

2018 - 2020 Strategic Plan

Build and Strengthen Partnerships

- Strengthen liaisons with student service and academic units to promote student and scholar success.
- Collaborate with key campus units to enhance student, scholar, and faculty experiences.
- Build alliances with campus and community partners to leverage human and financial resources.
- Collaborate with external partners, including other UC campuses and professional associations, to build upon synergy and advocate for our client populations.
- Engage with campus leadership to coordinate and promote campus internationalization.
- Collaborate with on and off-campus entities to improve user experience with technology.

Enhance Effectiveness of Products, Services, and Internal Processes

- Streamline, standardize, and automate processes.
- Utilize assessment to ensure high-quality products and services that meet evolving client needs.
- Monitor and adjust internal processes to best serve clients in a changing environment.
- Increase accessibility and reach of products and services to target audiences.
- Expand the documentation of internal processes and availability of training and reference resources.
- Strengthen tools, training, and resources for campus partners.
- Create and implement a proactive and robust external communications strategy.

Provide an Agile Response to a Changing Environment

- Establish internal protocols to respond to government requests for information and changes in policies and practices
- Maintain a supportive environment for affected populations in the face of changing governmental policies and practices.
- Expand revenue-generating strategies to support client services.
- Align resources to address new trends in academic and research programs.
- Assess BIO departmental procedures for data vulnerabilities and develop necessary response protocols.
- In conjunction with campus partners, establish and maintain protocols and contingency plans for emergencies, tragedies, and disasters.

Enhance Organizational Effectiveness through Staffing, Planning, and Development

- Maintain high-performing staff through best practices in performance management.
- Support staff growth through professional development opportunities.
- Regularly monitor staff workload and make strategic adjustments to benefit the organization.
- Acknowledge and appreciate diverse individual and team contributions.
- Ensure transparency through effective and inclusive communication across the organization.