

# Many Voices One Vision





I am pleased to present the College of Staten Island's Strategic Plan, *Many Voices, One Vision*. The Plan is comprised of six Strategic Directions providing a comprehensive framework for advancing our institution through 2016. Each Strategic Direction identifies specific goals and recommendations that serve as a roadmap for the College's ambitious development consistent with our Mission, Vision, and Values. *Many Voices, One Vision* speaks to the cornerstones of CSI: student achievement, faculty and staff scholarship and professional development, and connection to community.

The genesis of *Many Voices, One Vision* took place in the fall of 2008 when campus discussion initiated concerning the need for a new Strategic Plan. The Institutional Planning Committee (IPC), a body of the College Council, subsequently resolved to engage in a comprehensive and inclusive strategic planning process.

The IPC reached out to more than 350 faculty, staff, and students to participate in focus groups that produced the elements of new Mission, Vision, and Values statements and six Strategic Directions. Through electronic mail solicitation, online surveys, discussion boards, and six town hall meetings, feedback consisting of more than 6,000 responses from stakeholders was received concerning these major elements.

In September 2010, following presentation of the new Mission, Vision, and Values statements and Strategic Directions to the College Council, the IPC invited more than 90 faculty, staff, and students to serve on one of six subcommittees. Each group was charged with investigating specific areas of focus and with drafting recommendations to implement the designated Strategic Direction. The IPC reviewed all of the recommendations and developed corresponding goals.

A completed draft of the Strategic Plan was posted on the College's Website in April 2011, and the entire College community was invited to provide comments on an online discussion board. Another series of campus-wide town hall meetings and focused meetings with faculty, staff, and student groups was conducted to elicit feedback concerning the draft. After the IPC considered all responses, the new Strategic Plan was finalized.

*Many Voices, One Vision* truly captures our many voices and singular vision, moving CSI to an exciting and prosperous future.

Sincerely,

A handwritten signature in black ink that reads "WJ Fritz" followed by a long horizontal line extending to the right.

William J. Fritz, PhD  
*Interim President*





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## MISSION

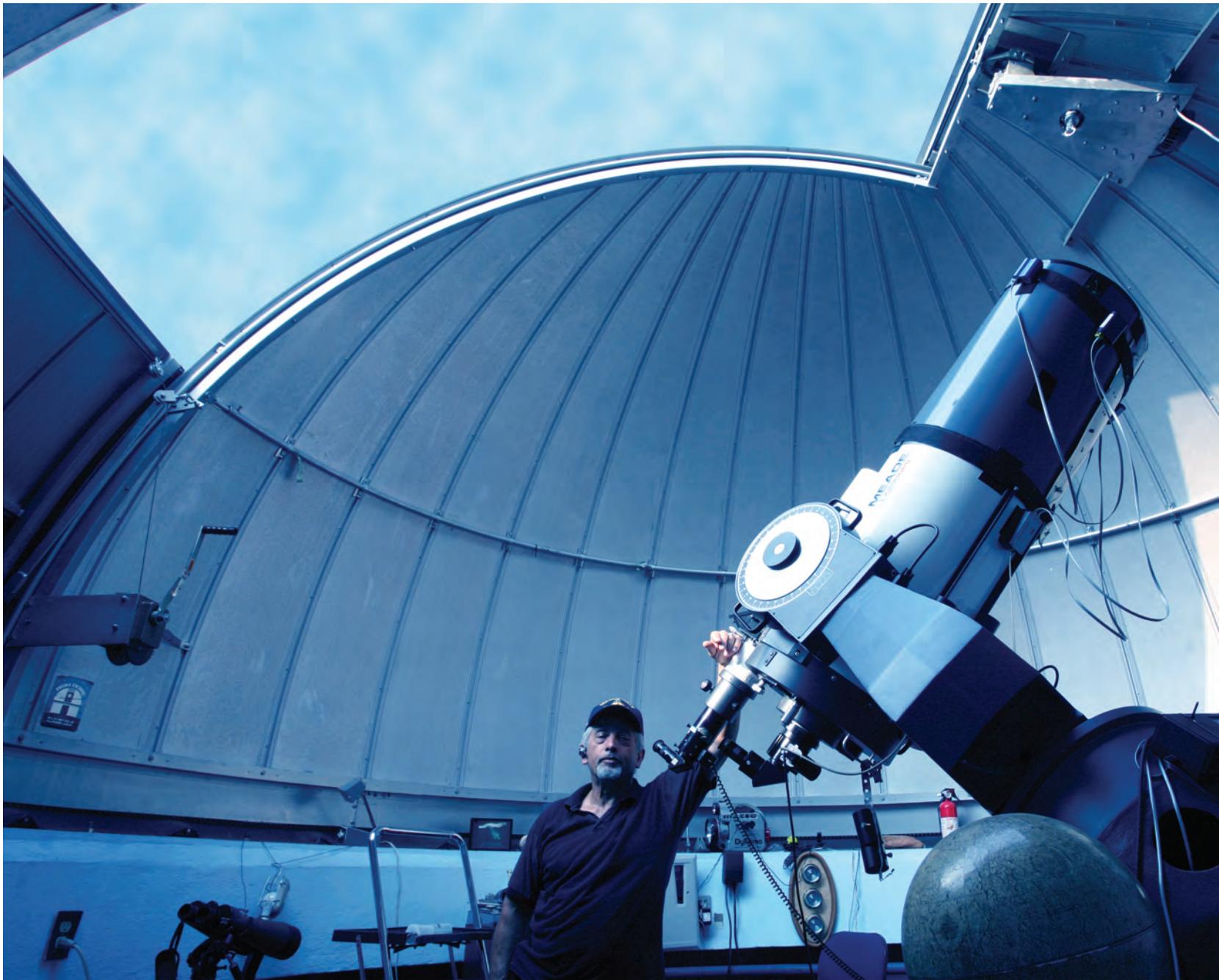
*Grounded in the Liberal Arts tradition*, the College of Staten Island is committed to the highest standards in teaching, research, and scholarship. Drawing on the rich heritage of The City University of New York that has provided access to excellence in higher education since 1847, the College of Staten Island offers that same opportunity in New York City's Borough of Staten Island. The College is dedicated to helping its students fulfill their creative, aesthetic, and educational aspirations through competitive and rigorous undergraduate, graduate, and professional programs. We embrace the strength of our diversity, foster civic-mindedness, and nurture responsible citizens for our city, country, and the world.

mission

## VISION

*The College of Staten Island will enhance the quality* of its student-centered programs, research, scholarship, and creative works. The College will provide models for initiatives on technology, community, and our environment, as well as effective integration of programs, projects, and methodologies. CSI will develop a richer array of rigorous undergraduate and graduate degree offerings to better meet students' educational and professional aspirations. The College of Staten Island will expand its role in The Graduate Center and other cross-campus activities of The City University of New York. We will become an even more vibrant center of intellectual and cultural exchange. The College will be strengthened by increasing its ability to serve a diverse campus community. Through these accomplishments, the College of Staten Island will achieve greater regional, national, and international recognition.

vision



# VALUES AND FUNDAMENTAL PRINCIPLES

## *Our campus community values:*

### **EACH STUDENT**

We nurture each student's intellectual growth, curiosity, and excitement in order to prepare students to function in a complex and dynamic world.

### **EXCELLENCE IN RESEARCH AND TEACHING**

We set and meet high expectations in our academic programs through innovative and effective teaching, scholarship, and research. We strive to promote engagement among students and faculty.

### **EXPERIENTIAL LEARNING**

We believe it is essential to provide transformational curricular and co-curricular opportunities, such as service learning, study abroad, leadership development, undergraduate research and scholarship, and internships.

### **RESOURCEFULNESS**

We take pride in our work ethic, our ability to solve problems, and our stewardship of resources.



values  
fundamental



## **COMMUNITY ENGAGEMENT**

We actively work to instill the value of civic participation and are proud of our leadership role for Staten Island and beyond. We foster partnerships to address public issues and encourage involvement in community affairs.

### *Our fundamental principles:*

#### **DIVERSITY**

Drawing from the richness of our diverse community, we incorporate multiple approaches to developing and encouraging the inclusion of various world views, cultures, and experiences into the fabric of our institution.

#### **RESPECT**

In our relationships with each other, we insist on mutual respect and thoughtful dialogue. We provide forums for the exchange of ideas informed by the techniques of critical analysis and the traditions of scholarly discourse.

#### **INTEGRITY**

We uphold the highest standards of honesty and fairness in our interactions with each other.

*principles*

*institutional*



*strategic*

# STRATEGIC DIRECTION 1

**A** Strengthen the organization of CSI's programs to serve the needs of students and the College.

## Recommendations:

1. Consider two admission processes: one for students eligible for admission directly into the baccalaureate program and one for students who seek admission to associate programs.
2. Consider an administrative and instructional structure for students who enter the College but are not college-ready and need to take developmental courses.
3. Consider having various cohort-based learning community models for students who need to take developmental courses.
4. Consider expanding the College Now program by seeking external funding support in premier feeder high schools, with the goal of reducing the number of entering freshmen who need remediation.
5. Consider a restructuring of the academic division of the College from its current divisional structure to academic schools.
6. Consider creating additional individual academic departments consistent with our needs and those of other CUNY senior colleges.

DEVELOP A RICHER ARRAY OF RIGOROUS UNDERGRADUATE AND GRADUATE DEGREE PROGRAMS THAT MEET STUDENTS' EDUCATIONAL AND PROFESSIONAL ASPIRATIONS.

**B** Strengthen support for faculty in the teaching environment.

## Recommendations:

1. Develop a comprehensive Faculty Center for Professional Development, incorporating existing centers, to work collaboratively with academic departments and interdisciplinary programs to develop initiatives, programs, and supporting activities to promote the professional development of all faculty at various stages of the professoriate.
2. Develop a ten-year plan, consistent with CUNY-wide goals, to search for and appoint faculty to achieve a 70% full-time faculty to 30% part-time faculty ratio, by expanding the number of full-time faculty.
3. Consider a strategy to increase the number of full-time faculty who teach developmental courses.
4. Develop an orientation program for adjunct faculty.

**C** Strengthen current and develop new programs to attract and retain students.

## Recommendations:

1. Conduct a scan of growth areas in higher education to inform departments considering new programs.
2. Support the development of a Center for Community Service Learning, Internships, and Volunteerism to support faculty and staff who employ these learning pedagogies.

**D** Strengthen the College's general education program.

## Recommendations:

1. Request and support a General Education Committee review of alternative practices in general education curricular requirements.
2. Adopt the goal of a significant increase of general education sections taught by full-time faculty.
3. Charge the General Education Committee to lead a College-wide initiative to implement University policy related to general education.
4. Request that the General Education Committee oversee the completion of an assessment of learning goals for all general education courses.

*directions*

## STRATEGIC DIRECTION 2

ENHANCE THE QUALITY AND RECOGNITION OF RESEARCH, SCHOLARSHIP, AND CREATIVE WORKS FOR FACULTY AND STUDENTS.

### **A** Strengthen faculty recruitment and hiring at CSI.

#### **Recommendations:**

1. Assess the current hiring process to ensure a diverse pool of applicants and higher yield of successful and nationally competitive searches.
2. Improve institutional support to specific needs and timelines of different disciplines, so searches are approved to begin and employment offers are made in a timely fashion.
3. Charge appropriate offices and committees with exploring ways to best present the College of Staten Island, its structure, Mission, and the role of research in the institution to the candidates.
4. Allocate resources targeted to and commensurate with best practices and market conditions in each discipline (e.g., competitive salaries and start-up packages).

### **B** Improve the retention of faculty at the College.

#### **Recommendations:**

1. Identify the reasons for attrition.
2. Define mentoring programs for junior faculty that include clear goals for success and continuing support and review.
3. Strengthen mid-career faculty through reassigned time and other means of support for research, scholarship, and service.
4. Expand the award opportunities available at CSI and apply them to faculty of all ranks.
5. Examine faculty reward structures.
6. Create policies and practices that address retention of underrepresented faculty.

### **C** Expand professional development for faculty.

#### **Recommendations:**

1. Establish a Committee on Professional Development (CPD) to develop, promote, administer, monitor/oversee, and evaluate faculty professional development programs specifically tailored to the College's needs.
2. Provide financial support or other incentives for faculty development.
3. Identify, support, and provide additional incentives for interdisciplinary collaboration.
4. Encourage, support, and provide incentives for collaboration with other institutions and industry.
5. Support faculty scholarly publications.
6. Provide support in grant seeking, grant writing, and grant administration.
7. Support faculty development through training in research-specific, modern computing technologies.



8. Regularly assess effectiveness of professional development policies.
9. Expand the opportunities for the scholarship and the practice of pedagogy, including a Faculty Center for Professional Development.

**D Improve the environment that supports research and scholarship.**

**Recommendations:**

1. Maintain and, when appropriate, expand reassigned time for faculty who are actively engaged in writing grants and papers, or for the execution of projects funded by external grants.
2. Improve incentives for faculty who mentor undergraduate students enrolled in special or independent studies courses.
3. Examine service expectations.
4. Consider more flexible policies to allow faculty with sufficient reassigned time to be completely released from classroom teaching on occasion.

5. Improve staffing of resource facilities that support research and scholarship.
6. Examine and develop a transparent indirect cost recovery distribution policy.
7. Award all money and reassigned time through transparent peer-based committee review.
8. Continue to expand holdings of the CSI Library in order to accommodate the increased need for resources related to research/scholarship/creative work/artistic performance.
9. Establish a procedure to identify current and potential “areas of excellence.”

**E Expand and support student research programs.**

**Recommendations:**

1. Provide institutional leadership across disciplines to take advantage of external funding opportunities for student research.

2. Enable the development of faculty-student mentoring relationships.
3. Improve assessment of student research opportunities and achievements.
4. Improve outreach to students regarding research opportunities.

**F Align facilities to support teaching resources.**

**Recommendations:**

1. In consultation with the Campus Planning Committee, ongoing assessments should be conducted to determine efficient use of campus space.
2. In consultation with appropriate campus planning committees, explore repurposing inefficiently used spaces.





## STRATEGIC DIRECTION 3

**A** Expand and engage the CSI community in support of the College's Mission, Vision, and Values.

### Recommendations:

1. Make the campus a focal point and cultural hub of the College community and the community at large.
2. Increase opportunity for community-based research and public scholarship that draws upon the academic, cultural, political, social, and economic resources and institutions of Staten Island and the larger New York City area.
3. Strengthen existing international programs and initiatives and develop new ones aligned with faculty interests.
4. Expand the efforts of the Office of Continuing Education and Professional Development in alignment with academic programs, and in support of the CSI Mission, Vision, Values, and Strategic Directions.

BECOME A MORE VIBRANT CENTER OF INTELLECTUAL AND CULTURAL EXCHANGE THROUGH COMMUNITY PARTNERSHIPS.

5. Continue to expand CSI's leadership role on Staten Island, including K-12 education and allied health.
6. Increase awareness and visibility of CSI Centers, particularly by making research and information about initiatives available on Center homepages.
7. Increase student engagement with the CSI Centers and the community.
8. Increase funding to support faculty and student engagement.
9. Engage the community – CSI/CUNY/NYC/cultural groups/networks and coalitions – in campus-hosted activities.

**B** Expand and improve CSI's reputation and capacity as a host.

### Recommendations:

1. Continue programming that reflects the current mix of internal and external events on campus.
2. Develop conference planning protocols and coordination on campus.
3. Develop effective internal and external marketing strategies for cultural events on campus.
4. Publicize organizations and activities that support and reflect the College's fundamental principle of commitment to diversity.
5. Implement strategies to ensure the campus is aesthetically appealing, welcoming, and safe for visitors and the community.
6. Make enhancements to the campus to foster greater student, faculty, and staff participation in out-of-classroom experiences.

## STRATEGIC DIRECTION 4

### **A** Improve academic advisement.

#### **Recommendations:**

1. Add full-time advisors and faculty to strengthen and increase Academic Advisement's ability to provide quality service to the College's diverse population.
2. Create orientation programs for new students.
3. Improve advisement for all students, including new freshmen, transfer students, and undeclared and declared majors.
4. Implement a policy that requires at-risk students to attend and participate in support programs.
5. Make SPD 101 a requirement for all incoming first-year and transfer students.
6. Increase space to accommodate the growing number of students enrolling in immersion programs and using tutoring services consistent with the Master Plan.
7. Evaluate the midterm warning system and how it is used.
8. Institute weekly review sessions/study groups facilitated by a leader from the Supplemental Instruction and Tutors program assigned to multiple course sections.

### STRENGTHEN AND INCREASE OUR ABILITY TO SERVE A BROAD AND DIVERSE CAMPUS COMMUNITY.

### **B** Align facilities and staff to support expanding student services.

#### **Recommendations:**

1. Create a permanent site for a One-Stop Student Services process consistent to the Master Plan.
2. Unify Academic Services. Academic Advisement and the Evening and Weekend Advisement Office should be co-located.
3. Increase funding for full-time and part-time counselors and support staff to accommodate increased participation in counseling support programming as a result of a stop code implementation.
4. Increase Counseling Center office space to accommodate new staffing levels and to create a comfortable, welcoming, and private environment for the anticipated growth in student uptake of services.
5. Develop a timeline and priorities for an integrated Residential Life program.

6. Plan for the implementation of campus life and Library facilities identified in the campus Master Plan.

### **C** Using identified best practices, expand and improve student support programs.

#### **Recommendations:**

1. Expand and improve student orientation.
2. Improve student services using nationally identified best practices.

### **D** Improve Library resources to support teaching, learning, scholarship, and research.

#### **Recommendations:**

1. Increase the size of the Library's monograph collection to approximately 800,000 volumes to keep pace with expansion of degree programs and achieve parity with peer institutions.
2. Increase the Library's allotment of the Student Technology Fee to assist in the expansion of electronic resources and services necessary to keep pace with technological changes in libraries, scholarly publishing, and higher education.
3. Consistent with the Master Plan's short-term and long-term priorities, increase the number of computer workstations available in the Library and across the campus for online research



and access to Library electronic resources, either by increasing the number of computers, laptops, and wireless devices available in the Library or, alternatively, by increasing computing resources campus-wide to alleviate the burden on computing resources in the Library.

4. Increase Library collaboration with teaching faculty to: integrate information literacy into the curriculum, raise the quality of student research and scholarship, and promote the use of Library resources and services.

5. Increase Public Safety presence.

**E** **Develop programs and activities that attract and support a diverse campus population.**

**Recommendations:**

1. Create a dialogue among campus selective and access programs to collaborate on diversity.
2. Create an environment where undergraduate and graduate students can interact and participate in selective activities and workshops.

3. Create new initiatives to attract and retain faculty and staff from traditionally underserved populations.

4. Create and develop a student-based forum where all students are able to share ideas and give recommendations for a more diverse campus community.

5. Continue to ensure that the campus is accessible to those with disabilities, including returning veterans.

6. Expand services to students, faculty, and staff from under-represented groups.

7. Recruit and support international students.

8. Continue to strengthen the policies and procedures that address acts of discrimination and bias.

**F** **Strengthen the student learning experience.**

**Recommendations:**

1. Make high-impact educational practices, such as service learning, internships, study abroad, critical analysis, and intercultural knowledge, an integral part of the curriculum.

2. Identify and promote the best pedagogical practices currently employed at CSI.

3. Continue to provide support for co-curricular activities at CSI.

**In recognition of their central role, further integrate Higher Education Officers and other professional staff into the academic mission of the College.**

**Recommendations:**

1. In conjunction with the Higher Education Officers' Steering Committee, identify existing and new professional development opportunities for Higher Education Officers and other instructional and non-instructional staff.
2. Identify areas where there is a critical need to hire HEOs and professional staff essential to achieving the College's Mission.

## STRATEGIC DIRECTION 5

**A** Use comparisons to regional and national benchmarks to showcase CSI programs and activities.

**Recommendations:**

1. Formalize and systematize reporting of materials/accomplishments from academic departments, programs, and services through chairs, Convocation materials, divisions, etc.

**B** Improve and expand publicity and recognition for faculty, staff, and student achievements.

**Recommendations:**

1. Establish branding/identity standards to unify the College identity.
2. Conduct a staffing analysis of the Office of Communications and Marketing and related areas.
3. Communicate and enforce branding/identity standards.
4. Review and revise the College Website to effectively promote and advance the College in concert with the Web Committee of the Technology Steering Committee.
5. Develop a systematic way to internally and externally publicize the achievements of faculty, staff, and students.

POSITION THE COLLEGE TO ACHIEVE GREATER REGIONAL, NATIONAL, AND INTERNATIONAL RECOGNITION THROUGH ADVANCEMENT AND FUNDRAISING ACTIVITIES.

**C** Expand the role of alumni in the College.

**Recommendations:**

1. Conduct a study to evaluate alumni cohorts based on criteria such as giving history, affinity, and geographic location.
2. Conduct a perception study of CSI among students, faculty, alumni, staff, and the community.
3. Expand affinity reunions.
4. Establish metropolitan, regional, and national alumni chapters (FL, CA, GA, etc.).
5. Expand activities, programs, offers, and opportunities to increase alumni engagement.
6. Develop more efficient and effective methods for capturing alumni data.
7. Establish an alumni pride campaign.
8. Develop ways to expand the role of alumni with students, through networking and mentoring.
9. Foster opportunities for alumni mentoring of students.

**D** Assess and expand advancement and fundraising activities.

**Recommendations:**

1. Launch a fundraising campaign with a goal of \$10 million.
2. Expand opportunities for direct giving.
3. Identify naming opportunities across campus.
4. Develop campaigns to increase the participation of young alumni, including recent graduates.
5. Increase foundation grant submissions and requests for gifts.
6. Enhance online giving opportunities.
7. Expand outreach opportunities by involving faculty and staff, targeted programs, and community participation/visitation.





## STRATEGIC DIRECTION 6

### EXAMINE THE COLLEGE'S CURRENT AND POSSIBLE FUTURE USES OF TECHNOLOGY FOR A WIDE RANGE OF PURPOSES.

**A** Create a Technology Steering Committee with broad constituency to cover campus-wide perspectives.

**Recommendations:**

1. This committee would be in addition to the current standing committees for the Student Technology Fee and the Ad Hoc Faculty Senate Committee on Educational Technology and would include the following areas:
  - a. Web Committee
  - b. communications
  - c. emergency communications
  - d. C4 Committee
  - e. Academic Computing Committee
  - f. Research Computing Committee
  - g. Administrative Computing Subcommittee
  - h. Building Management Systems Subcommittee, HVAC power
  - i. Infrastructure Committee

**B** Expand academic technology initiatives.

**Recommendations:**

1. Expand use of Blackboard and other course management systems as they prove desirable.
2. Test a variety of course management systems for possible adoption.
3. Continue to support and train faculty in the use of academic technology.

4. Promote use of video conferencing and multimedia applications.
5. Increase faculty and student awareness of availability and training for use of the High-Performance Computing Center (HPCC).
6. Support the Faculty Center for Professional Development's technology initiatives.

**C** Improve training and raise awareness of existing technologies.

**Recommendations:**

1. Increase Technology Help Desk awareness, training, and support.
2. Provide training at various levels throughout the year for faculty, including funding for adjunct training.
3. Develop a process to fund departmental investments in specific academic technology initiatives.

**D** Expand and upgrade Smart classrooms and computer labs.

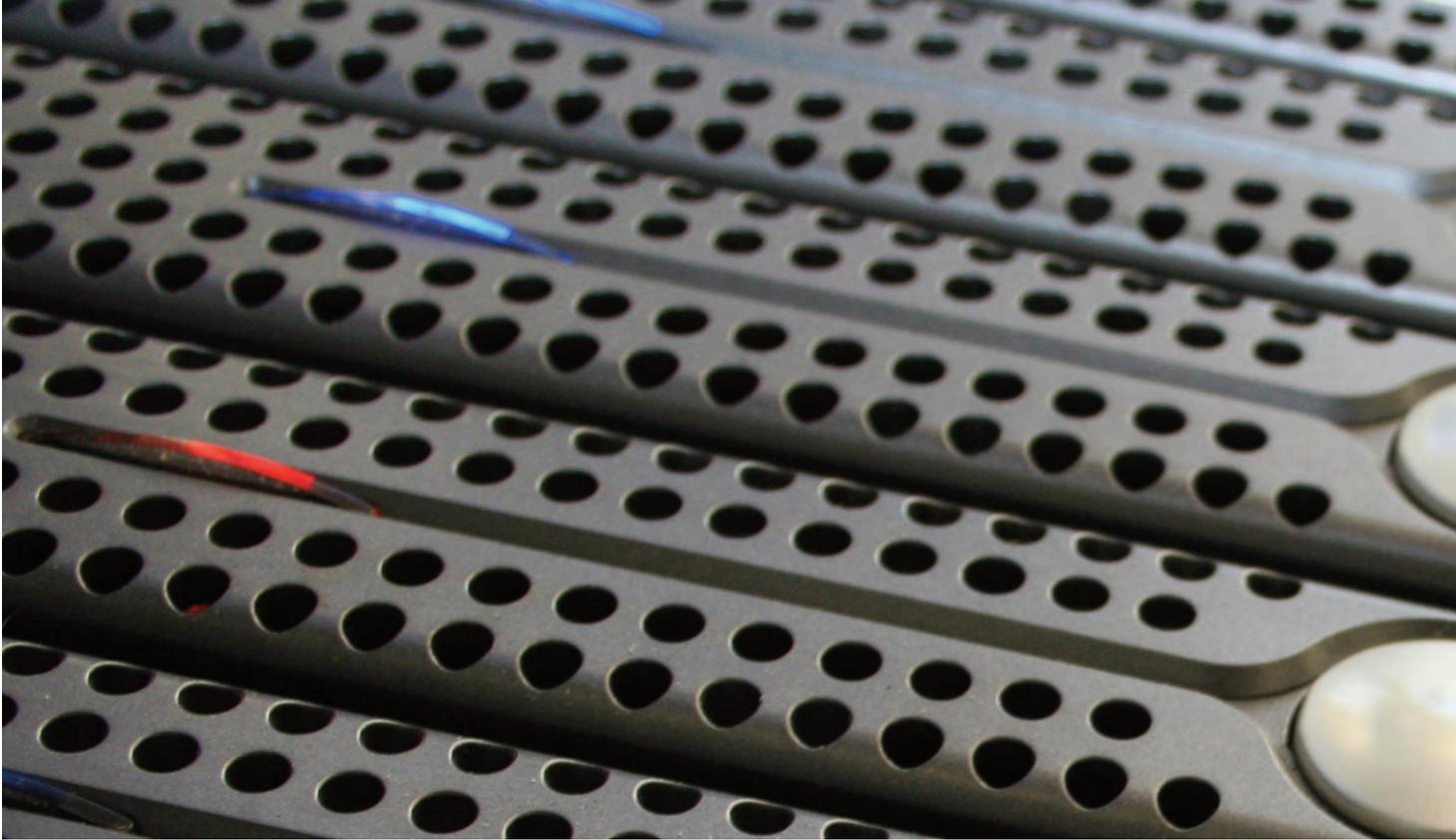
**Recommendations:**

1. Assess the results of the "Smart Classrooms Technical Support Survey" from Spring 2010.
2. Develop and implement a four-year plan to upgrade hardware and software in identified labs.
3. Increase the number of computers available for student use in public areas and for student organizations.

**E** Support research efforts through mini-grants and training.

**Recommendations:**

1. Provide mini-grants similar to the Faculty Research and Student Research grants.
2. Expand and promote the Faculty Support Hotline offered through the Office of Technology.
3. Provide grants to faculty seeking to integrate the use of the HPCC into their courses.
4. Develop a shared software licensing collaboration at CSI and CUNY-wide.



### **F** Expand the use of remote learning environments (hybrid, full online, etc.).

**F** Expand the use of remote learning environments (hybrid, full online, etc.).

#### **Recommendations:**

1. Evaluate the success of the CUNY Hybrid Initiative and other hybrid and online courses at CSI.
2. Provide a funding stream (mini-grants) to faculty for development of hybrid and online courses at CSI.
3. Provide training for students and faculty in the technology and course management software for remote learning environments.
4. Develop a student screening tool to support successful participation in such courses.

### **G** Continue to develop and improve administrative computing.

#### **Recommendations:**

1. Complete the transition to the use of CUNYfirst, preparing for time and budget demands.
2. Use scanners and other equipment for the transition to a paperless system.
3. Improve scheduling with the use of advanced technology tools.
4. Ensure information contained on academic Websites is consistent with College policies.

### **H** Update the College Website.

#### **Recommendations:**

1. Create a subcommittee to inventory the needs of the College, research various models, and determine content responsibility and ownership of the Web, all in preparation for a re-design of the CSI Website. Include focus groups and surveys to collect feedback from the College community.
2. Establish a smaller working Web Policy Subcommittee to create and oversee policy, items on the Web, and items on homepages.
3. Use CUNYfirst to change the culture of the College community to be more Web-oriented and less email-oriented. Include training and faculty/staff orientations.



4. Encourage a change of culture in the College community to be more Web-oriented and less email oriented. Include training and faculty/staff and student orientations.
5. Raise awareness and provide training so all Web development and design, multimedia, and Rich Internet Application technologies adhere to Section 508 of the Rehabilitation Act.
6. Research speech recognition software applications.
7. Roll out *CSI Today 2.0*, and expand its connection to the CSI homepage.

#### **I Support and improve campus communications.**

##### **Recommendations:**

1. Through a survey, determine how students prefer to receive College communications.

2. Reduce the use of paper in student communications and the billing process.
3. Develop online templates for paper brochures.
4. Create a plasma screen network across campus to provide information, including emergency communications.
5. The institution will adhere to and regularly assess communication and assistive technology requirements for people with disabilities.
6. Include communications and the Library in continuity planning.
7. Use *CSI Today* to provide most College communications.
8. Define the role of the Task Force for Emergency Communications and Management with the Technology Steering Committee.
9. Prepare for changing communications technologies.

10. Create the College Committee of Campus Communicators (C4) to provide a forum to discuss marketing and communications at CSI.

#### **J Continue to improve technology infrastructure.**

##### **Recommendations:**

1. With a consultant, develop a five-year plan of action to update fiber-optics infrastructure to support future network applications.
2. Plan a redesign of the wired and wireless network.
3. Update network security.
4. Upgrade telephone systems and equipment, using consultants as necessary.



# The College acknowledges and thanks faculty, staff, and students for their contributions to *Many Voices, One Vision*

Professor Jane Alexander, Engineering Science and Physics  
 Professor Cesar Arenas-Mena, Biology  
 Janice Awerbuch, Design Services  
 Professor Probal Banerjee, Neuroscience  
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 Professor Ying Zhu, Media Culture  
 Professor Alan Zimmerman, Business

## INSTITUTIONAL PLANNING COMMITTEE MEMBERS SERVING DURING THE DEVELOPMENT AND CONTINUING IMPLEMENTATION OF *MANY VOICES, ONE VISION*

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 Professor Kenneth Gold, Education  
 Professor Wilma Jones, Chief Librarian  
 Dr. Michael Kress, Vice President for Technology Systems  
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 Professor Thomas Tellefsen, Business  
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