





Student Success

4. A Student-Centred Approach

Increase student satisfaction

Strategy/Action	Measure/Milestone		
Modernize systems and processes to improve service for faculty and students.	Upgrade Scantron system to provide faster turnaround for exam grading and improve process efficiency.		Completed
Modernize systems and processes to improve service and provide value for students.	Enhance textbook rental program to streamline the experience for students by integrating SIS data with the Bookstore system to pre-populate student demographic information.		Completed
Modernize systems and processes to improve the campus experience.	Implement QLess system for YU-card and Parking Services to reduce wait times and provide forward-looking services.		Completed
Enhance communications to improve access to relevant information about Ancillary services.	Develop and execute communication plan to promote GO Transit student discount (September 2019). Review and update all Ancillary Services web site to ensure accuracy, ease of navigation and relevance (December 2019). Integrate Parking and Transportation web sites to provide a single portal for information about getting to/from campus.		Not On Track

Engagement and Outreach

5. Enhanced Campus Experience


Safety of our campuses

Strategy/Action	Measure/Milestone
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<p>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.</p>	<p>Complete implementation of new parking enforcement model by October 2019. Benchmark compliance to Parking Regulations pre/post implementation.</p>	 Completed
<p>Enhance residence dining to improve the student experience.</p>	<p>Finalize a strategic direction for Food Services (December 2019) Develop a go-forward business, capital and transition plan (April 2020) Execute dining hall renovations (TBD 2021) Execute Central Square renovations (TBD 2022)</p>	 On Track
<p>Develop renewed student-focused Housing strategy to align Housing Services with the UAP.</p>	<p>Conduct detailed facility audit to inform capital plan (December 2019) Conduct detailed demand forecast study in partnership with Division of Students (January 2020). Develop go-forward strategic plan to inform capital investment and delivery model (April 2020)</p>	 Not On Track
<p>Integrate TUUS and ACS functions to streamline services and provide the community with a seamless process to book space on campus.</p>	<p>Review of TUUS and ACS procedures (October 2019) Proposals developed and circulated to stakeholders for comment (January 2020) New procedures finalized and implemented (April 2020)</p>	 On Track

Enabling the Plan
7. Enabling the Plan

Achieve financial sustainability

Strategy/Action	Measure/Milestone	
<p>Resolve a business plan for the Bookstore to improve its financial performance.</p>	<p>1) Evaluate and determine the Bookstore's service/strategic positioning (December 2019). 2) Write a business plan and develop financial projections (February 2020) 3) Implement a management and staffing organization that is effective, efficient and sustainable (April 2020)</p>	 Completed