

**Administrative Affairs Division
Learning-Centered Plan Progress Report
February 14, 2008**

The Administrative Affairs Division continues to promote a learning-centered philosophy campus-wide. We view the University as a “classroom without walls” and place learning and creating an optimal learning environment at the center of everything we do. We believe that every employee must seize opportunities to learn and to educate.

- Every employee must continue to learn in order to contribute to continual improvement of divisional services.
- Every employee must engage with students and customers to educate them whether it is to help a student understand a fee on his account or to help a customer understand their construction costs.

▪ **Budget Cafés**

Two Budget Cafés were recently held with the purpose of giving everyone an opportunity to learn about the basics of the CSU and Cal Poly Pomona budgeting processes.

▪ **RMAC (Resource Management Advisory Committee)**

Partnering with other divisions, RMAC was established as a cross-divisional group to propose policy, strategy and direction to the vice presidents/President on university resource management. This group is being expanded to include two faculty members and the ASI President/designee.

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▪ **A Learning Centered University Master Plan**

Workshops are being held (beginning with Fall Conference) to solicit input from the campus community in the development of a campus master plan - to build facilities that support a learning environment.

▪ **Partnership for Improvement**

Partnership for Improvement is the Division’s continuous quality improvement program. In addition to establishing specific “improvement initiatives”, each division department has established effectiveness measures (i.e., customer satisfaction surveys; track and report on improvement initiatives; and the employee climate survey and report on progress).

- **Learning Labs Internship Program**

The Learning Labs Internship Program offers a real opportunity for engaging students in a “learn-by-doing” environment. In conjunction with faculty, formal intern programs have been established in Facilities Planning and Management; Human Resource Services; Finance and Administrative Services; and Administrative Affairs Information Systems. Students are not the only ones who are benefiting from this learning experience. Student interns are contributing members of their department. Four of the recent hires in the HR department are Cal Poly Pomona graduates and former interns.

To assure that all Administrative Affairs programs have complete and comprehensive linkages to the learning-centered tipping points, a planning matrix was developed by each department. The planning matrices evaluate every program with every tipping point. Where applicable, the scope of each program’s tipping point is defined and discussed. We have just completed an update of the matrices.