Strategic Theme 1: Client Centered Relations

Goal: Provide planning and decision support to create value for clients.

Objective 1: Manage data to assist senior executives in planning, decision-making, developing policy, and related university-wide efforts.

Strategy: Provide a leadership role in the responsible use of data and information, especially in relationship to administrative systems.

Strategy: Support decisions related to select issues regarding enrollment, completions, financial aid, performance, human and financial resources, teaching and research productivity, and research funding.

Objective 2: Assist in the development and maintenance of the University of Missouri Strategic Plan and/or performance benchmarks.

Strategy: Provide a leadership role in developing strategic themes, goals, and indicators.

Strategy: Create operational definitions of the performance indicators.

Strategy: Provide support to implement performance indicator baseline data and subsequent evaluations.

Strategy: Work with campus and system administrators to establish and monitor annual targets for each indicator.

Strategy: Provide continued evaluation and update of the strategic plan.

Objective 3: Provide integrated and accessible data for analysis to support institutional research and the strategic plan system-wide.

Strategy: Work with Enterprise Applications Services: Data Warehouse and Reporting Team to develop and/or enhance a data repository of de-normalized data accessible to institutional researchers and planners.   The data repository will have data, consistent with state and federal reporting guidelines, from all administrative systems, including; students/sections (enrollment, completions, financial aid, and performance), resources (human and financial), faculty productivity (teaching and research), and research funding.

Strategy: Develop and maintain methods of integrating the various administrative systems, including maintenance of a departmental schema to link the various data at the lowest level possible.

Strategy: Help develop and maintain a seamless method of integrating new PeopleSoft data with historical data for trend reporting in institutional research and planning.

Strategy: Develop and maintain methods of consistently reporting integrated data over time.

Strategic Theme 2: Exceed Client Expectations

Goal: Provide the highest quality of service tailored to key internal and external constituents.

Objective 1: Facilitate and support the Board of Curators and General Officers in executing their administrative and academic responsibilities.

Strategy: Provide timely and accurate analysis or executive reports.

Strategy: Assist in updating and developing Board policies and procedures.

Strategy: Provide timely informational presentations and recommendations.

Objective 2: Provide timely, consistently reliable, useful, and efficient support services to internal constituents.

Strategy: Provide timely and accurate information through standard reports and the Executive Data Reference.

Strategy: Help facilitate the design and implementation of reporting from the administrative systems. This includes, enrollment, completions, financial aid, performance, human and financial resources, teaching and research productivity, and research funding.

Strategy: Conduct training seminars, workshops, and provide other informational forums regarding data reporting and analysis.

Strategy: Provide development, collection and analysis for system-wide surveying of faculty, staff and students.

Strategy: Take a leadership role in directing system-wide institutional research and planning support.

Objective 3: Exercise responsible leadership and demonstrate timely response in meeting the needs of external constituents.

Strategy: Strengthen CBHE and NCES ties.

Strategy: Provide leadership for institutional research and planning at the state, regional, and national level.

Strategy: Annually fund professional development opportunities for staff.

Strategy: Identify and develop cross-training opportunities.

Objective 2: Provide access to strategic information technologies required to produce value for constituents and improve business processes.

Strategy: Routinely upgrade information technologies tools (hardware & software).

Strategy: Ensure availability and access to on-line management information about operations.

Strategy: Ensure appropriate transfer of knowledge about management processes and information systems.

Objective 3: Create a work environment that promotes employee motivation, initiative, and productivity and aligns individual and organization goals.

Strategy: Encourage self-directed cross-functional work teams.

Strategy: Drive operational decisions to lowest level of the organization.

Strategy: Encourage staff to identify and initiate process improvements.

Strategy: Establish a system for evaluating and aligning individual performance with divisional goals.

Strategy: Align compensation with performance.