



ADMINISTRATION DIVISION STRATEGIC PLAN

CORE VALUES



IMPACTFUL PARTNERS

We collaborate by leveraging expertise, tools, and strategic thinking to drive success.



CREATIVE SOLUTIONS

We use problem-solving techniques to bring innovative solutions to all situations.



POSITIVE CULTURE

We develop, support, and empower our teams to reach their full potential.



PHENOMENAL SERVICE

We provide exceptional and diverse services to elevate the KSU experience.

VISION

We deliver an extraordinary campus experience where everyone can thrive



KENNESAW STATE
UNIVERSITY

CUSTOMERS

Goal:

Create an exceptional experience for our diverse customer base, generating raving fans.

Measurement:

- Improve customer survey scores
- Decrease customer complaints

EMPLOYEES

Goal:

Recruit and retain top talent by providing them with opportunities for challenge, engagement and growth.

Measurement:

- Improve employee retention rates
- Improve engagement survey scores
- Increase the percentage of positions filled by internal candidates and promotions
- Increase participation in administration professional development programs
- Maintain the retention rate of top talent

OPERATIONS

Goal:

Modernize solutions and improve processes to better support the university's strategic priorities.

Measurement:

- Improve customer assessment of process efficiency
- Increase the number of processes meeting or exceeding performance

COMMUNITY

Goal:

Support and empower employees and customers by creating and cultivating an environment of belonging, diversity and transparency.

Measurement:

- Improve communication score on engagement survey
- Improve inclusivity score on engagement survey
- Increase internships offered within the division
- Upgrade ADA accommodations in more buildings