

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

Financial Services Strategy Map 2022

Vision	Mission
Financial Services will be a strategic partner recognized for exceptional customer service, financial integrity, and promoting fiscal and responsible stewardship.	We maintain the University's fiscal integrity through collaboration to support the strategic goals and objectives of all units on campus to enhance student success through the development of effective, ethical, and best practices.
Values: Collaboration * Integrity * Commitment * Equity * Competence * Continuous Improvement * Transparency	

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 service that is timely, responsive, and *solutions-oriented*

Administrative Affairs Goals

Model Effective Campus Stewardship

Cultivate Collaborative Communication

Improve Operational Excellence

Enhance Organizational Capability

Implement standard CFS security roles based on position classification to strengthen segregation of duties

Produce, analyze, and act upon performance data

Improve and document business processes to support the ethical and efficient use of resources

Create clear communication using multiple channels

Update websites for quick and easy access to campus information needs

Gather feedback and take action to improve processes and service levels

Facilitate Travel Policy and Concur annual training program

Expand eMarket capabilities campus-wide to accept payments electronically

Launch ServiceNow to track student services levels and identify areas of improvement

Leverage software to streamline chartfield delegation of authority

Launch Ocelot chatbot platform to enhance student service and support

Embrace an inclusive culture through collaboration that promotes teamwork and cross-functional interaction

Develop campus-wide training curriculum for Procurement and AP/Travel

Enhance workforce knowledge through strategic development opportunities and policy review sessions