

Strategic Planning Goals—Finance and Administration Initiatives 10/20/10

Continue to Foster a Culture of Academic, Scholarly, and Creative Excellence

The university as a whole needs to foster an attitude across all areas of campus that our staff are just as valuable as our faculty. In many cases, they are just as educated as many faculty members. Many staff members that feel that they are put in a lower "class." It is noticeable that, more often than not, when people praise our students and faculty (as is deserved), they neglect to praise or even mention the staff for the job that they do. It would go a long way to boost staff morale and foster the positive environment UCA wants to have if staff felt as valued as students and faculty are.

IT - Promotion of collaboration among faculty/students using existing and emerging technologies

IT - ARE-ON (NSM, Mass Comm. Are especially interested in adding this)

IT - Continue to enhance our HelpDesk to better support Faculty, Staff and Students

IT - Provide ongoing training to our HelpDesk staff to keep them current on all applications

Involve students from business/finance/etc.-related programs to help on research, stats, other projects as would be helpful in their studies – practical experience that has students working with staff as well as faculty. Research projects, etc. Data/calculation projects, surveys, etc. For example, interior design students currently work with Physical Plant as well as Housing w/ facility modifications (picking colors, carpets, designs, etc.).

Promotion and Funding for Professional Development

Personal finance training/website for students – for example, BearBucks office can provide something like this to help them manage and budget their available BearBucks/DCB.

Housing – Resident Advisor/Area Coordinator/Residential Coordinator-conducted programs that help mentor students about academic success, health/wellness, etc. These are ongoing programs that are currently provided every semester. “Residential Life Programming”

Continue with Residential Colleges – consider extending into 3rd and 4th years

Increase faculty engagement in all residential halls

Continued support of professional development for staff—UCA faculty could conduct some of this training here on campus

Provide a Student-Focused Environment for All Students

Student Accounts – make sure that finance-related websites offer the right information at the right time; make sure the instructions are proper and clear – clearly communicate the expectations of the university regarding students and their account charges

Collaborate with other departments and classes to make clear to students what their financial responsibilities to UCA are - Work with faculty and others who interact daily with all students to help get this type of information as well as other important information across to them.

Make students aware of all the resources that are available to them on campus (minority services, disability support services, counseling center, etc.)

Capture actual personal student communication channels and utilize them to effectively communicate with a greater number of students. (e.g., Facebook, other social-networking sites—meet students where they are)

Develop a feedback system where students can let us know whether or not our websites, etc., are effective and offer the information they need; let them tell us how most effectively to serve their needs. This could be a good project for collaborating with the Marketing department, for instance.

Commit to Ongoing Improvement and Innovation in Facilities and Technology

IT - Datacenter Fire Protection Upgrade

IT - Maintain high-quality servers and switches across campus by establishing a refresh program in order to take advantage of new and enhanced technologies

IT - Establish a computer refresh program where all desktops/laptops get refreshed every 5 to 6 years. A software refresh program.

IT - Research of new technologies that will enable IT to become a “greener” IT

Expansion of training facilities

IT - Upgrades to our environmental controls (HVAC and POWER) in the datacenter to allow future growth when campus needs arise

IT - Maintain quality fiber/copper infrastructure across campus by periodically testing the fiber and copper and upgrading where applicable – high-quality infrastructure is a must (for example, there are off-campus housing units that do not have access to UCA’s network and at this time are using Conway Corp’s internet services – AREON could be run to these facilities).

Need a comprehensive technology plan and facilities plan – work is underway on these plans.

IT - Continue to provide specialized services as different areas on campus require them and have the staff and funding to support them

IT - Continue to support our faculty, staff and students to the best of our ability and enhance services when possible

IT - Implement a streaming media server that is integrated with Blackboard to enhance the online learning environment

Purchase the tools required in order to support new technologies

New technology in dining services

Utilize sustainable practices in renovations, construction of new facilities, etc. (LEED-certified buildings)

Resources to maintain and commission existing, older buildings

Look at ways to continue to support some older software programs if possible.

Upgrades w/ ID card security access – currently have 3 systems working with this –this could be streamlined into a single integrated card system.

Document management/retention/imaging system – make documents more easily accessible, reduce paperwork, etc.

Provide resources by which we can maintain instructional equipment & facilities – have a plan to have this ongoing year to year

Increase Engagement with External Partners

IT - Encourage collaboration with external vendors by attending specialized conferences

IT - Collaboration with community partners when technical issues arise

IT - Audio/Visual and Technical resources in support of community-based events.

IT - Compressed Video and support resources for peer institutions and community-based events.

Establish a way to collaborate/partner with corporations such that we can be test sites for technologies that will assist us in achieving our goals and thus get reduced costs, discounts, etc. We are working with limited funds!! (e.g., Emory partnered with OneCard.... OneCard could then use Emory as an example for other institutions considering using their services. We could do something similar with another corporation. This also doubles as good marketing for UCA.)

We recently partnered with county/city/local police and fire departments, etc., for emergency management training on campus; we can continue and expand in this area.

Working with wireless companies for using campus property to install cell towers.

Critical to maintain contacts and positive relationships with legislature, DF&A, ADHE.

Look at growing our endowment – stay connected with alumni.

Stay involved in local/regional/national professional organizations – helps keep everyone up to date on trends and best practices, provide networking opportunities, etc.

Be more involved in public schools in our region – not just high schools, also junior highs, elementaries, etc. K-12... help them bond with UCA. It is important to make this connection by the time the children are 8th-graders.

Maximize opportunities that arise when large groups (FBLA, Band Camps, etc.) are on campus.

Promote Diversity in All Areas

Encourage all staff to attend the diversity training on campus—encourage faculty to see the diversity training as a type of professional development that will help them know how to engage and interact with the diverse students they see each day.

Follow university/state/federal guidelines, policies/procedures.

Continue recruitment of international students and work on acclimating them to their new surroundings/culture; provide support for them—both from the campus and from the community.

Consider retention of African American students, especially male – currently, there is a lack of an adequate number of on-campus role models. Need more programs for success, mentoring, etc.

Develop a mentoring program where both faculty and staff are mentors to students.

Continue developing programs to help transition students from high school to college. Extended help needed for first-generation college students especially.

Work more with high school/junior high counselors to identify potentially at-risk students who will need more counseling and guidance from earlier ages – will help with retention and increase their knowledge of what to expect as a college student. (Take advantage of concurrent contacts.) Make this information more available through a classroom setting.

Hiring practices- recruit diverse faculty & staff.

Do more to promote Registered Student Organizations – help students find their niche. Website, informational disk, etc. (more than just a flyer or handout).

Use Residential Colleges as resources for retention practices.

Focus on Integrity at All Levels of Action

IT - Institute policies and procedures to encourage and enforce campus wide best practices in regard to Data Security/Integrity.

IT - Actively participate as members of Data Standards/Data Integrity committees.

Continue to enforce policies/procedures without a management override.

Need means to anonymously submit information about violations – a phone tip line, etc. Internal Audit is currently working on this.

More transparency. Increase it wherever possible.

Increase positive press & publicity as much as possible. Take out our own ads that promote these positive things.

Continued support of faculty/staff/student input into decision making – shared governance.

Maintain transparent hiring practices

Institute university penalties for on- or off-campus behavior that reflects negatively on UCA.