

**BUSINESS AND FINANCE
DIVISIONAL STRATEGIC PLAN**

2012-2017

SHOWALTER HALL



EASTERN
WASHINGTON UNIVERSITY

start something big

BUSINESS AND FINANCE STRATEGIC PLAN

2012-2017



“The Business and Finance Division proudly serves Eastern’s students, staff and faculty by providing excellent facilities, fiscal stewardship and the management of physical and human resources to benefit generations of future students.”

Mary Voves, Vice President for Business and Finance

OUR MISSION

The Division of Business and Finance provides stewardship of the university’s human, financial and physical resources which enhances the university’s ability to achieve its mission. This is accomplished by providing fiscal leadership, safeguarding university assets (both financial and physical) and providing a safe, attractive and comfortable physical environment. These services are delivered in a timely and efficient fashion to both internal and external customers.

OUR VISION

We are a valuable partner in the teaching, research and outreach endeavors of the university. We reflect in our daily operations the university’s commitment to a high quality, student-centered learning environment. By ensuring financial viability of the institution, we help Eastern grow and prosper. Campus appearance and infrastructure contribute positively to the overall learning experience. By participating fully in the campus community, the Business and Finance staff enhances the quality of campus life.

STRATEGIC PLAN



INTRODUCTION

In the spring of 2012, EWU launched its five-year strategic plan, “Inspire the Future,” setting in place a framework to guide the future direction of the university. The goals set forth in the plan focus on the following four key areas:

STUDENT SUCCESS

Create an environment where students succeed at their highest level.

INSTITUTION OF INNOVATION

Build an environment that utilizes research to identify, anticipate and respond to community and societal needs.

COMMUNITY ENGAGEMENT

Increase community engagement through active participation of students, staff and faculty with community groups, business, organizations and government.

VISIBILITY

Continue to strengthen EWU’s reputation by raising the visibility of EWU’s high quality academic programs, community engagement and innovation.

As stewards of Eastern’s financial, physical and human resources, the Division of Business and Finance plays a strategic role to ensure a stable and robust environment that is foundational to the fulfillment of the EWU mission.

The Business and Finance Division conducted a series of divisional strategic planning work sessions to establish internal goals, actions and metrics in support of the university-wide plan. These sessions tapped the ideas and expertise of the division’s management team and their respective staff to critically assess their services, operations and their role in contributing to the successful execution of the strategic plan. The result is a plan that will guide the work of the division over the next three to five years.

The Business and Finance Strategic Plan outlined in the following pages describes the specific goals and actions of the division in alignment with the institution’s core strategic direction. To date, a number of the actions have been completed, or are underway. We continue executing the strategies, bringing forth new ideas and making “course corrections” in response to changes in the environment. With a view toward the long-range vision of the university, Business and Finance maintains its commitment to have a positive impact on the success of the university and its students.

STRATEGIC GOALS



» STUDENT SUCCESS

GOAL : SUPPORT STUDENT SUCCESS BY ENHANCING ITS SAFE, HEALTHY AND SUPPORTIVE ENVIRONMENT

Strategies and Actions:

- Enhance EWU's safe, healthy and supportive environment through targeted community outreach programs to support campus safety.
- Increase the level of safety on campus through improved technology and mobilization of campus resources.
- Improve EWU's crisis response plan by updating CEMP.
- Enhance EWU's safe, healthy and supportive environment through expanded environmental health and safety training.
- Improve residential experience through improved dining, campus recreational facilities, student union building and textbook offerings.
- Improve facility maintenance and operation through the development of facility plans.
- Increase the cleanliness and sanitation of university facilities.
- Enhance EWU's safe, healthy, supportive environment through development of a safety and compliance master plan and implementation process.

GOAL: DRIVE CUSTOMER VALUE THROUGH THE DELIVERY OF EXCEPTIONAL SERVICE

Strategies and Actions

- Improve customer experience through excellent facilities and business operation.
- Improve customer satisfaction with services delivered by Facilities through enhanced work order system.
- Increase delivery of high value services to customers by offering enhanced training programs on financial management, internal controls and Banner Finance.



» INSTITUTION OF INNOVATION

GOAL: SUPPORT EWU AS AN INSTITUTION OF INNOVATION THROUGH OPERATIONAL EXCELLENCE

Strategies and Actions

- Support EWU as an institution of innovation through operational excellence in finance, reporting and HRRR divisional systems.
- Provide high value and high profile services to campus that support student success and EWU as an institution of innovation.
- Improve facility renovation, maintenance and operation through the development of facility plans.
- Implement processes to meet industry best practices relating to fiduciary and management responsibility and oversight for EWU retirement plans.

GOAL: INCREASE THE DIVERSITY OF THE BUSINESS AND FINANCE DIVISION WORKFORCE BY ATTRACTING AND RETAINING HIGHLY QUALIFIED AND DIVERSE STAFF MEMBERS

Strategies and Actions

- Increase the diversity of Business and Finance workforce through enhanced recruitment outreach, to include:
 - Actively recruit from local communities, including local military installations
 - Create community EWU job fairs and identify additional diversity recruitment sources
 - Develop diversity training and tools for interview and selection processes
 - Develop comprehensive staff training plans that include cultural competency components

GOAL: IMPROVE SUSTAINABILITY PRACTICES UNIVERSITY-WIDE THROUGH THE ADOPTION OF BEST PRACTICES

Strategies and Actions

- Improve sustainability practices in all Business and Finance units. through adoption of best practices and computer software solutions
- Expand EWU recycling program to become best practice within Northwest Region.
- Expand energy and utility conservation on campus.

» VISIBILITY

GOAL: ENHANCE EWU'S VISIBILITY THROUGH INCREASED AWARENESS OF BUSINESS AND FINANCE'S ACTIVITIES AND ACHIEVEMENTS

Strategies and Actions

- Develop informational tools such as newsletters, annual report, department guides and other communications.