#### **Oakwood University Strategic Planning Committee**

### Working Document August 25, 2009

Table 1: Spiritual Vitality

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

Initia	ative	Strategies	Outcomes/Assessment	Responsibility
1.1	Strengthen the emphasis on outreach and service	<ul> <li>Integrate faith and learning activities with service learning projects (instructional).</li> <li>Develop an Introduction to Service class as a General Education requirement:         <ul> <li>Model how to serve at work, school and the world.</li> <li>Include a service learning project. Students can organize drives for food/clothes or organize a variety of ministries, short-term mission trips, disaster relief</li> <li>Learn how to start a 501-C-3.</li> </ul> </li> <li>Organize community service projects as part of residential life.</li> <li>Encourage, recognize, and reward service activities of faculty and staff.</li> <li>Place visual aids on campus that remind students of service (Christian art).</li> <li>Identify personnel to coordinate and facilitate service activities on campus</li> <li>Develop assessment measures to track and evaluate participation in outreach by employees and students</li> </ul>	<ul> <li>Each student participates in 3 or more outreach projects per year</li> <li>Students are equipped with skills for service when they leave Oakwood.</li> <li>Student missionary participation increases by 50% (10% increments per year through 2015)(baseline 14 undergraduates)</li> </ul>	Student Services Academic Affairs Office of the Provost
1.2	Increase spiritual formation building activities	<ul> <li>Facilitate campus-wide Bible study utilizing small groups</li> <li>Identify and train small group leaders</li> <li>Implement a Sabbath School program designed specifically for university students</li> </ul>	More active participation of students in spiritual formation building activities, including:  At least students participating in small group Bible studies  An average attendance of at least students at University Sabbath School	Student Services

#### **Table 2: Educational Excellence**

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

Initia	tive	Strategies	Outcomes/Assessment	Responsibility
2.1	Establish partnerships in the areas of: • Instruction • Fund Raising	<ul> <li>Workshops on collaborations</li> <li>Develop interdisciplinary courses</li> <li>Develop policies for interdisciplinary instruction</li> <li>Identify resources to write grants for Academic needs</li> <li>Develop guidelines for Academic department fundraising activities</li> </ul>	<ul> <li>Total enrollment increase of</li> <li>Total increase in graduation rate</li> </ul>	Academic Affairs Advancement and Development Student Enrollment Services Student Services
	<ul> <li>Retention/Advising System</li> </ul>	<ul> <li>Create appropriate infrastructure for University-wide retention/advising system</li> <li>Develop plans for personalizing advising (including mentorship)</li> </ul>		
	<ul> <li>Community         Relationships     </li> </ul>	<ul> <li>Strengthen internship experiences for students</li> <li>Strengthen/expand service opportunities and relationships</li> </ul>		
2.2	<ul><li>Expand Academic Programs</li><li>Undergraduate</li><li>Graduate</li><li>Distance Learning</li></ul>	<ul> <li>Strengthen the Academic program review process</li> <li>Develop specific criteria for identifying programs to phase out</li> <li>Develop specific criteria for creating new programs</li> <li>Develop benchmarks for program's success</li> <li>Expand library capacity</li> </ul>	<ul> <li>An increase of at least 2 new programs</li> <li>An enrollment of at least 30 students in new programs</li> </ul>	Academic Affairs
2.3	Develop a research emphasis	Develop and expand research infrastructure to support research	At least% increase in funded research by the end of the 2014-15 academic year	Academic Affairs
2.4	Complete and implement a revised general education (GE) curriculum	<ul> <li>Assessment tools identified Spring 2010</li> <li>Faculty development plan completed summer 2010 and implemented Fall 2010</li> <li>Course development/course syllabi completed and approved by Spring 2011</li> </ul>	New GE curriculum implemented Fall 2011     First assessment of the new GE curriculum is completed Spring 2014	Academic Affairs
2.5	Increase graduate school and employment rates	<ul> <li>Using Clearinghouse data, track graduate school admittance rates</li> <li>Using departmental records, track job placement rates</li> </ul>	2% annual increases in graduate school and employment rates are realized	Academic Affairs Student Services

Initia	tive	Strategies	Outcomes/Assessment	Responsibility
2.6	Maintain an adequate and qualified faculty	<ul> <li>Recruit well-qualified faculty</li> <li>Provide funding for faculty development</li> <li>Identify and implement practices that support retention of qualified faculty</li> <li>Review Faculty Remuneration Plan funding annually</li> </ul>	70% of faculty have terminal degrees in their discipline	Academic Affairs
2.7	Increase enrollment	<ul> <li>Recruit qualified students</li> <li>Provide the support services necessary to foster student success</li> <li>Seek funds to enhance scholarship offerings</li> <li>Track retention and make adjustments as necessary to increase the number of students retained through graduation/course completion</li> </ul>	<ul> <li>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).</li> <li>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> <li>Undergraduate 1900/1825</li> <li>Graduate 45/30</li> <li>LEAP 100</li> <li>AP4 30</li> </ul> </li> <li>An incremental increase in the annual graduation rate of at least 2.5%</li> <li>Term-to-term persistence rate of at risk students increases by at least 2.5% annually</li> </ul>	Student Enrollment Services
2.8	Improve the overall registration process for incoming students	<ul> <li>Centralize and streamline in-person options</li> <li>Enhance on-line options</li> </ul>	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)	Student Enrollment Services
2.9	Develop and implement a coherent, comprehensive co-curricular program	<ul> <li>Develop a rationale for a co-curricular program</li> <li>Develop a plan for the co-curricular program</li> <li>Provide a lecture series with notable speakers that addresses political, social and cultural subjects currently being discussed</li> <li>Re-design chapels and assemblies</li> <li>Provide seminars and workshops on life-skills, personal growth and development, current events, and interdisciplinary conversations</li> </ul>	Students express higher level of satisfaction on Student Satisfaction Inventory (baseline for Student Centeredness 4.07)	Student Services

Initia	tive	Strategies	Ou	tcomes/Assessment	Responsibility
2.10	Increase emphasis on the mission of the University	<ul> <li>Provide Strategic Plan leadership</li> <li>Facilitate plan maintenance and objective achievement</li> </ul>	•	Semi-annual reports demonstrate a well managed plan with documentation and accountability	Office of the President
		<ul> <li>Facilitate the Reaffirmation process</li> <li>Provide administrative leadership and facilitate assignment completion</li> </ul>	•	All preparatory work is done for a successful visit	
		<ul> <li>Promote institutional mission/goals</li> <li>Widespread sharing of Mission, Aim, Motto, Vision</li> </ul>	•	Measurable increase in employee awareness of OU purpose	
		<ul> <li>Promote healthy lifestyle</li> <li>Presidents Running club</li> <li>Employee Wellness emphasis</li> <li>Student Health and Safety emphasis</li> </ul>	•	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.

Initia	tive	Strategies	Outcomes/Assessment	Responsibility
3.1	Upgrade student housing facilities	<ul> <li>Give attention to long-standing infrastructure challenges, including</li> <li>Plumbing in Edwards Hall</li> <li>Replacing toilets in Carter Hall to be more energy and maintenance efficient</li> </ul>	<ul> <li>New plumbing is installed in Edwards Hall by</li> <li>Energy and maintenance efficient toilets are installed in Carter Hall by</li> </ul>	Student Services
3.2	Improve support services for students	<ul> <li>Study to determine an adequate student center location</li> <li>Identify a location for a community student lounge and locker service</li> <li>Provide an on-campus business center</li> <li>Provide meeting rooms and places for group practices</li> <li>Provide an auditorium for university and guest performances</li> </ul>	<ul> <li>A re-located student center is provided by</li> <li>A community student lounge and locker service are provided on campus by</li> <li>An on-campus business center is created by</li> <li>Locations for meetings and group practices are identified by</li> <li>An auditorium is provided</li> <li>Student satisfaction with support services improves (SSI)</li> </ul>	Student Services
3.3	Enhance student leadership skills	<ul> <li>Create a task force to consider the establishment of an honor code, honor committee, and student-led judicial board</li> <li>Follow-up on task force findings and recommendations</li> </ul>	<ul> <li>Peer review process is established by</li> <li>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]</li> </ul>	Student Services
3.4	Enhance the institutional wellness program for employees	<ul> <li>Develop additional incentives to increase participation</li> <li>Provide additional options for obtaining seminar credits to accommodate scheduling conflicts</li> <li>Provide classes, instructors, and facilities for exercise classes at worker-friendly times</li> </ul>	At least 100% increase in full participation in the wellness program (baseline 2)	Office of the Provost

## **Table 4: Operational Efficiency**

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

Initia	tive	Strategies	Outcomes/Assessment	Responsibility
4.1	Monitor and evaluate the Master Plan for Student Enrollment Services (SES)  Category: Need & Excelling	<ul> <li>Annually review and evaluate effective functioning of the plan during first three years of implementation</li> <li>Develop a system of cross-training between student enrollment support services</li> <li>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</li> <li>Provide a facility that centralizes the location of departments within the SES unit</li> </ul>	<ul> <li>The Master Plan for Enrollment Services is reviewed/evaluated annually during May</li> <li>A plan for cross-training between student enrollment support services is developed by July, 2010</li> <li>An electronic information delivery system with 24-hour accessibility is functional by July, 2011</li> <li>SES unit has a centralized location by Fall 2010</li> <li>The importance/satisfaction gaps for the recruitment/financial aid &amp; registration scales on the Student Satisfaction Inventory decrease at least 1.0 point by Fall 2014 (baselines 2.25 &amp; 2.97)</li> </ul>	The President's Office Student Enrollment Services Academic Affairs Financial Affairs Student Services
4.2	Develop a Quality Assessment Plan for Energy and Facilities Management	<ul> <li>Implement the comprehensive plan for energy assessment and management that addresses: lighting, painting, doors, windows and HVAC</li> <li>Develop a Master Landscaping/Parking/Road Plan to include: watering, gardening, zoning, greening, hardscapes, outdoor living areas, erosion control and dirt/soil analysis</li> <li>Design a Learn, Live, Labor Custodian Plan to achieve a desired standard of cleanliness for areas where patrons and employees Learn, Live and Labor</li> <li>Implement/evaluate the Master Maintenance Plan</li> </ul>	<ul> <li>A comprehensive plan for energy assessment and management is implemented throughout 2010-2015 and evaluated annually</li> <li>A Master Landscaping Plan is developed by October, 2010</li> <li>A Learn, Live, Labor Custodian Plan is completed by July, 2010</li> <li>The Master Maintenance Plan is implemented throughout 2010-2015 and evaluated annually</li> </ul>	Financial Affairs

Initia	tive	Strategies	Outcomes/Assessment	Responsibility
4.3	Support campus construction/ renovation projects	Set annual construction target goals for:  Health and Wellness Building Communication Building Physical Plant Relocations Facility/land improvement	Accomplishment of annual construction targets	Office of the President Financial Affairs
4.4	Achieve budget management targets	<ul> <li>Provide Presidential leadership to facilitate     accomplishment of financial objectives</li> <li>Manage the budget to reach established targets</li> </ul>	Achievement of annual financial goals	Office of the President Financial Affairs
4.5	Achieve fully operational law- enforcement agency status	Finance APOSTC (Alabama Peace Officers Standard and Training Commission) certification for all officers	<ul> <li>All officers are APOSTC certified by 2015:</li> <li>30% by December 2010</li> <li>45% by December 2011</li> <li>60% by December 2012</li> <li>75% by December 2013</li> <li>90% by December 2014</li> <li>100% by June 2015</li> </ul>	Financial Affairs
4.6	Implement a master security plan	<ul> <li>In collaboration with other divisions, implement a master security plan through the development of life-safety and security systems</li> </ul>	Plan is implemented over 5 years beginning in 2010	Financial Affairs
4.7	Develop and implement a strategic plan for vacant and under-utilized structures	<ul> <li>Develop a plan for the use of structures currently not is use or not used to capacity</li> <li>Renovate/repair designated buildings, including:         <ul> <li>Cunningham Hall (Phases I and II)</li> <li>Peterson Hall</li> <li>OUI (4920)</li> <li>Blake Center</li> <li>Market Square</li> </ul> </li> </ul>	<ul> <li>Plan is completed</li> <li>Buildings are utilized by 2015</li> <li>Cunningham Phase I: Fall 2010</li> <li>Cunningham Phase II: January 2012</li> </ul>	Financial Affairs
4.8	Develop and implement an Accounts Receivable collections plan aimed at collecting 100% of tuition and fees	<ul> <li>Develop plan</li> <li>Implement plan beginning with the 2010-11 academic year</li> </ul>	<ul> <li>Plan is developed by Fall 2010</li> <li>Collections rate minimum is maintained at</li> <li>97% in 2010-11</li> <li>98% in 2011-12</li> <li>99% in 2012-13</li> <li>100% by 2015</li> </ul>	

### **Table 5: Resource Development**

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

Initia	tive	Strategies	Outcomes/Assessment	Responsibility
5.1	Review, refine and implement an integrated Development Plan	Update existing policies and procedures regarding fundraising, stewarding, reporting and processing of gifts using best practices as standards	Updated and approved Policy Manual available in hard copy and on-line	Advancement and Development
		Evaluate and determine if conditions are appropriate for Capital Campaign and/or a major special project	Implement as per results of evaluation	
		<ul> <li>Implement identification of major prospects and solicitation tasks for major gifts for:</li> <li>Health and Wellness Center</li> <li>Communications Complex</li> </ul>	Sufficient gifts are on hand for construction start-up	
5.2	Implement a comprehensive plan for land development	<ul> <li>Hire a consultant/urban planner to review/study land development plan and make recommendations</li> <li>Hire a staff person to serve as industry lead person to build relationships with organizations (i.e. NASA, Redstone Arsenal)</li> <li>Conduct public meetings to present land development plan for community feedback</li> <li>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).</li> </ul>	<ul> <li>Consultant is hired by December 2010</li> <li>Staff person is hired by July 2011 and generating prospects for future contracts and development projects</li> <li>A consensus report from the community is received, signaling goahead for start-up of designated projects</li> <li>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</li> </ul>	Advancement and Development
5.3	Generate revenue for the institution	<ul> <li>Achieve Capitol Fund Raising targets</li> <li>Achieve Scholarship Fund Raising targets         Running for Scholarships\$1million goal     </li> </ul>	<ul> <li>Achievement of annual fund-raising goals</li> <li>A self-sustaining student scholarship assistance plan is established</li> </ul>	Office of the President
5.4	Update institutional signage	<ul> <li>Work with appropriate government agencies to update external signage</li> <li>Implement plan to update internal signage</li> </ul>	<ul> <li>All road signs correctly identify         Oakwood University by 2012</li> <li>Campus signage clearly identify         locations by 2012</li> </ul>	Advancement and Development

#### **Table 6: Institutional Relations**

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

Initiat	iive	Strategies	Outcomes/Assessment	Responsibility
6.1	Strengthen the link between Oakwood's education programs and Huntsville economic development programs and workforce training needs  Category: Need & Maintenance	<ul> <li>Appoint a staff person to chair a committee that would oversee building and strengthening the University's relationships with industry and community organizations</li> <li>Conduct a study to identify current and future internship and job opportunities</li> <li>Conduct pre- and post-surveys to determine the status of Oakwood's community/industry partnerships</li> </ul>	<ul> <li>The number of grants and contracts generated increases by at least 100% (baseline 2)</li> <li>Internships and job opportunities increase by at least 100% (baseline 15)</li> <li>Stronger public relations between Oakwood University and the community is demonstrated by post-survey results</li> </ul>	Advancement and Development
6.2	Strengthen the relationship of the University with its alumni  Category: Need & Maintenance	Create an alumni regeneration council (ARC) with the purpose of improving relations between the University and its Alumni	<ul> <li>ARC created by December 2010</li> <li>On-line and written surveys         demonstrate improved relationship         between the University and Alumni</li> <li>Revenue from Alumni chapters and         individual alumni increases by at least         10%</li> </ul>	Advancement and Development
		<ul> <li>Visit universities with proven track records in alumni relations</li> <li>Establish quarterly alumni newsletter</li> </ul>	<ul> <li>A report detailing visitations of 2-3 universities is prepared by June 2011</li> <li>A quarterly newsletter is distributed</li> </ul>	
			electronically to Alumni database beginning by July 2011	
		Facilitate greater input from alumni in the development of an alumni section on the OU website	The Alumni section of the website is developed and operational by June 2012	
6.3	Strengthen the quality of customer relations/customer service	<ul> <li>Promote quality customer care</li> <li>Develop a Comprehensive Institutional Plan for customer service</li> </ul>	A measurable program for detecting, resolving and improving customer service is created by	Office of the President Office of the Provost

Initiative	Strategies	Outcomes/Assessment	Responsibility
	Increase customer service training that focuses on being proactive rather that reactive and incorporates the key elements of responsibility	At least one seminar/workshop in customer relations is provided annually	
	<ul> <li>Review performance evaluation form</li> <li>Explore use of electronic format</li> <li>Include evaluation of job-skill development</li> </ul>	Revised performance evaluation is implemented by July 2012	
	<ul> <li>Track customer satisfaction through surveys, including:</li> <li>Student Satisfaction Inventory</li> <li>Registration Survey</li> <li>First Impressions Survey</li> <li>Graduate Opinion Survey</li> </ul>	Customer satisfaction surveys demonstrate annual improvement in customer service	
	<ul> <li>Develop an institutional knowledge bank</li> <li>Survey employees for expertise/ gifts/talents that can be shared campus-wide+</li> <li>Organize feedback in a brochure and/or an electronic format</li> </ul>	A Knowledge Bank is available by December 2012	
6.4 Facilitate institutional enhancement	<ul> <li>Develop a communication network plan</li> <li>Develop comprehensive communication/update program</li> <li>Develop plan to provide new linkages with faculty, staff, students</li> </ul>	Measurably increase stakeholder awareness of institutional developments (Focus group assessment)	Office of the President
	<ul> <li>Promote Board of Trustees development by providing:         <ul> <li>Training and Evaluation</li> <li>A BOT Retreat</li> </ul> </li> <li>Provide assistance for the Oakwood Academy building project</li> </ul>	<ul> <li>Board of Trustees awareness and continuous self-improvement</li> <li>BOT fellowship and strategic planning</li> <li>Increase the student capacity of OU feeder institution</li> </ul>	
	<ul> <li>Assist a feeder institution in achieving a goal of construction of an educational facility</li> </ul>		

## Table 7: Technology Leadership

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

Initia	tive	Strategies	Outcomes/Assessment	Responsibility
7.1	Improve internal campus-wide communication systems	<ul> <li>Explore and utilize available technology for internal communication such as:</li> <li>Blogging</li> <li>Twittering</li> <li>Podcasting</li> <li>Virtual private network</li> </ul>	Better and more quickly informed campus as measured by analyzing data from these sites	Information Technology
7.2	Enhance staff technology skills	<ul> <li>Provide staff training in use of technology</li> <li>CARS EX</li> <li>Microsoft Office</li> </ul>	At least two staff training opportunities are provided annually	Information Technology
7.3	Develop campus telecast infrastructure for television broadcast	<ul> <li>Install production and video automation equipment</li> <li>Collaborate with departments to produce campus program contents for broadcasting</li> <li>Utilize channel 38 to broadcast</li> </ul>	<ul> <li>Equipment is purchased by to facilitate broadcast</li> <li>Professionally produced programs are broadcast to the public via the air waves</li> <li>Beginning, Campus program contents are inserted into channel 38 schedule</li> </ul>	Information Technology
7.4	Develop outdoor wireless network infrastructure	Install outdoor access points campus-wide	Wireless devices are able to receive internet services campus-wide	Information Technology
7.5	Provide life safety and security system network infrastructure	Collaborate with Public Safety to implement campus- wide life safety and security system	Campus-wide cameras are installed in strategic locations and monitored by Public Safety	Information Technology