H&RS 2020 Vision
The Best Housing Experience
We provide opportunities for residents to get connected in an amazing environment through...
World Class Facilities
Focus on the whole person
Continuous Innovation
Talented Staff Who Care
Strategic Priorities

These are the filters through which we make decisions to best leverage our resources (time, people, & money)

• Developing partnerships for results
• Responsible use of resources
Outcomes

- Outcomes describe what we will have at the end of some specified time period.
- They are measurable, and they are used to drive choices and prioritize activities.
- Outcomes act as a promise or a contract.

A goal is an aspiration; an outcome is a promise: this drives greater resources and creativity in order to make sure that we deliver the promised outcome.
World Class Facilities

2020: Our facilities reflect world-class standards in their responsiveness to residents’ need, use of resources and sustainable processes.

2015: Best Practices for world-class facilities have been applied to our service delivery systems and to new and renovated projects.

2009: We have established standards for measuring world-class facilities.
Focus on the whole person

- 2020: Our residents have a healthy sense of community and belonging

- 2015: Our programs & services foster opportunities for residents to create a healthy sense of community.

- 2009: We have a method in place to gather residents’ perceptions about what helps them feel connected.
Continuous Innovation

- **2020** Our residents & staff are benefiting from “best of class” innovations that we have implemented through research & collaboration.

- **2015 A.** We are a member of “best in class” universities where innovations and trends are explored, developed, and evaluated.

- **2015 B.** We have systematically implemented, measured, and modified our innovations, which include initiatives in sustainability, technology, programs, and quality of services.
Continuous Innovation (cont’d)

- 2009 A. We have identified three to five university housing programs that agree to partner with us to create a council of colleges to define “best in class.”

- 2009 B. We have identified metrics and defined measurement tools to regularly assess our quality of services.
Talented Staff Who Care

- **2020** At all levels, we have a talented, caring, and diverse staff who have intentional paths and opportunities for growth and development.
- **2015 A.** We have pools of diverse staff ready to transition into leadership roles.
- **2015 B.** We have clearly articulated paths for growth and development of caring and competent staff.
- **2009** We have identified the programs and processes designed for staff growth and development.
What’s Next?

Each outcome has an Executive Sponsor:

- World Class Facilities: Dan Heedy
- Focus on the Whole Person: Chuck Haines
- Continuous Innovation Outcome A Best in Class Universities: Jill Hurd
- Continuous Innovation Outcome B Metrics: Barry Colwell
- Talented Staff Who Care: Charlene Chew-Ogi
Unit outcomes & “Owners”

Where applicable, each unit will also have a unit outcome that relates to the departmental 2009 outcomes.

Within the units, there will be an “owner” for these outcomes. These owners will meet quarterly with the Executive Sponsor to ensure that we’re on track department-wide.

Units will have their unit outcomes set by Sept. 12th, 2008.
The Cycle repeats!

- In March 2009 as departments start preparing their budgets for the following year, we look ahead to begin creating the departmental 2010 outcomes and then we create the unit 2010 outcomes, and we set these by July 1st, 2009.