

# ROADMAP FOR CHANGE

**Phase 1:** Mapping change to ensure a solid start and quick wins.

**Phase 2:** Making change and solidifying early wins.

**Phase 3:** "Into the groove" and consistent tracking and benchmarking.

**Phase 4:** Building on successes and continuous improvement.

**Phase 5:** Celebrating successes, identifying new opportunities and planning for future.

## DIVISION OF STUDENTS

### STRATEGY FOR SUCCESS

five-year strategic plan (2013-2018)

The Division of Students at York University provides services, programs and facilities that foster academic success, engagement and personal development. Responsible for the activities and resources that effect students' lives outside the classroom, staff in the Division develop and manage policies and procedures that proactively respond to student issues. We collaborate with partners across the Keele and Glendon campuses to recruit, retain and graduate high-quality, career-ready students.

The Division houses a diverse group of units, including:

Admissions	Sport & Recreation
Career Centre	Student Community & Leadership Development
Centre for Aboriginal Student Services	Student Client Services
Counselling & Disability Services	Student Conflict Resolution
Recruitment & Awards	Student Financial Services
Registrar's Office	

Details about the Division of Students are available through the Office of the Vice-Provost Students website: [yorku.ca/vpstdnts](http://yorku.ca/vpstdnts)

# DIVISION OF STUDENTS: FIVE-YEAR STRATEGIC PLAN

DIRECTION

vision

**Partners in Student Success**

mission

To advance York University's mission by providing services, programs and facilities that foster academic success, student development and an engaged community. We support and inspire students to contribute as global leaders.

values

Respect      Excellence      Innovation      Collaboration  
 Accountability      Care      Inclusion

## Student Success

PRIORITIES

### Strategic Enrolment Management

2018: York has achieved optimum enrolment through a strategic, planned approach that aligns with the University Academic Plan, White Paper and Faculty Plans.

### First-Year Experience

2018: All first-year students have access to programs that support their personal transition to York and foster their continuing success and engagement.

### Financial Support

2018: We provide the financial assistance our students need to meet their academic goals.

### Student Leadership & Career Development

2018: We offer co-curricular programs and services that empower our students to seek out and engage in leadership and career development opportunities.

## Valuing People

ENABLERS

### Building Culture: Living Our Values

2018: We live our values, as experienced by our students, clients, partners and ourselves.

### Employee Engagement & Development

2018: Divisional Employee Engagement reaches a significant five year high and every employee has an active development plan.

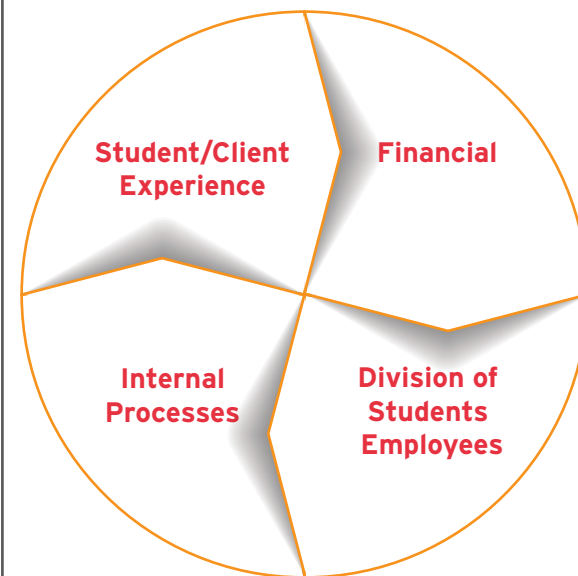
### Organizational Effectiveness & Awareness

2018: The role of the Division of Students at York University is clear to students, clients, Faculty partners and Divisional employees. Our structures, systems, communications, facilities and processes are positioned to provide service excellence.

## Resource Integration

## Strategies and assessment measures to achieve our goals

Our objectives and priorities will be measured using a balanced scorecard. We will achieve success through an integrated focus on the following four perspectives:



**We must have success in all four areas to meet our 2018 vision.**

[yorku.ca/vpstdnts](http://yorku.ca/vpstdnts)