

Top 8 Goals

Goal 1 — Increased focus on student learning in and out of the classroom and on using assessment tools to drive improvement. New graduate degrees will be developed. Research, service and engagement opportunities will be increased, as will support for innovative teaching, learning and engagement as we are **enhancing academic excellence and scholarship**.

Goal 2 — The university will build on its recent accomplishments with new initiatives that meet students' needs from freshman orientation to graduation. Improved opportunities for academic success for first-generation students, students from historically under-represented groups and students with special needs. Alumni will be encouraged to get involved in **promoting the success of all students**.

Goal 3 — The university will be **advancing graduate education** by building dramatically increased grant support from government agencies and foundations, aggressively recruiting graduate students and innovatively addressing faculty workload issues. Spaces will be created for graduate instruction, learning research and interaction among students, faculty, and community partners.

Goal 4 — Infrastructure upgrades are nearly complete, providing a much-improved platform, for **using technology to advance all aspects of university life**; from campus communication, student learning to collaboration among faculty and staff.

Goal 5 — The campus will continue in **engaging the region** as the community's center for scholarly, statistical and applied research through the much-expanded Henry Madden Library and as home for regionally focused centers and institutes. The campus will showcase a Division I athletic program that seeks national recognition for athletic and academic performance, host a diverse range of arts and cultural events, and set an example of innovate environmental responsibility.

Goal 6 — The university will encourage international students and faculty to study, teach and conduct research on campus. There will also be more opportunities for our students, faculty and staff to study abroad as we are **developing a diverse and global perspective**.

Goal 7 — The Campaign for Fresno State is the new cornerstone for developing new financial resources to transform the university in line with our Strategic, Academic and Master Plan objectives. The university is also engaged in a program of branding and marketing designed to promote a consistent, positive image of its presence and potential as we are **generating private and external support**.

Goal 8 — Students, faculty, staff, administrators, alumni and friends will collaborate to cultivate an atmosphere of integrity, learning, excellence, cultural diversity and service on and off the campus as we are **developing our university community**. We will recognize and reward outstanding efforts in support of the university's mission.

A Message From the Vice President



It is my privilege to serve as your Vice President for Administration and Chief Financial Officer for Fresno State. It is a great accomplishment to be a part of the wonderful asset that this campus provides to Central California.

Every department within Administrative Services contributes directly to Fresno State's Plan for Excellence through support services that impact learning, teaching, research and service. Each Administrative Services employee contributes a critical function in overall campus operations. I am asking you to embrace the division-wide mission, vision, values and goals. I'm inspired by the work that you do and its direct impact on the faculty, staff, students and the community at large. Please remember that your work makes a difference in the lives of others! As an employee here, my personal challenge to you is to let these three principles guide your workplace environment:

Pursue "lifelong learning" for yourself, your coworkers and our community. Your positive attitude and enthusiasm can inspire your coworkers and build a better campus environment for our community. Seek out learning opportunities available to you in the workplace or through your tuition-waiver benefit—embrace the idea of lifelong learning!

Never compromise your personal integrity. I depend on each employee within Administrative Services to watch over the financial, physical and human resources at Fresno State. Embrace your job functions with the highest standards for public accountability – no one expects you to compromise your integrity.

Challenge the way we do business. I rely on you and your coworkers to model continuous improvement in the workplace. Our business processes define the infrastructure of the university. I challenge you to look within your department and reinvent processes. Be innovative and creative. Use technology. Take the risk to make changes and find new and better ways of doing business.

Thank you for helping us achieve the vision for Administrative Services and Fresno State.

Cynthia Matson

Administrative Services
Office of the Vice President for Administration
5241 North Maple Avenue M/S TA52
Fresno, CA 93740-8027
Phone: 559.278.2083 | Fax: 559.278.2928
<http://www.csufresno.edu/adminserv/>

Administrative Services

Plan for Excellence III California State University, Fresno



Goal 1

Enhancing Academic Excellence and Scholarship

Goal 2

Promoting the Success of All Students

Goal 3

Advancing Graduate Education

Goal 4

Using Technology to Advance All Aspects of University Life

Goal 5

Engaging with the Region

Goal 6

Developing a Diverse and Global Perspective

Goal 7

Generating Private and External Support

Goal 8

Developing Our University Community

Administrative Services Plan for Excellence 3

The Plan for Excellence is the foundation for providing strategic direction to the entire university. Every staff member plays an important role in helping Fresno State reach its vision of becoming a premier regional engaged university.

We each help the university mission by displaying a positive attitude about our department and the university as a whole. Administrative Services employees take pride in the services that we offer to the campus community; and we're always mindful of our responsibility for the financial, physical and human resources of Fresno State.

Mission

The Division of Administrative Services is a collaborative team that provides essential services to support the university community.

Vision

Together with the campus community, Administrative Services is *Powering the New California* as a premier regional engaged university.

*This publication is available in alternate formats on request.
Please call (559) 278-2083.*

Values

We fulfill our mission and vision by doing our work through these shared values.

Honesty, Integrity, Ethical Behavior

We act with honesty and integrity in all our actions.

Leadership, Motivation

We encourage success and lead by example.

Creative Teamwork

Together we find innovative ways to make it work.

Accountability

We take personal responsibility in the delivery of our services.

Efficient Timely Service

We respond quickly and reliably to meet the needs of others.

Fiscal Responsibility

We manage our financial resources wisely to meet the goals of the university.

Create a Positive Workplace

We are collegial and encourage an enjoyable workplace that fosters open and regular communication.



Our Goals

The role of Administrative Services is to support Fresno State in becoming a premier regional engaged university. We do so by focusing our goals on collaborative efforts that are communicated across the division.

- Advance the Plan for Excellence by supporting the needs of the Fresno State campus community.
- Demonstrate innovative business practices that improve service to the university community.
- Maintain institutional fiscal accountability; transparency; and enhance alternate funding sources.
- Support a safe, environmentally responsible campus that promotes sustainability.
- Implement the University's Master Plan.
- Foster an environment that supports diversity, student success and quality campus life.
- Enhance employee programs that encourage recognition, professional development and personal growth.
- Leverage technology to achieve the goals of the university.