



Administration & Business Affairs
Supporting your success

Aligned with Sac State Strategic Plan &
Destination 2010

Build a Welcoming Campus

Create a Dynamic Physical Environment

Develop Community Support

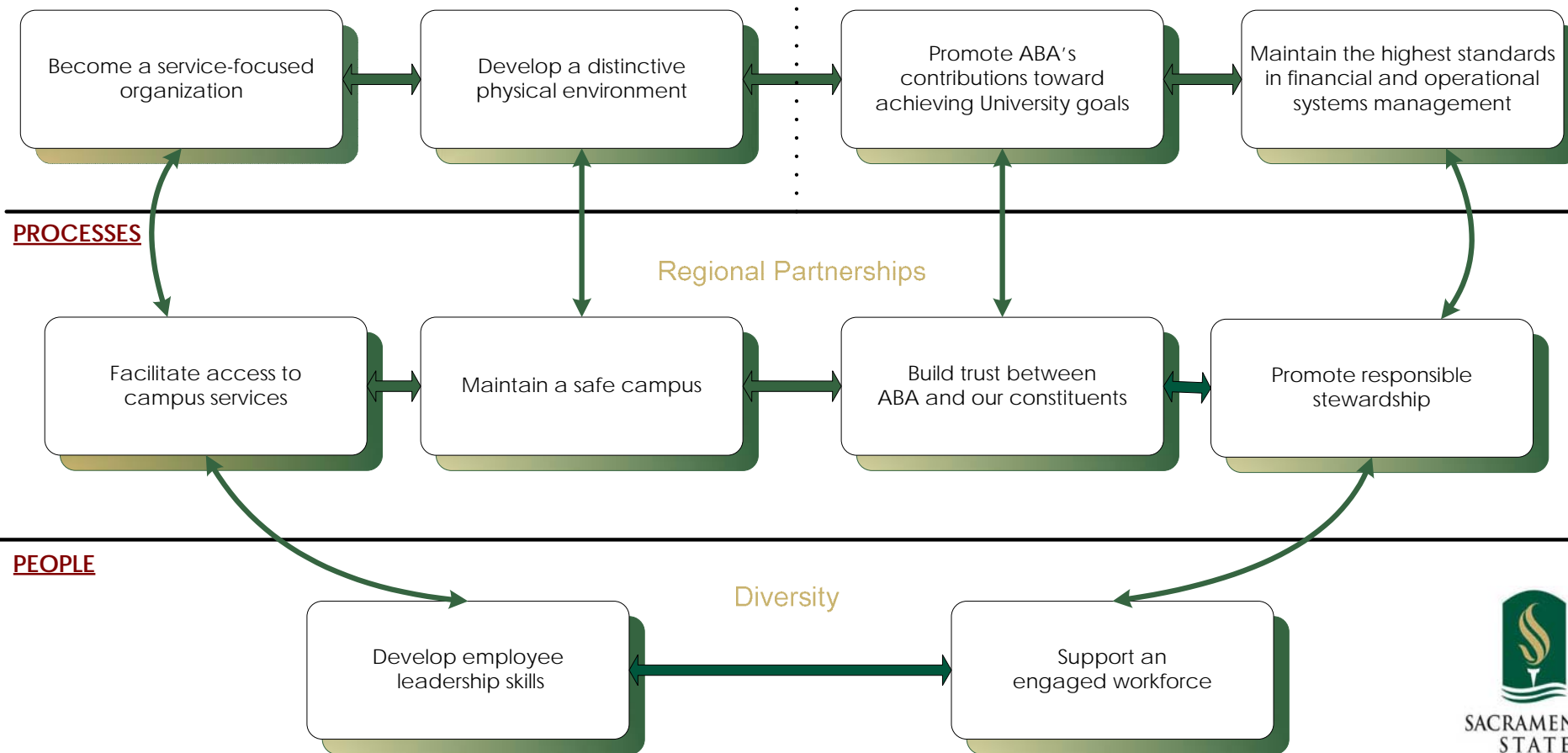
CUSTOMERS

Communication/Engagement in Problem Solving

STEWARDSHIP & IMAGE

Recruitment, Retention, Graduation

Purposeful Planning, Data-Based Decision Making



Mission: ABA proudly supports the mission and goals of Sacramento State through quality support services, responsible fiscal stewardship, and the creation of a dynamic, safe, and welcoming physical environment. **Vision:** ABA shall exemplify superior quality and services, fostering a spirit of partnership with the campus community and its external constituencies.

ABA Strategy Map and Planning Profile

Aligned with Sacramento State's Strategic Plan and **Destination2010**

PLANNING METHODOLOGY

Balanced Scorecard with four major perspectives:

- People
- Processes
- Customers
- Stewardship & Image

CONSULTATION / INPUT

- Bi-annual *all ABA* staff meetings
- VPA and AVP level annual campus visits with college deans, division heads and auxiliaries
- Annual customer satisfaction surveys for various ABA functions
- VPA monthly 1:1 meetings with University vice presidents
- Quarterly Business Partners Roundtable

PLANNING GUIDELINES

- Annual Sacramento State and ABA division priorities
- Sacramento State Destination 2010 Outcomes: ♦Build a welcoming campus ♦Create a dynamic physical environment ♦Develop community support
- Sacramento State Strategic Plan
- CSU Access to Excellence
- CSU Cornerstones Outcomes: ♦Quality Programs ♦Access ♦Articulation & Transfer ♦Graduation ♦Teacher Education ♦K-12 Relations ♦Remediation ♦Facilities Utilization ♦Contributions-Community/Society ♦Institutional Effectiveness
- WASC Themes: ♦Campus Life ♦Academic Programs ♦Community Engagement

SAC STATE STRATEGIC PRIORITIES

ABA STRATEGIC GOALS & OBJECTIVES

2007/08 ABA ACTION PLANS

<p>Recruitment/retention/graduation: Implement a strategically focused, campus-wide effort to improve recruitment, retention, and graduation rates</p> <ul style="list-style-type: none"> • Recruitment, retention, graduation and student success embraced & pursued as responsibility of all • Enhance and better integrate current efforts to improve recruitment, retention and grad rates • Develop recruitment targets w/sustainable balance of academic excellence, access, demand, systematically-managed growth, workforce development, campus capacity • Achieve 6-year grad rate of 48% for 1st time freshmen and a 4-year rate of 62% for transfer students by 2012-13. • Set appropriate grad program goals for graduation/ time-to-degree-completion <p>Evidence-based decision making/purposeful planning: Create and sustain an organizational structure and culture that facilitates evidence-based decision-making and purposeful planning in all important endeavors.</p> <ul style="list-style-type: none"> • Develop and utilize unit-level measures of progress for critical functions that further the University's mission • Use student learning and program assessment data to shape decisions about program and service enhancements and/or modifications • Engage colleges and departments in coordinated, data-driven academic planning processes <p>Communication/engagement in constructive problem-solving: Enhance campus-wide engagement in and responsibility for the resolution of complex issues and in the planning and implementation of campus policies.</p> <ul style="list-style-type: none"> • Develop a campus culture that exhibits respect for all members of the campus community. • Develop a campus-wide understanding of the higher education environment in which we operate • Implement effective communication channels across all levels of the campus • Foster active and constructive participation in campus decision making across all constituent groups <p>Diversity: Build a creative and vibrant learning community derived from the strength and vitality of our diverse campus.</p> <ul style="list-style-type: none"> • Foster an inclusive environment that stimulates ongoing, respectful dialogue to address the evolving complexity and diversity in our region and on our campus • Develop curricular and co-curricular programming that builds upon the diversity of the campus and the region <p>Regional partnerships: Identify and develop interdisciplinary and cross-divisional initiatives with the greatest potential to strengthen our role as an engaged partner in the region.</p> <ul style="list-style-type: none"> • Identify areas of need for University growth and development in partnership with the regional community • To the greatest extent possible, emphasize the University's location in and ties to the state's capital, and take fullest advantage of resources that accompany Sacramento's designation as the state capital • Prioritize and assess current (new and ongoing) regionally based University initiatives prior to consideration of funding others 	<p style="text-align: center;">Become a service-focused organization</p> <p>Be friendly, responsive, and respectful in our interactions and provide the best service possible</p> <p style="text-align: center;">Develop a distinctive physical environment</p> <p>Build sustainable facilities and landscapes that enhance the educational experience, promote a vibrant campus life, and invite community involvement</p> <p style="text-align: center;">Promote ABA's contributions toward achieving University goals</p> <p>Recognize our individual and departmental achievements and share with the campus community</p>	<p style="text-align: center;">Maintain the highest standards in financial and operational systems management</p> <p>Ensure the University's financial and operational integrity through prudent resource management and compliance with CSU, state and federal regulations</p> <p style="text-align: center;">Facilitate access to campus services</p> <p>Improve delivery by simplifying processes, utilizing technology, and providing clear and timely communications</p> <p style="text-align: center;">Maintain a safe campus</p> <p>Promote safety through risk mitigation, safe work practices, emergency planning, and increased public safety resources</p>	<p style="text-align: center;">Build trust between ABA and our constituents</p> <p>Practice transparency in our processes and strengthen constituent relationships</p> <p style="text-align: center;">Promote responsible stewardship</p> <p>Provide information and support to engage ABA constituents as responsible stewards</p> <p style="text-align: center;">Develop employee leadership skills</p> <p>Prepare for the generational shift in ABA leadership through professional development opportunities, mentoring and shared institutional knowledge among managers and staff</p> <p style="text-align: center;">Support an engaged workforce</p> <p>Implement programs that recognize accomplishments and enhance knowledge of campus and division programs, issues, activities</p>	<p>Enhancing Services in Support of Recruitment, Retention and Graduation</p> <ul style="list-style-type: none"> • Improve parking pay options w/credit card • Offer OneCard deposit using CashNet • Implement Photocopy HEAT ticket tracking • Streamline and document RMP process • Continue customer service training • Complete Way Finder signage project • Mentor students (Accounting) • Implement Travel model practice • Improve CCE travel/direct pay processing • Implement Financial Aid direct deposit option • Complete CMS Student Financials module • Complete T-2 Power Park Flex • Update ARMS Computer-Aided Dispatch • Increase police effectiveness and responsiveness through reduced vacancies and cutting-edge leadership training and POST skills updates • Provide disaster preparedness training • Develop/implement Astra Schedule Software for events and exam scheduling • Enhance knowledge and skills through professional development <p>Data-Based Planning/Decision-Making for Services, Program, Functional Improvements</p> <ul style="list-style-type: none"> • Implement pbviews data assessment tool • Improve budget data gathering thru software • Collect customer satisfaction data • Improve project accounting • Improve resource management using MMS • Provide useful financial data and expertise to support informed decision-making • Complete non-state capital project financing for Recreation Wellness Center • Develop consistent business and operational processes through process mapping • Improve accuracy of LMS Learning Tracks • Develop/implement BCP database • Develop a comprehensive Records Management Program <p>Engagement/Communication</p> <ul style="list-style-type: none"> • Increase understanding of ABA strategic plan • Provide transparency of financial data • Maintain current info-rich ABA websites • Provide accounting information via reference guides, Business Partners Round Table • Meet with constituents annually <p>Programs in Support of Diversity</p> <ul style="list-style-type: none"> • Increase participation in department recognition programs • Develop, implement and train on ATI Procurement Plan <p>Community Partnerships</p> <ul style="list-style-type: none"> • Participate in community organization events/ activities
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