Strategic Objectives and Strategy Map

Increase Student Satisfaction
- Improve Meaningful Connections & Belonging
- Improve Outcomes
- Increase Awareness & Access

Students

Reduce Waste
- Improve Collaboration & Strategic Partnerships
- Improve Management & Practices
- Improve Strategic Communication

Finance

Increase Funding
- Improve Infrastructure
- Improve Staff Experience
- Improve Culture

Internal Processes

Organizational Capacity

Measuring Success: Key Performance Indicators*

Program/service use
- Number of programs offered
- Attendance/participation at events
- Facility usage (in person, online, phone)
- Proportion of students involved in co-curricular activities

Service quality
- Staff-to-student ratios
- Service wait times

Student satisfaction
- Satisfaction scores
- Awareness rates

Student outcomes
- Student outcomes (GPA, graduation rate, first destination, etc.)
- Number of conduct incidents
- Diversity of student body
- Retention rates

*These are sample metrics only. A complete list of KPIs will be established in early 2022 as part of Student Affairs' Balanced Scorecard process.