT HAVE WE DONE?



Our Directives

The background of the slide features a photograph of a university campus, likely Sacramento State, showing various buildings and green spaces. A white grid is overlaid on the image, creating a structured, grid-like pattern across the entire slide.

- Sac State Destination 2010 Initiatives
- WASC / Cornerstones
- President's Priorities and Vice President's Priorities & Expectations

Strategic Issues / Initiatives

- Quality Service & Compliance (Interdependence)
 - Flexibility
 - Communication with constituents
 - Engagement constituents in change
 - Provide training in functions and processes
 - Improve timeliness
 - Be accountable
 - Meet compliance requirements

Process Inputs

- ABA Managers (retreats)
- ABA Staff Professionals (retreats)
- Customers
 - University departments (summer 2004 interviews)
 - Customer Satisfaction Surveys (students, faculty/staff)
 - Results currently in review process

Actions for Improvement



- Goals / Action Plan
 - First Year Goals and Measures Matrix
 - ABA Managers
 - ABA Staff Professionals
 - Input posted on webpage (to draw from over time)
 - Final goals and measures developed by families

Strategic Framework

- Mission Statement (who we are)
- Vision Statement (where we want to go)
- Code of Conduct (expressing our values)
- Tag Line (addresses our role as a support unit and vision for success)
- Strategy Map (balancing our goals with a holistic perspective)
- Goals and Measures (one-year)
- Assessment
 - Track goals and measures via pbviews (in development)
 - Reporting via monthly progress reports
 - Quarterly Destination 2010 progress reports (December)
 - Customer Satisfaction Survey Results

Communication Structure

- Governance Structure (communication across the division)
- Family Organization (communication between management and staff)
- Web page in development
- Business Matters Roundtables & other
- Facility planning process in progress
- Biannual Customer Satisfaction Surveys

Actions Implemented (Progress)

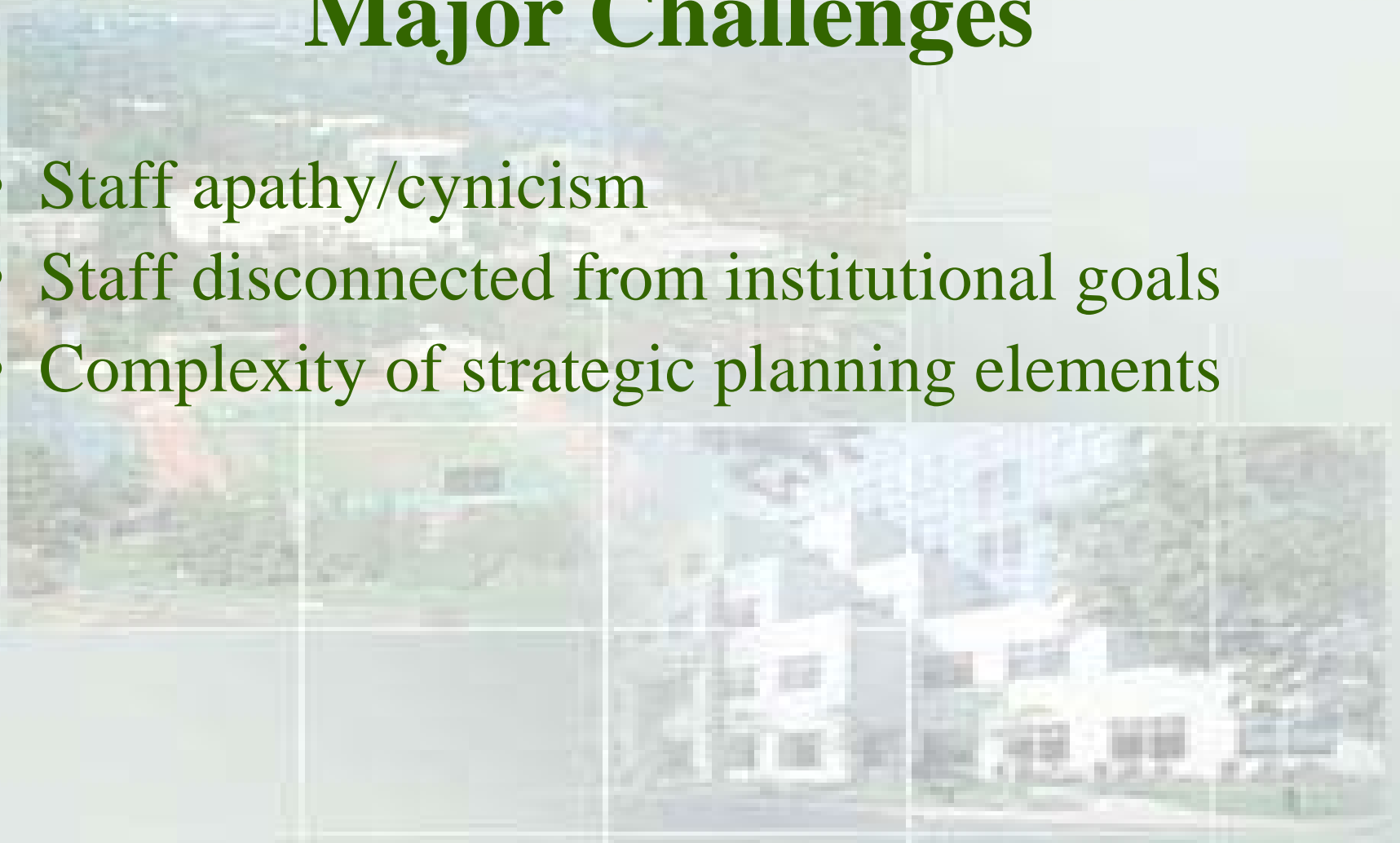
- Financial Expenditure Report posted to web (complete non-GF portion)
- Code of Conduct developed and communicated (training plan drafted)
- Professional org list completed (to be posted), (identify additions, develop professional standards)
- In process of updating and posting more user-friendly forms to web
- Website improvements in development
- Wayfinder system in progress
- Mandated training matrix developed (integrate with CETTS for tracking)

Progress (Con't)

- Enhancements to the Staff Recognition Program
 - New Leadership Peer Award (Nomination call out)
 - New Valued Staff Professional (Family) Awards
 - Staff alums posted to web page
 - Honors and awards page

Major Challenges

- Staff apathy/cynicism
- Staff disconnected from institutional goals
- Complexity of strategic planning elements





PROPOSED NEXT STEPS

In what direction should we go?



Meeting the Challenge

- **Address underlying Destination 2010 Goals – Identity and Institutional Pride**
 - Involve ABA staff in a way that is meaningful and motivating
 - Make the process simple to convey and easy to understand (tie all the elements of Destination 2010 together in a comprehensible package)

Staff Professional Level

- **Ask the individual staff professionals who comprise ABA**
 - Who are the individuals who make up ABA?
 - What do they do?
 - How does what they do contribute to the three major goals of Destination 2010?
 - Write about it, videotape it, communicate it via the web and online newsletter

Division Level

- **Involve staff in the development of Staff Professionals Retreats**
 - Team development of presentations to convey what they do
 - Provide preliminary questions to direct the process
 - Provide guidance and training, if needed
- **Develop a division newsletter (quarterly, biannual)**
 - Ask the staff professionals what they want to know and read about
 - Include progress on Destination 2010 goals
 - Include recognition news and photos
 - Include profiles of staff professionals
 - Include events (current, past, future)
 - Include staff input section (quote staff on topics/questions?)

Family Level

- Work at the Family level to keep Destination 2010 on the agenda
 - DSP attend staff meetings
- Involve one rotating staff member from each family in planning processes
 - Family member acts as Destination 2010 staff liaison

Institutional Level

- **Communicate our Commitment and our Successes**
 - Make the ABA webpage a *dynamic* communication vehicle
 - Add a *News and Events* Section to the opening Home Page
 - Post news about budget, policy changes, meetings and training opportunities, important deadlines
 - Add a *Resources* Section to assist the understanding of compliance
 - Post resource information, including governing documents (EOs, policy manuals, operating procedures, Title V, Ed Code sections, etc.)
 - Add a visual *Spotlight section*, highlighting our activities and our staff at work
 - Include a Staff Professionals section -- individual challenges, how they meet them to contribute to Sac State
 - Include a Staff Development section -- interview staff about how they think development promotes their success

Involve staff in the planning process

- Let staff define:
 - What is customer service, and how does it relate to your function?
 - How does the Shared Code of Conduct apply to you, what does it mean?
 - Provide interactive training, focus groups, work at the family staff meeting level.
- Identify a staff professional from each family to sit on the Leadership Team for a one-year term.
 - These staff professionals will be the Destination 2010 family liaisons.

Other Tasks to be Completed

- **Strategic Plan**
 - Complete an organized Strategic Planning document accompanying visuals
 - Develop an environmental scan to inform the plan
 - Identify our priority customers and their needs (surveys, focus groups)
- **Destination 2010 webpage**
 - Develop a visually dynamic portal page
 - Develop a road map w/clickable Strategic Plan components
- **Strategy Map**
 - Create a dynamic online map enriched w/photos in each goal box
 - Enable views of resource materials for each goal by clicking for:
 - Staff input
 - Family plans by goal
 - Add all strategic plan components for comprehensive visual view of SP

Tasks (continued)

- Surveys
 - Work with functional reps to develop themes from surveys, with responding data for online posting
- Goals & Measures
 - Develop goals and measures for 06/07 (3/06)
 - Finalize progress on 05/06 goals (7/06)
 - Establish goals and measures templates using pbviews (Spring 06)
- Establish professional standards
 - VPA Family w/input from ABA Staff Professionals (survey?) (by 6/06)
- Identify Professional Organizations for Membership
 - ABA Leadership Team
- Newsletter
 - Develop a bi-annual newsletter (online & print)

Proposed Activities (Long-Term)

- Employee training & development needs
 - Survey managers and staff professionals
- Employee Engagement Survey
 - First, determine status of University survey
- Employee Mentorship Program
 - Determine interest, develop plan

Resources

- Chancellor's Office
 - Showcase (to promote our successes)
 - Survey capability (online)
 - Performance measures library
 - Consulting services available
 - Process mapping (process improvement) training
 - Annual symposium
 - Training opportunities (speakers, breakout sessions)
 - Presentation opportunities
 - Sharing of model practices
 - Annual recognition process (QI team efforts, etc.)
 - Training webinars on various topics (in development)

Help!

- We have a rough sketch of a plan
 - We need your help to identify
 - Missing elements?
 - Priorities?
 - What is included here that won't work for us?

