

Strategic Objectives 2020

During the next four years, the Finance and Administrative Services division will focus on its efforts and resources on the following five strategic objectives: Workforce Strategies, Business Practices, Legendary Service, Campus Community Partnerships, and Sustainability. The FAS Strategic Priorities also align with the existing Cal State San Marcos Strategic Priorities: Academic Excellence, Student Life, Campus Climate, Community Partnerships, and Educational Equity.

1. Develop Workforce Strategies

The Develop Workforce Strategies objective encompasses the following activities:

- Strengthen Communication
- Develop Department Onboarding
- Revise Desktop Procedures
- Develop Resources for Managers
- Improve Employee Recognition
- Implement Programs
- Review Current Processes
- Create Staff Succession Plans
- Increase Employee Knowledge
- Receive Training

Supports Campus Strategic Priority: Campus Climate

2. Create and Refine Innovative Business Practices

The Create and Refine Innovative Business Practices objective encompasses the following activities:

- Implement Online Systems
- Revise Policies & Procedures
- Improve Processes
- Develop Action Plans
- Program Funding
- Reorganization
- Resource Development
- Improve Customer Satisfaction Scores
- Increase Staff Knowledge & Development

Supports Campus Strategic Priority: Campus Climate

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3. Deliver Legendary Service

The Deliver Legendary Service objective encompasses the following activities:

- Receive Training
- Enhance Communication
- Improve Customer Satisfaction Scores
- Increase Website Accessibility
- Formalize and Identify Service Standards
- Improve Employee Knowledge and Collaboration
- Deliver Timely Work Requests
- Implement Programs
- Evaluate Training/Support

Supports Campus Strategic Priorities: Academic Excellence, Student Life

4. Identify New and Strengthen Existing Partnerships to Support the Campus Community

The Identify New and Strengthen Existing Partnerships to Support the Campus Community objective encompasses the following activities:

- Receive Training
- Community Outreach
- Increase Participation in Programs
- Strengthen Collaborations
- Develop & Strengthen Partnerships Across Campus
- Increase Awareness & Document Processes
- Develop Checklists
- Strengthen Cross-Functional Collaboration
- Encourage Employees to Pursue Learning & Growth Opportunities
- Visit Best Practice Campuses
- Increase Communication

Supports Campus Strategic Priority: Community Partnerships

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5. Foster a Culture of Sustainability

The Foster a Culture of Sustainability objective encompasses the following activities:

- Implement Online Systems/Processes
- Develop Communication Plans
- Strategic Planning
- Increase Recycling
- Establish Partnerships to Identify Sustainable Opportunities
- Program Development
- Participate in SCOP
- Utilize Online Forms
- Improved Customer Satisfaction Scores
- Identify Sustainable Products and Practices
- Define Sustainability and Develop Action Items for Campus
- Participate in Smoke and Tobacco Free Campus Initiative
- Mitigate Waste

Supports Campus Strategic Priorities: Campus Climate, Educational Equity