

- ● ● Create and provide quality and effective programs, services, facilities, and technological resources to advance the mission of the University.

GOAL
IV

NSU WILL:

A Create and maintain a campus environment that is distinctive and excellent in form, function and design.

1. Assess and inventory the current environment on each NSU campus.
2. Plan and implement:
 - A campus master planning process that guides future development of buildings, grounds, and infrastructure;
 - Strategies to provide an open, safe, and accessible environment while maintaining NSU's distinctive characteristics;
 - A process to coordinate campus development with municipal partners;
 - Strategies to preserve the historical and cultural integrity of the campuses;
 - A process to address deferred and planned maintenance.
3. Monitor progress annually toward meeting the goal and make modifications based on these results.

EDUCATION HAS
FOR ITS OBJECT THE
FORMATION OF
CHARACTER.
-HERBERT SPENCER

B Deliver exceptional customer* service that is also efficient, convenient, and accessible.

1. Assess and inventory the types and quality of NSU services.
2. Develop University-wide standards exceptional customer service standards.
3. Plan and implement:
 - A review process to analyze student expectations of on-campus services;
 - Integrated employee training, evaluation, and recognition programs to reinforce NSU's exceptional customer service standards;
 - Mechanisms to acquire and utilize customer feedback;
 - Cost containment procedures to keep university services competitively priced.
4. Monitor progress annually toward meeting the goal and make modifications based on these results.



**defined in Glossary*

NSU WILL:

● ● ● **C Acquire, integrate, and maintain the most appropriate resources, technologies, equipment, support, and training.**

1. Identify, assess, and prioritize appropriate technologies, equipment, and support.
2. Plan and implement:
 - Development, dissemination, and utilization of university-wide descriptive inventories of technologies, equipment, and support;
 - An input process by end-users for future acquisitions of technologies, equipment, and support;
 - A process to allocate funds to address prioritized needs;
 - Comprehensive and timely training and support programs.
3. Monitor progress annually toward meeting the goal and make modifications based on these results.

● ● ● **D Establish a process to achieve internal efficiencies that result in targeted reallocation of existing resources and optimal use of new resources.**

1. Assess current academic and administrative resource allocation procedures to establish baselines.
2. Plan and implement:
 - A continuous review process to determine the effectiveness, efficiency, and viability of academic and support programs;
 - A method to prioritize the assignment of funds to academic and support programs;
 - A strategy to identify the optimal relationship among enrollment, program offerings, and tuition structure.
3. Monitor progress annually toward meeting the goal and make modifications based on these results.

**defined in Glossary*