Cal Poly Pomona 2017-2025 Strategic Initiatives

1. Deliver quality programs that promote integrative learning, discovery, and creativity
2. Enhance student learning, development, and success
3. Prepare our students for the future of work, human, and civic engagement
4. Strengthen our economic vitality and impact
5. Advance organization development and employee excellence

Administrative Affairs Strategy Map 2021 - 2025

Vision	Mission
Administrative Affairs enables student success to achieve an inclusive polytechnic vision, by providing high quality services with a focus on continuous improvement	We facilitate institutional success through organizational transformation of administrative processes for the effective delivery of quality services

Values: Integrity * Excellence * Collaboration * Inclusivity * Commitment * Solution Oriented * Joy

Value to Our Customers

Provide safe, welcoming, and accessible environments that enable student success	Deliver best in class services and innovative solutions to the university	Ensure reliable services that are timely, responsive, and solutions-oriented

Administrative Affairs Goals

Model Effective Campus Stewardship	Cultivate Collaborative Communication	Improve Operational Excellence	Enhance Organizational Capability
• Implement financial controls such as segregation of duties and checks and balances • Benchmark against peers to determine effectiveness • Improve reporting	• Develop communications strategies • Enhance website presence and development • Provide communications training and support • Increase channels of communication • Implement and take action on communications feedback	• Institute culture of continuous improvement, including implementation of LEAN principles • Improve customer survey tools • Develop and implement strategy for process and policy documentation	• Create positive culture with focus on inclusive excellence • Implement and support "Great Colleges to Work For" Initiative • Institute strategic succession planning • Promote intentional professional development

Oct. 2021