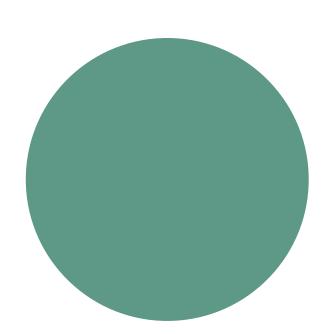
• Create and provide quality and effective programs, services, facilities, and technological resources to advance the mission of the University.





NSU WILL:

- 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

- 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.





NSU WILL:

- 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.
- 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.