

**Oakwood University Strategic Plan 2010-2015
Action Plan**

Table 1: Spiritual Vitality

Goal 1: Spiritual Vitality: Promote a Christ-centered, Seventh-day Adventist worldview.

Initiative	Strategies	Responsibility	Outcomes/Assessment
1.1 Strengthen the emphasis on outreach and service	a. Integrate faith and learning activities with service learning projects (instructional). b. Develop and implement strategies to promote curriculum-based service learning	Office of the Provost Academic Affairs	<ul style="list-style-type: none"> • At least 50% of students participate in 2 or more service/outreach projects per year • Students are equipped with skills for service when they leave Oakwood. • Student missionary participation increases by 50% (10% increments per year through 2015)(2009-10 baseline = 16)
	c. Develop and implement strategies to promote student life-based service learning. d. Place visual aids on campus that remind students and employees of service (Christian art).	Office of the Provost Student Services	
	e. Coordinate and facilitate service activities on campus through the Office of the Provost. f. Develop and implement strategies to promote community service for OU employees g. Develop assessment measures to annually track and evaluate participation in service/outreach by employees and students.	Office of the Provost Spiritual Life	
1.2 Increase spiritual formation building activities	a. Facilitate campus-wide Bible study utilizing small groups b. Identify and train small group leaders c. Employ at least 2 chaplains, preferably one a female	Office of the Provost Spiritual Life	<ul style="list-style-type: none"> • At least 400 students participating in small group Bible studies by 2014-15 • At least 50% of graduating seniors indicate spiritual growth during matriculation at Oakwood • At least two chaplains are employed by Fall 2012, one preferably a female
	d. Implement a Sabbath School program designed specifically for university students	Student Services	

Table 2: Educational Excellence

Goal 2: Educational Excellence: Demonstrate academic excellence in teaching and learning.

Initiative	Strategies	Responsibility	Outcomes/Assessment
2.1 Establish partnerships in the areas of: <ul style="list-style-type: none"> • Instruction • Fund Raising • Retention/Advising System • Community Relationships 	a. Conduct workshops on collaborations b. Provide training in interdisciplinary instruction	Academic Affairs	<ul style="list-style-type: none"> • Total enrollment increase of 3% annually • Total increase in graduation rate of 2.5% annually
	c. Identify resources to write grants for Academic needs d. Develop guidelines for Academic department fundraising activities	Academic Affairs Advancement and Development	
	e. Create appropriate infrastructure for University-wide retention/advising system f. Develop plans for personalizing advising (including mentorship)	Academic Affairs Student Enrollment Services	
	g. Strengthen internship experiences for students h. Strengthen/expand service opportunities and relationships	Academic Affairs Student Services	
2.2 Expand Academic Programs <ul style="list-style-type: none"> • Undergraduate • Graduate • Distance Learning 	a. Strengthen the Academic program review process b. Develop specific criteria for identifying programs to phase out c. Develop specific criteria for creating new programs d. Develop benchmarks for program's success e. Expand library capacity	Academic Affairs	<ul style="list-style-type: none"> • Proposals are approved for at least 2 new programs
2.3 Develop a research emphasis	a. Develop and expand research infrastructure to support academic research	Academic Affairs	<ul style="list-style-type: none"> • At least 25% increase in funded research by the end of the 2014-15 academic year
2.4 Complete and implement a revised general education (GE) curriculum	b. Assessment tools identified Spring 2010 c. Faculty development plan completed summer 2010 and implemented Fall 2010 d. Course development/course syllabi completed and approved by Spring 2011	Academic Affairs	<ul style="list-style-type: none"> • New GE curriculum implemented Fall 2011 • First assessment of the new GE curriculum is completed Spring 2014

Initiative	Strategies	Responsibility	Outcomes/Assessment
2.5 Increase graduate school and employment rates	e. Using Clearinghouse data, track graduate school admittance rates f. Using departmental records, track job placement rates	Academic Affairs Student Services	<ul style="list-style-type: none"> 2% annual increases in graduate school and employment rates are realized
2.6 Maintain an adequate and qualified faculty	a. Recruit well-qualified faculty b. Provide funding for faculty development c. Identify and implement practices that support retention of qualified faculty d. Review Faculty Remuneration Plan funding annually	Academic Affairs	<ul style="list-style-type: none"> At least 70% of faculty have terminal degrees in their discipline
2.7 Increase enrollment	a. Recruit qualified students b. Provide the support services necessary to foster student success c. Seek funds to enhance scholarship offerings d. Track retention and make adjustments as necessary to increase the number of students retained through graduation/course completion	Office of the President Student Enrollment Services	<ul style="list-style-type: none"> Incoming first-time freshmen and transfer students increase at least 3% annually to attain a headcount of 620 or more new student by Fall 2014 (baseline 536). The university attains an average annual enrollment increase of at least 3% and reaches the following headcount/FTE goals by Fall 2014 (total headcount baseline 1793): <ul style="list-style-type: none"> Undergraduate 1900/1825 Graduate 45/30 LEAP 100 AP4 30 An incremental increase in the annual graduation rate of at least 2.5% Term-to-term persistence rate of at risk students increases by at least 2.5% annually
2.8 Improve the overall registration process for incoming students	a. Centralize and streamline in-person options b. Enhance on-line options	Office of the President Student Enrollment Services	<ul style="list-style-type: none"> Students express higher level of satisfaction (at least 1 point gap decrease) with the registration process on the Student Satisfaction Inventory Fall 2014 (baseline 3.68 gap)
2.9 Develop and implement a coherent, comprehensive co-curricular program	a. Develop a rationale for a co-curricular program b. Develop a plan for the co-curricular program <ul style="list-style-type: none"> Provide a lecture series with notable 	Student Services	<ul style="list-style-type: none"> Students express higher level of satisfaction on Student Satisfaction Inventory (baseline for Student

Initiative	Strategies	Responsibility	Outcomes/Assessment
	<p>speakers that addresses political, social and cultural subjects currently being discussed</p> <ul style="list-style-type: none"> ii. Re-design chapels and assemblies iii. Provide seminars and workshops on life-skills, personal growth and development, current events, and interdisciplinary conversations 		Centeredness 4.07)
2.10 Increase emphasis on the mission of the University	<ul style="list-style-type: none"> a. Provide Strategic Plan leadership <ul style="list-style-type: none"> i. Facilitate plan maintenance and objective achievement b. Facilitate the Reaffirmation process <ul style="list-style-type: none"> i. Provide administrative leadership and facilitate assignment completion ii. Identify, develop, and implement a Quality Enhancement Plan (QEP) that will positively impact student learning c. Promote institutional mission/goals <ul style="list-style-type: none"> i. Widespread sharing of Mission, Aim, Motto, Vision d. Promote healthful lifestyle <ul style="list-style-type: none"> i. Presidents Running club ii. Employee Wellness emphasis iii. Student Health and Safety emphasis 	Office of the President	<ul style="list-style-type: none"> • Semi-annual reports demonstrate a well managed plan with documentation of progress and accountability • All preparatory work is done for a successful visit • A QEP topic is approved by July 10, 2010 • The QEP Budget is approved April 2011 • Draft QEP is developed by Sept 10, 2011 • Draft is Board approved by Oct 30, 2011 • Draft is reviewed by the visiting committee and revisions completed by June 30, 2012 • QEP is approved by SACS/COC by Dec 2012 • QEP is implemented by January 2013 • Measurable increase in employee awareness of OU purpose • Established programs with measurable targeted outcomes in each area

Table 3: Nurturing Environment

Goal 3: Nurturing Environment: Facilitate a supportive environment that is sensitive to the needs of students and all other constituents.

Initiative	Strategies	Responsibility	Outcomes/Assessment
3.1 Upgrade student housing facilities	a. Give attention to long-standing infrastructure challenges, including <ol style="list-style-type: none"> i. Plumbing in Edwards Hall ii. Replacing closets, sinks, and vanities on the east side of Carter Hall 	Student Services	<ul style="list-style-type: none"> • New plumbing is installed in Edwards Hall by Fall 2012 • Renovations in east Carter Hall are completed by Fall 2014 (one floor each year beginning 2010-11)
3.2 Improve support services for students	a. Study options to determine an adequate student center location b. Complete a feasibility study regarding campus needs in the areas of <ol style="list-style-type: none"> i. on-campus business center functions ii. meeting rooms and places for group practices iii. an auditorium for university and guest performances 	Student Services	<ul style="list-style-type: none"> • A re-located student center is provided by Fall 2010 • Feasibility study is completed by June 2012 and projects to be addressed are determined by December 2012 • Student satisfaction with Campus Life improves (1.0 point increase in satisfaction score on SSI, 2014 administration; baseline is 3.73, 2008 administration)
3.3 Enhance student leadership skills	a. Create a task force to consider the establishment of an honor code, honor committee, and student-led judicial board b. Follow-up on task force findings and recommendations	Student Services	<ul style="list-style-type: none"> • Peer review process is established by 2013 • Students possess the knowledge, skills, and sensitivities they need to become leaders of competence, conscience, and compassion [as evaluated by committee member surveys and focus groups]
3.4 Enhance the institutional wellness program for employees	a. Develop additional incentives to increase participation b. Provide additional options for obtaining seminar credits to accommodate scheduling conflicts c. Provide classes, instructors, and facilities for exercise classes at worker-friendly times	Office of the Provost	<ul style="list-style-type: none"> • At least 100% increase in full participation in the wellness program (2009-10 baseline - 2)

Table 4: Operational Efficiency

Goal 4: Operational Efficiency: Ensure efficient service and resource management.

Initiative	Strategies	Responsibility	Outcomes/Assessment
<p>4.1 Monitor and evaluate the Master Plan for Student Enrollment Services (SES)</p> <p>Category: Need & Excelling</p>	<p>a. Annually review and evaluate effective functioning of the plan during first three years of implementation</p> <p>b. Develop a system of cross-training between student enrollment support services</p> <p>c. Design an electronic information delivery system that ensures that once information is received it is available to all functions in the enrollment system within 24 hours</p> <p>d. Provide a facility that centralizes the location of departments within the SES unit</p>	<p>Office of the President Student Enrollment Services Academic Affairs Financial Affairs Student Services</p>	<ul style="list-style-type: none"> • The Master Plan for Enrollment Services is reviewed/evaluated annually during May • A plan for cross-training between student enrollment support services is developed by July, 2010 • An electronic information delivery system with 24-hour accessibility is functional by July, 2011 • SES unit has a centralized location by Fall 2010 • The importance/satisfaction gaps for the recruitment/financial aid & registration scales on the Student Satisfaction Inventory decrease at least 1.0 point by Fall 2014 (baselines 2.25 & 2.97)
<p>4.2 Develop a Quality Assessment Plan for Energy and Facilities Management</p>	<p>a. Implement the comprehensive plan for energy assessment and management that addresses: lighting, painting, doors, windows and HVAC</p> <p>b. Develop a Master Landscaping/Parking/Road Plan to include: watering, gardening, zoning, greening, hardscapes, outdoor living areas, erosion control and dirt/soil analysis</p> <p>c. Design a Learn, Live, Labor Custodian Plan to achieve a desired standard of cleanliness for areas where patrons and employees Learn, Live and Labor</p> <p>d. Implement/evaluate the Master Maintenance Plan</p>	<p>Financial Affairs</p>	<ul style="list-style-type: none"> • A comprehensive plan for energy assessment and management is implemented throughout 2010-2015 and evaluated annually • A Master Landscaping Plan is developed by October, 2010 • A Learn, Live, Labor Custodian Plan is completed by July, 2010 • The Master Maintenance Plan is implemented throughout 2010-2015 and evaluated annually

Initiative	Strategies	Responsibility	Outcomes/Assessment
4.3 Support campus construction/ renovation projects	a. Set annual construction target goals for: <ul style="list-style-type: none"> i. Health and Wellness Building ii. Communication Building iii. Physical Plant Relocations iv. Facility/land improvement 	Office of the President Financial Affairs	a. Accomplishment of annual construction targets
4.4 Achieve budget management targets	a. Provide Presidential leadership to facilitate accomplishment of financial objectives b. Manage the budget to reach established targets	Office of the President Financial Affairs Cost: N/A	• Achievement of annual financial goals
4.5 Achieve fully operational law-enforcement agency status	a. Finance APOSTC (Alabama Peace Officers Standard and Training Commission) certification for all officers	Financial Affairs	<ul style="list-style-type: none"> • All officers are APOSTC certified by 2015: <ul style="list-style-type: none"> ○ 30% by December 2010 ○ 45% by December 2011 ○ 60% by December 2012 ○ 75% by December 2013 ○ 90% by December 2014 ○ 100% by June 2015
4.6 Implement a master security plan	a. In collaboration with other divisions, implement a master security plan through the development of life-safety and security systems	Financial Affairs	b. Plan is implemented over 5 years beginning in 2010
4.7 Develop and implement a strategic plan for vacant and under-utilized structures	a. Develop a plan for the use of structures currently not in use or not used to capacity b. Renovate/repair designated buildings, including: <ul style="list-style-type: none"> i. Cunningham Hall (Phases I and II) ii. Peterson Hall iii. OUI (4920) iv. Blake Center v. Market Square 	Financial Affairs	<ul style="list-style-type: none"> • Plan is completed 2010 • Buildings are utilized by 2015 <ul style="list-style-type: none"> ○ Cunningham Phase I: Fall 2010 ○ Cunningham Phase II: January 2012
4.8 Develop and implement an Accounts Receivable collections plan aimed at collecting 100% of tuition and fees	a. Develop Accounts Receivable collections plan b. Implement plan beginning with the 2010-11 academic year	Financial Affairs Office of the President Student Enrollment Services	<ul style="list-style-type: none"> • Plan is developed by Fall 2010 • Collections rate minimum is maintained at <ul style="list-style-type: none"> ○ 97% in 2010-11 ○ 98% in 2011-12 ○ 99% in 2012-13 ○ 100% by 2015

Table 5: Resource Development

Goal 5: Resource Development: Provide sufficient financial resources to support all aspects of the institution.

Initiative	Strategies	Responsibility	Outcomes/Assessment
5.1 Review, refine and implement an integrated Development Plan	<ul style="list-style-type: none"> a. Evaluate and determine if conditions are appropriate for Capital Campaign and/or a major special project b. Implement identification of major prospects and solicitation tasks for major gifts for: <ul style="list-style-type: none"> i. Health and Wellness Center ii. Communications Complex iii. Develop strategy to determine succeeding priorities 	Advancement and Development	<ul style="list-style-type: none"> • Evaluation results are implemented by 2012 • Sufficient gifts are on hand for construction start-up for the Health and Wellness facility by 2015
5.2 Implement a comprehensive plan for land development	<ul style="list-style-type: none"> a. Hire a consultant/urban planner to review/study land development plan and make recommendations b. Hire a staff person to serve as industry lead person to build relationships with organizations (i.e. NASA, Redstone Arsenal) c. Conduct public meetings to present land development plan for community feedback d. Follow-up on Board review and approval of the land development concept developed by the Property Assessment Committee (PAC) (comprised of two subcommittees: Facilities Usage Committee and Land Development Committee). 	Advancement and Development	<ul style="list-style-type: none"> • Consultant is hired by December 2010 • Staff person is hired by July 2011 and generating prospects for future contracts and development projects • A consensus report from the community is received, signaling go-ahead for start-up of designated projects • Completion of at least 1-2 income generating, state of the art, environmentally friendly projects representing Oakwood's core values and providing services to the community by June 2015
5.3 Generate revenue for the institution	<ul style="list-style-type: none"> a. Achieve Capitol Fund Raising targets b. Achieve Scholarship Fund Raising targets <ul style="list-style-type: none"> i. Running for Scholarships -- \$500,000 goal 	Office of the President Advancement and Development	<ul style="list-style-type: none"> • Achievement of annual fund-raising goals • A self-sustaining student scholarship assistance plan is established by 2011

Table 6: Institutional Relations

Goal 6: Institutional Relations: Enhance the reputation and relationships of the institution.

Initiative	Strategies	Responsibility	Outcomes/Assessment
<p>6.1 Strengthen the link between Oakwood’s education programs and Huntsville economic development programs and workforce training needs</p>	<p>a. Create a committee that would develop a strategy to oversee developing and strengthening the University’s relationships with industry, contracts, and community organizations</p> <p>b. Conduct a study to identify current and future internship and job opportunities</p> <p>c. Conduct pre- (2010-11) and post- (2014-15) surveys to determine the status of Oakwood’s community/industry partnerships</p>	<p>Advancement and Development Academic Affairs</p>	<ul style="list-style-type: none"> • The number of grants and contracts generated increases by at least 100% (baseline 2) • Internships and job opportunities increase by at least 100% (baseline 15) • Stronger public relations between Oakwood University and the community is demonstrated by post-survey results
<p>6.2 Strengthen the relationship of the University with its alumni</p>	<p>a. Create an alumni regeneration council (ARC) with the purpose of improving relations between the University and its Alumni</p>	<p>Advancement and Development</p>	<ul style="list-style-type: none"> • ARC created by December 2010 • On-line and written surveys demonstrate improved relationship between the University and Alumni • Revenue from Alumni chapters and individual alumni increases by at least 10%
<p>6.3 Strengthen the quality of customer relations/customer service</p>	<p>a. Promote quality customer care</p> <p style="padding-left: 20px;">i. Develop a Comprehensive Institutional Plan for customer service</p> <p>b. Increase customer service training that focuses on being proactive rather than reactive and incorporates the key elements of responsibility</p> <p>c. Develop a tracking system to evaluate customer satisfaction</p>	<p>Office of the President Office of the Provost</p>	<ul style="list-style-type: none"> • A measurable program for detecting, resolving and improving customer service is created by June 2012 • At least one seminar/workshop in customer relations is provided annually • Customer satisfaction surveys demonstrate annual improvement in customer service

Initiative	Strategies	Responsibility	Outcomes/Assessment
	<ul style="list-style-type: none"> d. Develop an institutional knowledge bank <ul style="list-style-type: none"> i. Survey employees for expertise/ gifts/talents that can be shared campus-wide ii. Organize feedback in a brochure and/or an electronic format 		<ul style="list-style-type: none"> • A Knowledge Bank is available by December 2012
6.4 Facilitate institutional enhancement	<ul style="list-style-type: none"> a. Develop a communication network plan <ul style="list-style-type: none"> i. Develop comprehensive communication/update program ii. Develop plan to provide new linkages with faculty, staff, students b. Promote Board of Trustees development by providing: <ul style="list-style-type: none"> i. Training and Evaluation ii. A BOT Retreat c. Provide assistance for the Oakwood Academy building project <ul style="list-style-type: none"> i. Assist a feeder institution in achieving a goal of construction of an educational facility 	Office of the President	<ul style="list-style-type: none"> • Measurably increase stakeholder awareness of institutional developments (Focus group assessment) • At least two training and evaluation sessions are provided increasing Board of Trustees awareness and continuous self-improvement • At least one BOT Retreat is provided emphasizing board fellowship and strategic planning • Increase the student capacity of OU feeder institution

Table 7: Technology Leadership

Goal 7: Technology Leadership: Maintain a technologically progressive campus.

Initiative	Strategies	Responsibility	Outcomes/Assessment
7.1 Improve campus communication systems	a. Use web technologies to better communicate events & important dates. b. Make significant dates/events from departments on campus available from the Oakwood University front page.	Information Technology	<ul style="list-style-type: none"> A more visible and accessible web based calendar that can be viewed from Oakwood's front-page is available by fall 2010.
7.2 Provide technology training for staff	a. Offer staff training for a fee in the use of technology <ul style="list-style-type: none"> i. CARS EX ii. Microsoft Office 	Information Technology	<ul style="list-style-type: none"> At least two staff training opportunities are offered annually
7.3 Develop campus telecast infrastructure for television broadcast	a. Create a media center <ul style="list-style-type: none"> i. Identify location by July 2010 ii. Hire 2 full-time staff by October 2010 b. Provide A/V support campus-wide <ul style="list-style-type: none"> i. Classroom multimedia equipment ii. Residence hall CATV c. Install production and video automation equipment d. Collaborate with Communications Dept. to produce campus program contents for broadcasting e. Utilize channel 38 to broadcast	Information Technology	<ul style="list-style-type: none"> Media Center is staffed and functional by December 2010 Multimedia equipment campus-wide is supported by A/V technicians Equipment is purchased by 2012 to facilitate broadcast Professionally produced programs are available for broadcast to the public via the air waves by 2012 Beginning 2012, Campus program contents are inserted into channel 38 schedule
7.4 Develop outdoor wireless network infrastructure	a. Install outdoor access points across campus at specific location(s) to be determined	Information Technology	<ul style="list-style-type: none"> Locations on campus for outdoor access points are determined by December 2010 Wireless devices are able to receive internet services outdoors at pre-determined locations by 2012
7.5 Provide life safety and security system network infrastructure	a. Collaborate with Public Safety to implement campus-wide life safety and security system	Financial Affairs/ Information Technology	<ul style="list-style-type: none"> Campus-wide network is installed and supported by Information Technology and monitored by Public Safety by 2012