Develop a sustainable economic model in order to achieve and then maintain a budget that is in equilibrium.

- **12 month strategy:** develop the data requirements to reinvent our existing assets, infrastructure, processes, operating structure, workflows and service delivery models to maximize efficiency in response to the strategic vision and the financial reality of the university.
- **24-month strategy:** leverage and implement infrastructure changes necessary to strategically position the institution competitively for financial sustainability and agility in response to market changes in alignment with the university’s goals and objectives.

**Work Completed and Deliverables:**
- Completed a student services and “One-Stop Shopping” model White Paper
- Held a 3 day workshop on IT Governance structure
- Commenced Banner revitalization process
- Researched and demoed various space planning software
- Investigated reconfiguration of residential space
- Draft evaluation of our conference program

**Summer and Fall Projects:**

*Student Success*
- Develop the virtual, web based one-stop shopping student services web page
- Developing and rolling out a comprehensive guide to University processes and other resources
- Develop project plan for a degree audit and planning software
- Evaluate the potential co-location of student support services

*Maximizing Accountability*
- Leverage the new University Brand Promise by incorporating “living the brand” into our staff Dialogue for Direction performance evaluation tool and new hire orientation.
- In coordination with the Brand Promise and Goal 4, develop a project plan to roll out and launch a new Brand Ambassador training program.

*Maximizing Technology, Assets & Auxiliary Revenues*
- Continue the discovery, prioritization and initial implementation of Banner Revitalization (3-4 year timeline)
- Select space planning software and commence space manager position recruitment
- Develop concept plans for graduate and international residential housing in Regents Park
- Finalize conference program evaluation
Campus Engagement and Communication:
• Academic and student advisors, student and support services
• Banner user groups and key IT systems users
• Faculty, planners, schedulers
• Student Affairs, Facilities, surveys and focus groups
• Conferences, Residential Life, multiple units renting out space

Anticipated Measures of Success and Impact:
• Retention & time to degree completion
• Student satisfaction & alumni giving
• Residential occupancy rates
• Efficiencies and streamlined operations
• Cost avoidance & increased revenues