

CALIFORNIA STATE UNIVERSITY SAN MARCOS
Finance and Administrative Services
2016-2017 Strategic Objectives
Quarter 3

FAS ADMINISTRATION

Office of the Vice President

FAS Strategic Objectives	Department Goals	Progress
Develop workforce strategies	As of September 1, 2016 hold weekly huddles and monthly staff meetings with 100% attendance.	● On Target
Create and refine innovative business practices	Create a new process for document organization by 12/31/16 and migrate 100% of files to Box by 6/30/17.	● On Target
Deliver legendary service	Develop a comprehensive communication plan to support legendary service by 12/31/16. Deploy plan to FAS Division beginning January, 2017.	● Approaching Target
	Develop a departmental definition of Legendary Service following the ICARE model. Identify the service standards by 12/31/16, and have the I-CARE model drafted and implemented by 3/31/17.	● Approaching Target
Foster a culture of sustainability	Participate as a pilot office in the Sustainable Cougars Office Program and reach green certification by May 30, 2017.	● On Target

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Safety, Risk & Sustainability

FAS Strategic Objectives	Department Goals	Progress
Develop workforce strategies	Continue to support and promote personal and professional development by requiring each employee to attend a minimum of 16 hours of continuing education programs by 6/30/17.	● On Target
	Address "Fairness" theme from Employee Engagement Survey	● Approaching Target
	Work with HR and UPD and other departments to draft guidelines/procedures for a "Fitness for Duty" program by 2/28/17.	● On Target
Create and refine innovative business practices	Identify at least three paper-based processes that can be automated (or more automated). Identify the processes by 12/31/16; Implement all three by 6/30/17.	● On Target
	By 6/01/17, improve business practices within five areas or identified office priorities. The focus will be on regulatory compliance and quality improvements based on specific feedback from the FY 15/16 Customer Service Survey comments.	● Behind Target
	Re-design the Special Event Risk Assessment form and process to be more user-friendly, relevant and effective. This will include evaluating process flows to determine a more efficient way to collect and rate Risk Assessment input and to turn it into a more meaningful and consistent risk rating by 06/30/17.	● On Target
Deliver Legendary Service	Develop a departmental definition of "Legendary Service" (including specific, measurable service standards) using the "I-CARE model. Identify the service standards by 12/31/16, and have the I-CARE model drafted and implemented by 3/31/17.	● Behind Target
Identify new and strengthen existing partnerships to support the campus community	Identify three campus departments/areas with which we and/or the campus community would benefit by developing new or strengthening existing partnerships. Identify, meet with and collaborate on deliverables by 6/30/17.	● On Target
Foster a culture of sustainability	By 6/30/17, provide all employees of FAS with our campus sustainability definition and develop a list of sustainability action items for offices to have quick ideas on how they can contribute meeting our Sustainability Master Plan Goals.	● Approaching Target
	Lead and co-chair the smoke & tobacco free campus initiative addressing the wellness, environmental and sustainability pillars. These efforts will result in a smoke and tobacco free campus in Fall of 2017.	● On Target
	By 6/30/2017, 25% of offices/departments across the campus will be a part of the Sustainable Cougars Office Program (SCOP).	● Behind Target


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Track all goals set by each FAS department as they relate to sustainability and use the results to highlight successes and troubleshoot challenges by 6/30/27.

 **Behind Target**