



THE OFFICE OF THE PRESIDENT WORKS TO SERVE THE INSTITUTION

Presented By:

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Strategic Plan



Therese Eyermann, Special Assistant to the President; Melissa Remotti, Executive Analyst to the President; Tia Clarke, Administrative Coordinator; Elizabeth Velasco, Executive Secretary to the President.

MISSION: Placing students at the center of the educational experience, the Office of the President, as stewards of the University's Mission, Vision, and Values, assists and supports the President in fostering academic excellence, internal and external community building, and the operation of the University under the policies, rules, and regulations of the Trustees. With enthusiasm, efficiency, and effective communication, we provide a service-oriented, professional and confidential environment for students, faculty, staff, alumni and the public.

VISION: The Office of the President will be recognized as the standard for excellence, professionalism, and service within the campus, the CSU System, and higher education as it supports the CSUCI Mission.

VALUES

- Communication
- Respect
- Confidentiality
- Dependability
- Pursuit of Excellence in all areas
- Humor
- Teamwork & Cooperation
- Accountability & Responsibility
- Dedication
- Openness & Flexibility
- Equality
- Efficiency
- Enthusiasm
- Service-oriented
- Continual growth and development

STRATEGIC INITIATIVES

- Support the President in his vision, goals and values.
- Take an active role in the creation of the ideal campus culture.
- Support and expand external relations.
- Provide a service-oriented, professional, confidential environment which serves the campus community and the public.
- Ensure compliance of local, CSU, state, and federal requirements, rules, and regulations governing higher education institutions.



Elizabeth Velasco & Marcus Allen (Student)

Assessment Process

The Office of the President has held two annual retreats to date. During our 2005 retreat, we developed our strategic plan that includes our mission, vision, values, strategic initiatives and support steps as well as our desired outcomes and assessment schedule. As a major component of our assessment, we conducted a survey with key stakeholders including faculty, staff, peers, supervisors,

vendors and donors. The survey was on-line, anonymous, and conducted and compiled by an outside consultant. During our 2006 retreat, we reviewed survey outcomes, developed an action plan based on those outcomes, and revised our assessment processes for the future.

Key Survey Outcomes & Action Plan

72 respondents, a 95% response rate, replied to a 53 question survey based upon the strategic initiatives of our strategic plan.

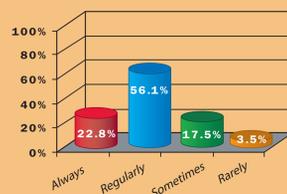
MEAN SCORES OF STRATEGIC INITIATIVES

Strategic Initiatives	Mean Scores
Support the President in his vision, goals and values.	1.34
Take an active role in the creation of the ideal campus culture.	1.34
Support and expand external relations.	1.34
Provide a service-oriented, professional, and confidential environment which serves the campus community and the public.	1.40
Ensure compliance of local, CSU, state, and federal requirements, rules, and regulations governing higher education institutions.	1.43

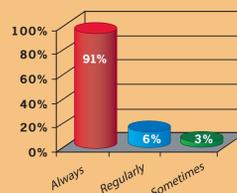
N=72 (95% response rate) Scale = 1(always) 2(regularly) 3(sometimes) 4(rarely) 5(never)



KEY OUTCOMES



The Office of the President regularly participates in campus events.
(Mean Score = 2.02)
Action: Staff will make a concerted effort to have a stronger presence across campus outside of scheduled meetings.



The Office of the President handles sensitive matters appropriately.
(Mean Score = 1.12)
Action: Staff will have identified specific reasons why we are effective and will continue to refine procedures to increase this percentage even further.



The Office of the President sets high standards of excellence for serving others.
(Mean Score = 1.17)
Action: Staff will continue to assess efforts to ensure that the Office of the President serves constituents promptly and with the highest quality of service.

- The Office of the President is committed to furthering the Mission of the University and strives to lead by example to be a model for the University at large.
- The Office of the President consistently delivers highly responsive and quality service to the campus community and external constituents.
- The Office of the President strives to improve service to the University through visible and transparent assessment of its progress toward achieving its Mission and goals.