





Student Success

3. Enhanced Quality in Teaching and Student Learning

Actively support student learning and engagement

Action/Strategy	Measurable/Milestone	Status
Work Collaboratively with faculty and programs to create experiential learning opportunities that build on the synergies between academic programs and the activities and expertise within CSBO (e.g. internship programs and research projects in areas such as building information modelling, energy audits, business systems, sustainability, Maloca Community Garden, information technologies such as e-books, on-line content, food services	Participate in experiential learning opportunities through formalized partnerships with Faculties and Organized Research Units Support implementation of Green Campus Cooperative café in Ross Building flowing from approved Academic Innovation Fund proposal by BUSO program (2015-16) Support implementation of student cooperative at Glendon Campus (pub) (2016-17). Support Regenesi@York initiatives as approved by the University (ongoing)	 Completed

Pedagogical innovation and initiatives to support increased program quality

Action/Strategy	Measurable/Milestone	Status
Pedagogical innovation and initiatives to support increased program quality	Offer services to support faculty such as developing and selling/distributing e-books in e-pub or other formats. Produce and distribute digital materials, including custom materials produced for faculty (ie. e-kits, e-books) Report on Crowdmark software and upgrade Scantron methods to provide more information for evaluating course success	 Progressing
Work collaboratively with faculty and programs to develop and implement strategies to deliver course materials as e-books or on line	Distribution of on line course materials Further development of e-course kits and other custom materials Link Bookstore website to Moodle	 On Track
Provide products, services and deliver programming designed to enhance the student experience (e.g. lost and found, Glendon/Keele shuttle, York University branded spirit items, participation in Student Orientation)	Goal to be established against a baseline of student expectations of products, services and programming Establish tracking mechanisms Establish a reasonable goal and work plan to achieve it. Maintain or improve score on client satisfaction surveys (Bookstores) Collaborate with internal York departments and external vendors to develop alternative e-book and e-course kit solutions for distribution or sale through the CSBO bookstores	 On Track


Student Success

4. A Student-Centred Approach


Ancillary Services

PLANID: 1169

Continue to build a safe, positive, healthy, collegial campus community



Action/Strategy	Measurable/Milestone	Status
Develop and deliver educational and outreach programs to promote an understanding of CSBO programs and service offerings (e.g. energy conservation and best practices, healthy food options, Custodial cleaning standards, Printing and Mailing service offerings)	a) Housing websites are maintained as an active communications tool b) Communicate Housing marketing and promotional initiatives through the use of Y-file, Y-life	 Progressing

Improve departmental systems, processes, structures, and services to maximize productivity and efficiency in support of consistent administration

Action/Strategy	Measurable/Milestone	Status
Operate, maintain, and improve resources and systems that record and track information and workflow relative to all CSBO operations including the development of new functionalities (e.g. Maximo, Winprism, Blackboard, StarRez, Integra, ALTO, Avanti)	Explore and implement StarRez upgrades, new modules and mobile solutions, and integration opportunities to improve customer service and maximize work efficiencies specifically: a) mobile room maintenance, inventory and inspection c) data subscription d) reservation pro-rate tool	 Progressing

Engagement and Outreach
5. Enhanced Campus Experience




Improve departmental systems, processes, structures, and services to maximize productivity and efficiency in support of consistent administration

Action/Strategy	Measurable/Milestone	Status
5.1.10. Improve the quality and responsiveness of services through development and promotion of on line technologies (e.g. on line service portal for: transit and parking permit renewal, furnishings, YU-card balance recharge, web-based print portal, on-line book purchases etc)	1) Improved service levels across all identified areas a. Enhance pay-and-display services and implement pay-by-cell option (2016) b. Redevelop Parking web site to improve availability of information and navigation, including AODA compliance (Winter 2015) c. Assist in integration of Parking Prox cards with Yu-Card (2015-16) d. Integrate YU-card as an additional payment method for parking payments (2015-16)	 Completed
Provide products, services and deliver programming designed to enhance the student experience (e.g. lost and found, Glendon/Keele shuttle, York University branded spirit items, participation in Student Orientation)	1. Expansion of YU-card based services in line with student demand (depending on technical & financial feasibility) Implement wireless terminal rental program to enable student organizations to accept YU-card at events (2015/16)	 Progressing


Ancillary Services

PLANID: 1169

Physical Space/Capital infrastructure: Ensure the provision, efficient use and functioning of University space, physical assets and capital infrastructure in line with evolving teaching, learning, and research requirements




Action/Strategy	Measurable/Milestone	Status
Offer on campus housing options to align with university enrolment priorities and diverse needs of York students.	Effective Implementation of the Housing Strategy: a) manage application and offer processes to accommodate a variety of student cohorts and priorities - first year students - international students - YUELI students - current students - exchange students - students with disabilities - transgender students - graduate students - law students - students with families	 On Track
Retrofit in line with the AODA	a) effective implementation of Housing 10yr renewal plan and accessibility audit recommendations	 On Track
Create and provide specialized insignia products in partnership with the community and the licensing board.	Products and services that are produced, delivered and sold by relevant CSBO units are consistent with and support the branding and principles of the University.	 On Track

Safety and Security: Provide a safe and secure campus environment for all members of the York community

Action/Strategy	Measurable/Milestone	Status
2.1.7. Ensure safe and secure circulation of vehicles on campus through regulation compliance and enhanced enforcement on roadways, fire routes, medical spaces, building access points and parking facilities	2. Improved compliance to Parking Regulations	 On Track

Engagement and Outreach
6. Enhanced Community Engagement


Active engagement in communities of interest

Action/Strategy	Measurable/Milestone	Status
Active engagement in communities of interest	Active engagement in OACUHO, ACUHO-I, CUCCOA (e.g. participation in list-serves, fall business meeting, spring conference)	 On Track
Active engagement in communities of interest	CSBO units support organizations / groups and attend conferences and engage in activities as appropriate to areas of expertise and operations including hosting conferences, workshops and launching new associations.	 On Track
Recognition by other institutions as a leader in core functional areas. - advice, presentations	Acknowledged leader in: Course kit production Printing Services Bookstore	 On Track

Ancillary Services



PLANID: 1169

Provide reliable, consistent support and delivery of a wide variety services to support faculty, researchers, students, and staff

Action/Strategy	Measurable/Milestone	Status
Provide services and resources in support of campus events (e.g. Convocation, Tennis Canada, Orientation, York Fest, academic conferences, Terry Fox Run, Breast Cancer Awareness)	1) Services provided to meet established expectations (e.g. time, budget, quality). e. Ensure re-instatement to pre-existing standard post event within five (5) business days. f. Implement signage protocol that will facilitate way finding to events h. Provide barrier-free event parking while minimizing disruption to permit holders and daily parking patrons	 On Track

Enabling the Plan
7. Enabling the Plan

Continue to build a safe, positive, healthy, collegial campus community

Action/Strategy	Measurable/Milestone	Status
Enhance employee relations and build positive relationships with union groups through the fair and equitable administration of relevant collective agreements and the provision of programs that respond to employee needs.	1) Emergence of an increasingly consultative approach to problem solving. 2) Managers demonstrate informed capacity in the administration of collective agreements. 3) Respond to employee concerns on a timely basis per the standard operating procedure guidelines and relevant collective agreements. 4) CSBO operational leaders participate in collective bargaining for designated union affiliation(s).	 On Track
Enhance employee relations and build positive relationships with union groups through the fair and equitable administration of relevant collective agreements and the provision of programs that respond to employee needs.	a) managers continue employee engagement meetings b) managers demonstrate informed capacity in the administration of collective agreements c) managers respond to employee concerns on a timely basis per the standard operating procedure guidelines and relevant collective agreements.	 Progressing

