

CALIFORNIA STATE UNIVERSITY, CHICO

The Division of Business & Finance Strategic Plan for 2007-2012

MISSION STATEMENT

Provide excellent services while maintaining compliance as an integral part of the university mission.

SHARED VALUES

- Excellence* ~ We are committed to “One University” where organizational learning and continuous improvement define our pursuit of excellence.
- Customer Service* ~ We strive to provide excellent customer service through proactive and innovative processes partnered with courteous assistance.
- Sense of Place* ~ We support the campus’ unique sense of place through its built environment and wayfinding.
- Diversity* ~ Encourage a community that respects and embraces differences.
- Integrity* ~ We endeavor to create an environment of trust, confidence and accountability.
- Sustainable* ~ We will strive for sustainable use all campus resources and respect for our environment.

VISION STATEMENT

Be recognized as proactive and creative in communicating and providing services.

STRATEGIC GOALS AND OBJECTIVES

Goal # 1: Build a place for learning.

- Through the Master Plan and capital projects, foster and highlight the campus' sense of place.
- Provide a welcoming and safe environment.
- Protect and enhance existing facilities.

Goal # 2: Invest in staff development.

- Provide for employee success and recognition within the division
- Provide training to the University community.
- Hire highly qualified and diverse people and implement well-planned succession.

Goal # 3: Assure that services are continuously improved through the wise use of technology.

- Assure that all students, faculty, and staff have access to appropriate information.
- Enhance our services through the use of technology.

Goal # 4: Support the relationship between the University and the surrounding community.

- Support campus activities that serve the education, cultural, and economic needs of Northern California.

Goal # 5: Strategically manage the resources entrusted to us.

- Align resources to achieve the mission, vision, and goals.
- Ensure the effective use of operating budgets and the stewardship of resources.
- Assess and evaluate the effectiveness of our processes.
- Promote increased satisfaction with services and decreased process time.

Goal # 6: Support the campus commitment to Sustainability.

- Smart management of the built environment.
- Purchase and use recycled products.
- Encourage the use of alternative transportation.
- Manage open space and public spaces that encourage appreciation for natural resources.
- Reduce energy consumption.