



STRATEGIC PLAN

2019-2024



UNIVERSITY OF
GUAM
UNIBETSEDÁT GUÅHAN



STRATEGIC INITIATIVES



Being recognized as a **RESEARCH UNIVERSITY** centered in island wisdom

Leading as a **PARTNERSHIP UNIVERSITY**



Enriching the **STUDENT EXPERIENCE**

Becoming a model for **OPERATIONS AND CUSTOMER SERVICE** in Guam and all of Micronesia



Growing our **FINANCIAL RESOURCES**

Building and sustaining our **INFRASTRUCTURE**





More information is available at:

<https://www.uog.edu/parahulo>



**BEING RECOGNIZED AS A
RESEARCH UNIVERSITY
CENTERED IN ISLAND WISDOM**



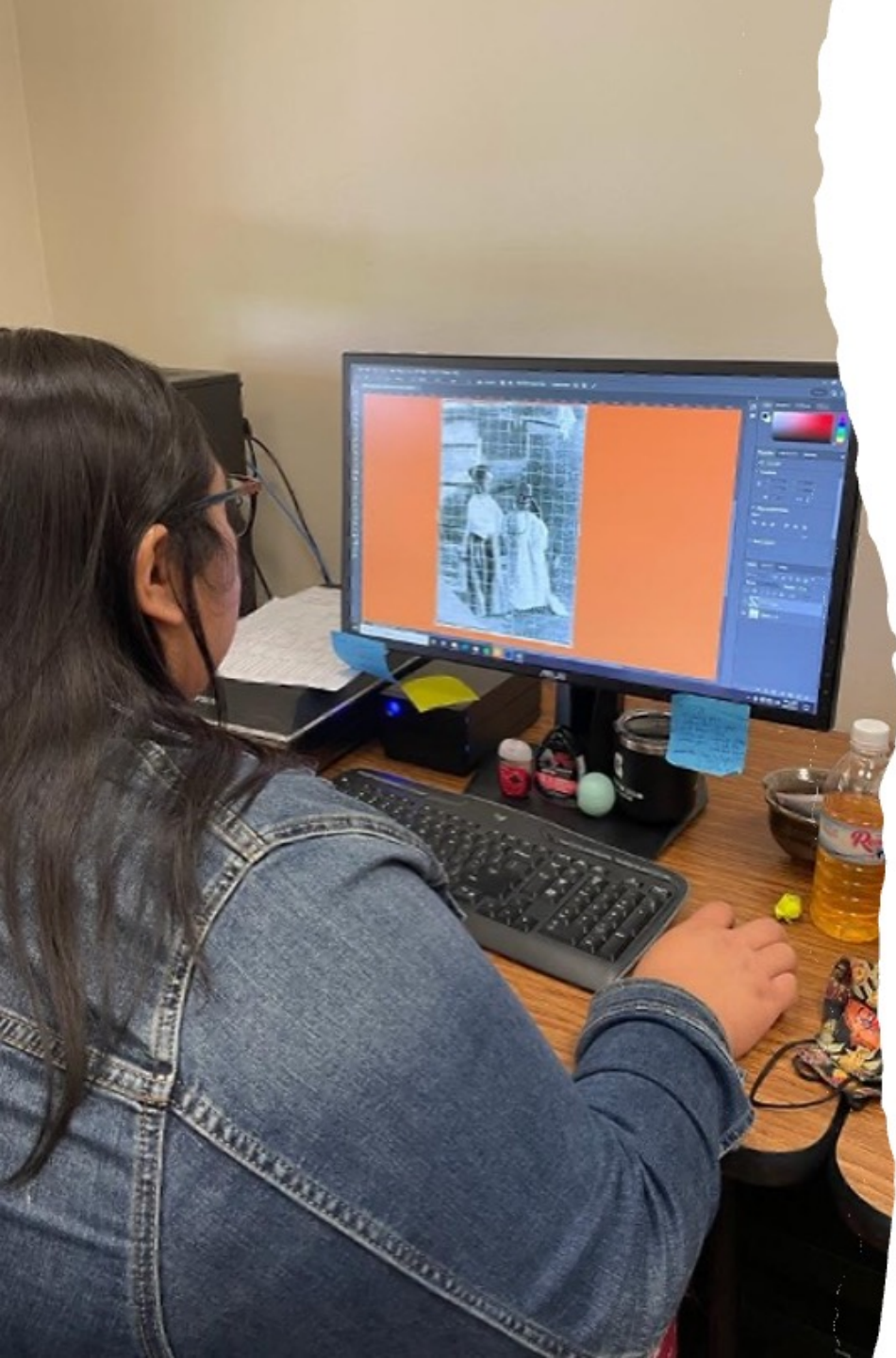
Model Island Wisdom and Sustainability

- **“Island Wisdom”** as an operational framework established
- **Inadahi yan Inagofli’e’ / DEI Council:** Placing Pacific values of respect, compassion and community at core of diversity and inclusion approach
- **NIH Grant** - establishing the Guma’ Tinemtom to support population research through island wisdom
- **GEDA grant** - building a canoe house and traditional classroom



Provide Regional Expertise

- **Certificate in Island Wisdom:**
Foundations in Micronesian Seafaring Established
- **UOG Drone Corps:**
First team outside of NASA to run an independent fluid lensing mission



Foster Research and Innovation

- Approximately **\$17M** in research grants
- Development of professional doctoral programs starting with **Doctor of Education (Ed.D.)**
- **Sea Grant Institutional Status**
- **"Enhancing the Digital Guafak"** grant - online repository to support research on local issues/regional interests

Next Steps

- Continue to prepare for UOG's application for Carnegie classification through targeted research and by strengthening the institution's research infrastructure and capacity
- Revise UOG's research agenda based on current community concerns
- Build awareness on how research endeavors and community programming may/should align with Island Wisdom



Next Steps

- Establish an advisory body consisting of indigenous and traditional knowledge bearers
- Collaborate with cultural practitioners on formal instructional programs and outreach activities that highlight traditional knowledge and skills
- Work with community and cultural leaders to engage with marginalized communities





**LEADING AS A
PARTNERSHIP UNIVERSITY**



Articulating Connections

- New academic 2+2/3+1 program partnerships with regional colleges
- Pandemic partnerships SOH / GLE / DPHSS / GUNG
- MOUs with regional / national / international partners such as the Guam One Stop Data Village

Next Steps

- Completing application for **Carnegie Community Engagement Classification**
- Launching the **website displaying our MOUs and partnerships** in a user-friendly manner





**ENRICHING THE
STUDENT EXPERIENCE**

IMPACT
**Improve student retention
and graduation rates**



Provide academic, financial, and career advisement to allow all students to complete their degrees in a timely manner.

- **Triton Advising Center**

- Financial Literacy Certification Program
- Internship Opportunities through the Tritons Career Pathfinder Program
- TAC WebApp to be launched Oct. 2022
- Student Lingo now available—provides techniques that lead to student success
- Launch online career development platforms: Tritons Career Connections and Handshake



Offer the best, and most diverse, student experience amongst higher education institutions in the Western Pacific.

- **New Student Engagement Opportunities**
 - Peace Corps Prep; G3 Conservation Corps
 - UOG Drone Corps
 - Tritons Student Ambassador Program
 - Upgraded facilities at Residence Halls
 - Esports Launch
 - Athletics program expansion and scholarship drive
 - UOG AmeriCorps support during pandemic



Expand the College Affordability Initiative so that everyone who wants an education can afford to complete that education in a timely manner.

- **College Affordability Initiative**
 - **UOG CARES INITIATIVE**
 - \$10.1M provided to students in FY20-FY22
 - \$2.24M in UOG Cares Emergency Grant Funds
 - Focus on Life Fellowship
 - Financial Aid outreach campaign
 - New FAFSA Videos in Different Languages will improve FAFSA application submissions
 - Financial Literacy Webinars and Certificate Program
 - Comprehensive Student Veterans Advisement and Support

Next Steps

- Completing of **Peer Mentorship Program** for First Year students.
- Ensuring all student Success and enrichment of student experience are included in the **WASC self-report**
- **Student Wellness Center** with Student Health Insurance options
- Continue advance efforts on **college affordability**
- Intensify actions that promote the institution's efforts to address **Diversity, Equity, and Inclusion.**
 - AASCU Student Success Equity Intensive





**BECOMING A MODEL FOR
OPERATIONS AND CUSTOMER SERVICE
IN GUAM AND ALL OF MICRONESIA**

Pay Period 03/13/2022 - 03/26/2022

< [All Time Sheets](#)



Week 03/13/2022 - 03/19/2022



0.00 Total hours

SBAA-AACR-001L • ACADEMIC ADVISEMENT AND ASSESSMENT COC
ADAS, JESUS A. • SCHOOL OF BUS. & PUBLIC ADMIN • ON CAMPUS
0.00

Earn Type

Sun 3/13

Work Schedule [Apply](#)

REGULAR EARNINGS:26PPE W/O SS

+ Additional Time

Position Total Hours:

0.00

Comments

Submit for Approval

Weekly Totals

Improved Web Services and Electronic Processes

- OIT launched **Self Service** replacing WebAdvisor
- OIT has adopted **electronic processes** through tools including Adobe Sign, Formstack, and Zoom
- **Faculty certification** in online learning.
- Web Team has improved entire **web infrastructure**
- UOG has adopted the **HubSpot CRM** for better engagement with current and prospective students



Improvements to Operations and Customer Service

- **Professional and Technical Employees (PTE) Classification** was adopted by the BOR earlier this year
- UOG website now features **Live and AI-Powered Chat** for more accessible customer service
- **Triton Store mini-renovation** and upgrades (new merchandise, Apple products, hot food items, and more!)

Next Steps

- **(671) 735-4UOG** – New Phone Number with Automated and Live Operators
- **Faculty Salary Study** – UOG will conduct a comprehensive update to the faculty salary scale
- **Digital Course Materials Initiative** will save students up to 80% off the cost of traditional printed textbooks
- Restart the **Employee Development Program** and Re-engage with the **Employee Association**





**GROWING OUR
FINANCIAL RESOURCES**

Growing Our Financial Resources

- Financing for the **Siemens Project** will close in the next month. This project will replace old air conditioning equipment and lighting and realize utilities savings
- UOG obtained **Sea Grant institutional status** and will positively impact the university's ability to apply for more federal funding
- Investments were made into a **grants management software system** that will assist in the University's pursuit for more grant projects



Next Steps

- **Program Review** will drive prioritization, modification, development, and expansion of degree programs
- New programs include **Ed.S.**, **Ed.D.**, and **M.Acc**
- **Diversification of Revenue Sources**
- Strengthening **Advancement Initiative**
- Continue to **seek support** from the Governor and Guam Legislature.





**BUILDING AND SUSTAINING OUR
INFRASTRUCTURE**



Facilities Management and Services

1. Completed groundwork for the construction of **four new buildings**
2. New Facilities Management Software System, "**FMX**," enables work order management, asset tracking, capital forecasting, and data-driven interactive dashboard reporting
3. **Siemens Project.** Scope includes electrical conservation measures with additional work in green energy



Facilities Management and Services

NEXT STEPS

1. **Construction** on new buildings begins 2022
2. **FMX software system** will be able to track water and power usage
3. Through Siemens, the SBPA building will be converted into a smart building with energy conservation and green systems



Office of Information Technology

1. Launched **Self-Service** which included CashNet to allow for student payments
2. Improved **Cybersecurity** with the implementation of Next Generation Firewalls to protect our digital assets
3. Re-Launched the **Colleague Reporting and Operational Analytics (CROA)** service for enterprise system reporting



Office of Information Technology

NEXT STEPS

1. **Secure the UOG Campus network** with Cybersecurity end-user training, software, and upgraded hardware
2. **Upgrade network infrastructure** to support an upgraded wireless service, unified communications, and future campus-wide applications that require more reliable network connectivity
3. **Improve the Datacenter** facility with reliable power, cooling, and a resilient network infrastructure



Safety and Security Services Office

1. Installation of a **Campus-wide Security Camera System** (funded through DOI)
2. Establish **Student Security Program**
3. Coordinate **Active Shooter Trainings** for all faculty, staff, and administrators



PARA
HULO'
EVER UPWARD

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