



**NC Central**  
UNIVERSITY


The Division of  
Administration and  
Finance

# Strategic Plan

**2023 - 2026**

[NCCU.EDU](https://www.nccu.edu)





**STRATEGY IS A STYLE OF  
THINKING, A CONSCIOUS  
AND DELIBERATE  
PROCESS, AN INTENSIVE  
IMPLEMENTATION SYSTEM,  
THE SCIENCE OF  
INSURING FUTURE SUCCESS.**

**- PETE JOHNSON**

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CHANCELLOR

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## MESSAGE FROM VICE CHANCELLOR

**It brings me great pleasure to present a strategic plan for Administration and Finance!**

Administration and Finance has always been known as the organizational backbone of the University and this effort sought to connect that basic infrastructure with a roadmap that ensures current and future success. Our intention was to step boldly into a planning process with an eye on innovation, productivity and efficiency.

The departments in Administration and Finance include: Budget and Planning, Business Systems, Campus Enterprises, Comptroller, Environmental Health & Safety, Facilities Operations, Planning Design & Construction and University Police and Public Safety. This plan underscores the dedication and culmination of over 18 months of collective effort by many of the units in Administration and Finance, other divisions across campus and external stakeholders. Understanding the

diverse nature of our work was of paramount importance to the planning effort. Whether a new technology to streamline financial payments or a comprehensive plan for securing the campus in the middle of an urban center, all of these components were reviewed and arranged in such a way to strengthen Administration and Finance and provide value to North Carolina Central University.

The roadmap we have outlined for the strategic plan is in alignment with our University strategic plan and its core goals: **(1) Student Access and Success, (2) Innovation, Research and Entrepreneurship, (3) Collaboration and Partnerships, and (4) Institutional Sustainability.** The plan establishes direction and empowers all A&F staff and management to participate and assume greater responsibility for establishing and achieving our goals. Our strategic plan also

seeks to improve campus life for all members of the university community by, building a skilled and diverse workforce, enhancing the University's financial position with a focus on long term planning and strengthening and expanding the campus infrastructure and footprint through replacement, renovation and new buildings. The culmination of this planning process is an opportunity for improvement and we will not shy away from that fact.

I take immense pride in knowing that all of the team members of Administration and Finance as well as others throughout the campus are just as invested as I am in seeing this plan come to fruition. Administration and Finance members are dedicated to the campus of NCCU and will continue to seek partnership opportunities, deliver outstanding service and innovate business solutions one interaction at a time.

In Truth and Service,

**Akua Johnson Matherson, M. Ed.**  
**CFO and Vice Chancellor for Administration & Finance**



## MISSION

We strive to deliver administrative, financial, operational and infrastructure services that provide the bedrock for student and institutional success.

## VISION

We will be valued partners and innovative problem solvers committed to providing excellent service and creating a sustainable and supportive environment for the NCCU campus.



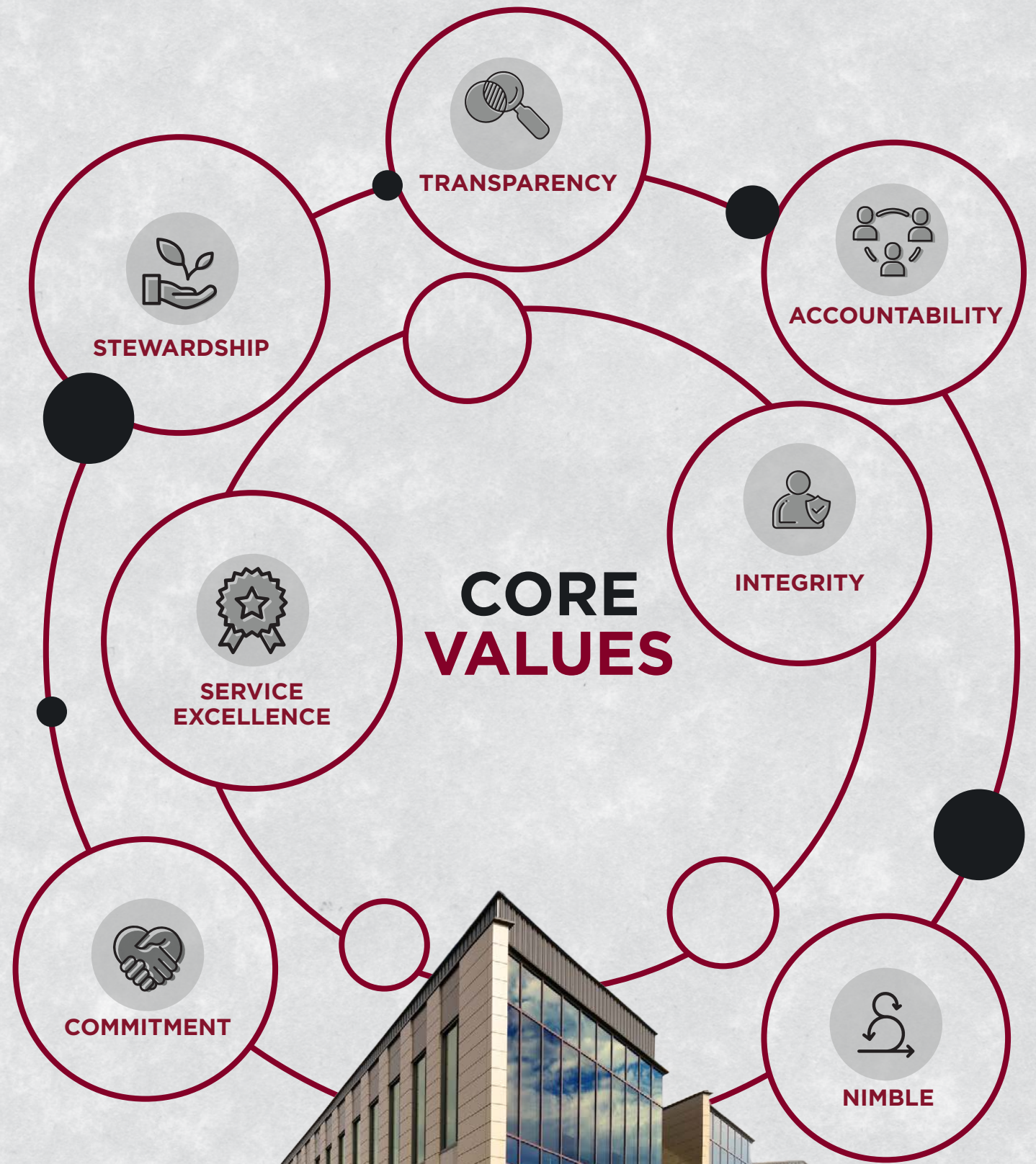
Message from the Vice Chancellor

Mission and Vision

Core Values

Goals and Objectives





**IT IS NOT HARD TO MAKE  
DECISIONS WHEN YOU  
KNOW WHAT YOUR  
VALUES ARE**  
- ROY DISNEY







# GOALS & OBJECTIVES

Service  
Excellence and  
Customer Care



## Goal

**Administration and Finance will value customers by providing high-quality customer care and experiences.**

- STANDARDIZE** operational manuals, guidebooks, processes and procedures.
- IMPLEMENT** a training module that facilitates an environment conducive to effective and efficient customer care.
- INSTITUTE** recognition programs that incentivize team members' efforts to deliver exceptional service.
- CONDUCT** bi-annual satisfaction surveys to internal and external customers.
- UTILIZE** survey and assessment data to improve services.





**Goal**

**Administration and Finance will become financially stable through efficient and equitable resource management.**

- IMPLEMENT** an annual University-wide, zero-based budgeting process to ensure optimal resource allocations as guided by the University strategic plan.
- CONDUCT** an annual review of internal controls and compliance.
- CREATE** a master services agreement to maximize the use of skilled labor to address campus maintenance.
- IMPLEMENT** strategies for new and existing auxiliary enterprises to increase revenue and net income.

**Goal**

**Administration and Finance will strengthen its infrastructure to support the campus living, learning and work environment.**

- IMPLEMENT** an assessment process for the approval of capital projects.
- DEVELOP** a plan for executing annual evaluations and replacement of equipment, furniture, and technology.
- ESTABLISH** a comprehensive funding model that supports the maintenance and repair of all shared and common areas of campus.
- INSTITUTE** employee feedback sessions to create desired work environments.
- DEVELOP** a division value statement for employee success.
- CREATE** a committee to bi-annually review the campus master plan to respond to factors that impact campus growth.
- CONDUCT** an annual review of division policies, procedures and operational practices.

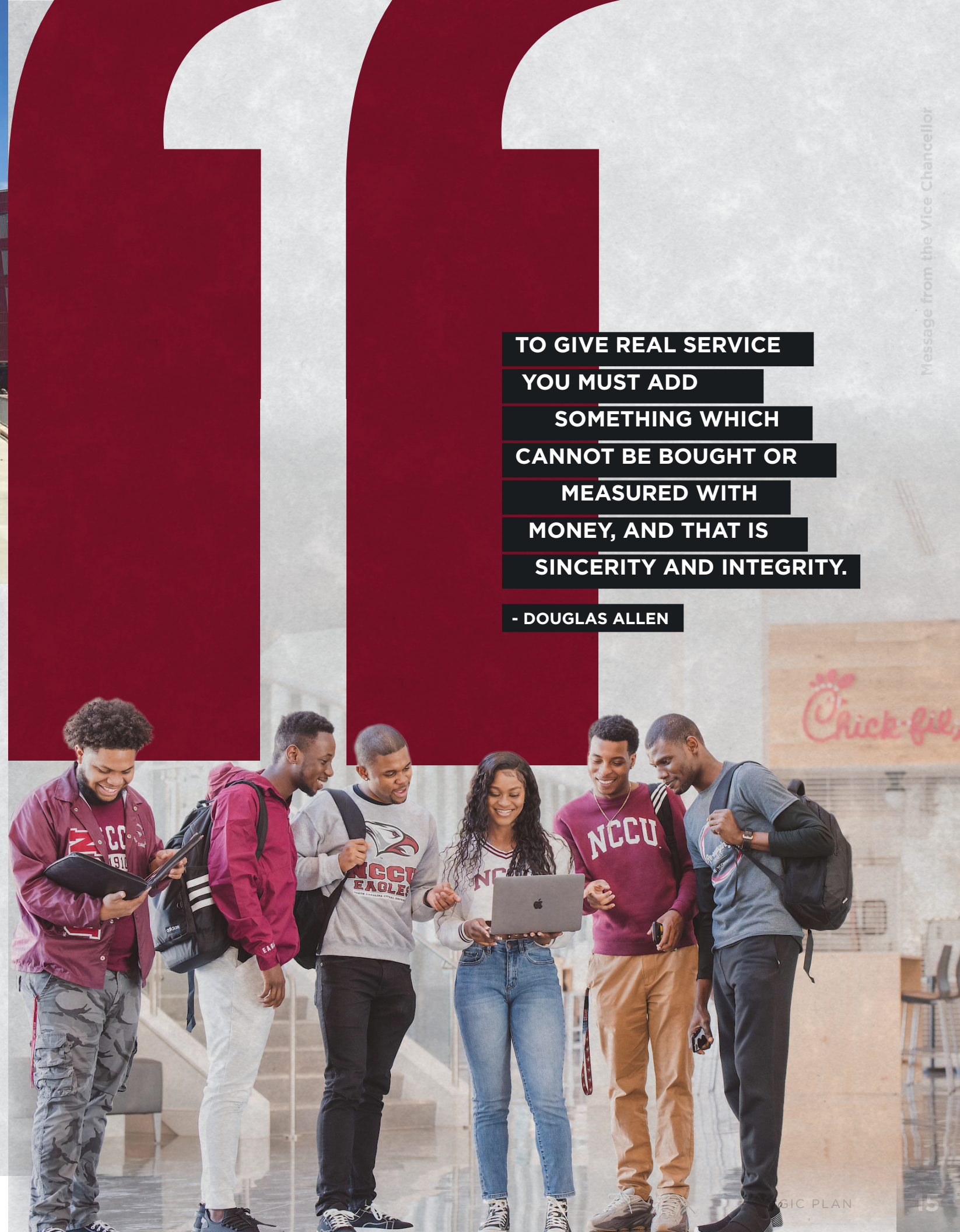




## Goal

### Administration and Finance will facilitate partnerships within the University landscape.

- CREATE** a campus perimeter security plan to prioritize safety for the University environment.
- COLLABORATE** with community organizations to develop a model for comprehensive community relations.
- PARTNER** with the City of Durham to develop a plan to explore retail opportunities along Fayetteville Street.
- DEVELOP** a comprehensive road map to leverage our millennial campus designation.



TO GIVE REAL SERVICE  
YOU MUST ADD  
SOMETHING WHICH  
CANNOT BE BOUGHT OR  
MEASURED WITH  
MONEY, AND THAT IS  
SINCERITY AND INTEGRITY.

- DOUGLAS ALLEN

Message from the Vice Chancellor





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