



OBJECTIVE
Align Organization with California Performance Excellence Framework

KEY RESULT
1. Fully responsive to the multiple requirements of at least two CAPE categories by March 2020

Key Product Offering

Key Work Process Improvement

Societal Responsibility

Senior Leadership

Enterprise Contribution

Professional Development



OBJECTIVE
Increase Summer Program Revenue

KEY RESULTS
1. Create process map that shows all constituencies
2. Generate statistical analysis of take rates
3. Model new business potential



OBJECTIVE
Design and Deploy Eventive Online Intake Form

KEY RESULTS
1. Soft launch phase I (Ring Mall) Summer 2019
2. Fully deploy phase I Fall 2019



OBJECTIVE
Make Sustainability Initiatives the Default to Our Operations

KEY RESULTS
1. Reduce Energy consumption by 20%
2. Increase waste diversion rate from 48% to 80%



OBJECTIVE
Create an Environment of Thought Leadership, Learning, and Innovation

KEY RESULTS
1. Speak at two industry conferences
2. Share practices in at least one print publication



OBJECTIVE
In Collaboration with Student Affairs, Educate Campus on *Free Speech* Policy

KEY RESULTS
1. Write and produce *Free Speech* educational videos
2. Air videos for all incoming freshmen



OBJECTIVE
Ensure student success now and in all future professional settings

KEY RESULTS
1. Deploy web-based *Level Up Program* by October 1
2. 100% participation in program levels 1 through 4 effective upon deployment
3. Auto-generate Student Affairs learning outcomes year-end report by June 30
4. Aggregate direct evidence of student professional, administrative, and leadership skills and portfolio pieces