

# CSUCI 2018-2023 Strategic Initiatives

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

## Business & Financial Affairs Strategy M2908

### Mission

We transform the delivery of quality services to support the campus through continuous improvement

### Vision

We are the recognized leader for the delivery of outstanding services

### 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
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- Improve reporting
- Foster entrepreneurship

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