



Our Future, Our Lehigh

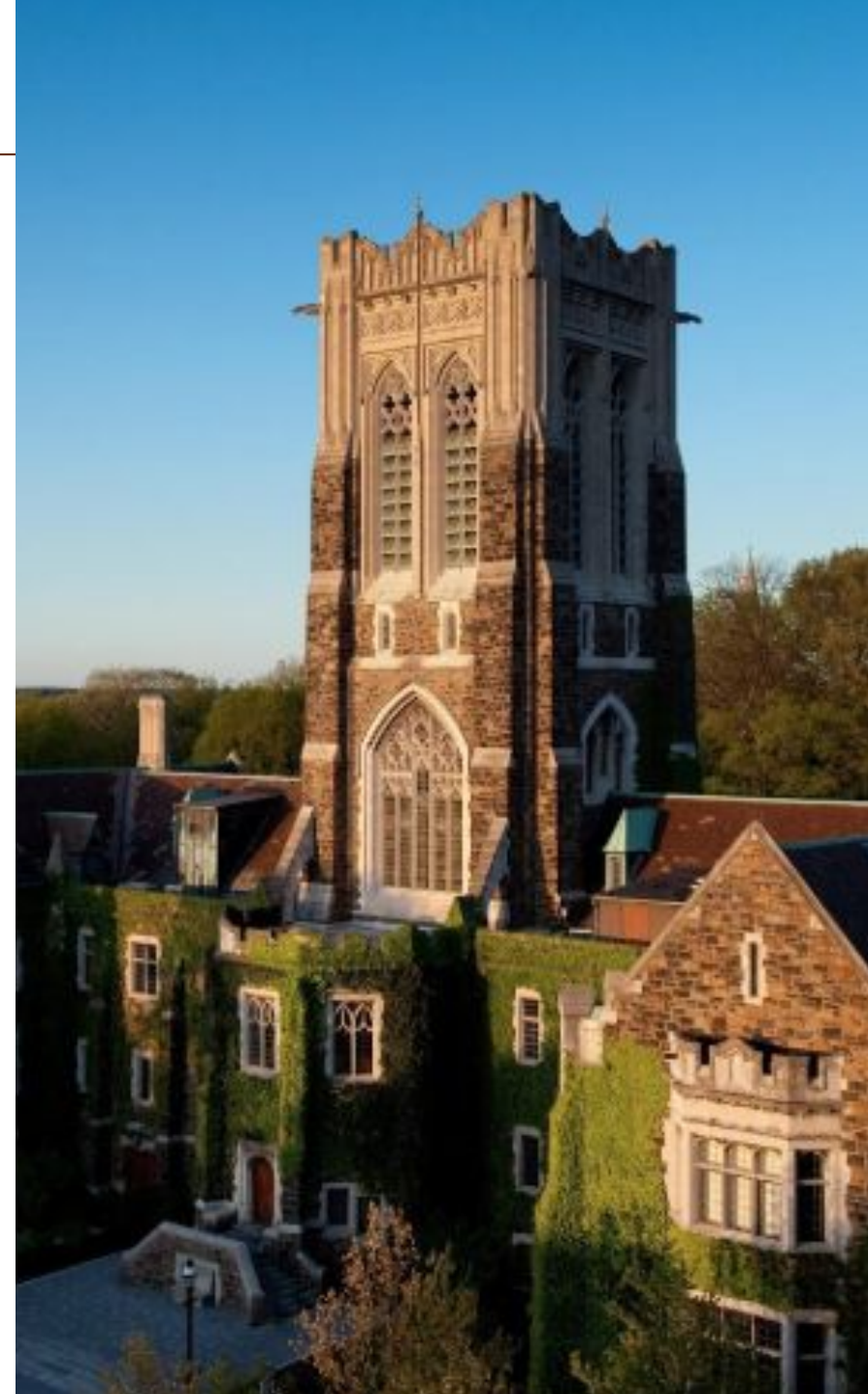
**An open dialogue on the strategic
direction of the University.**

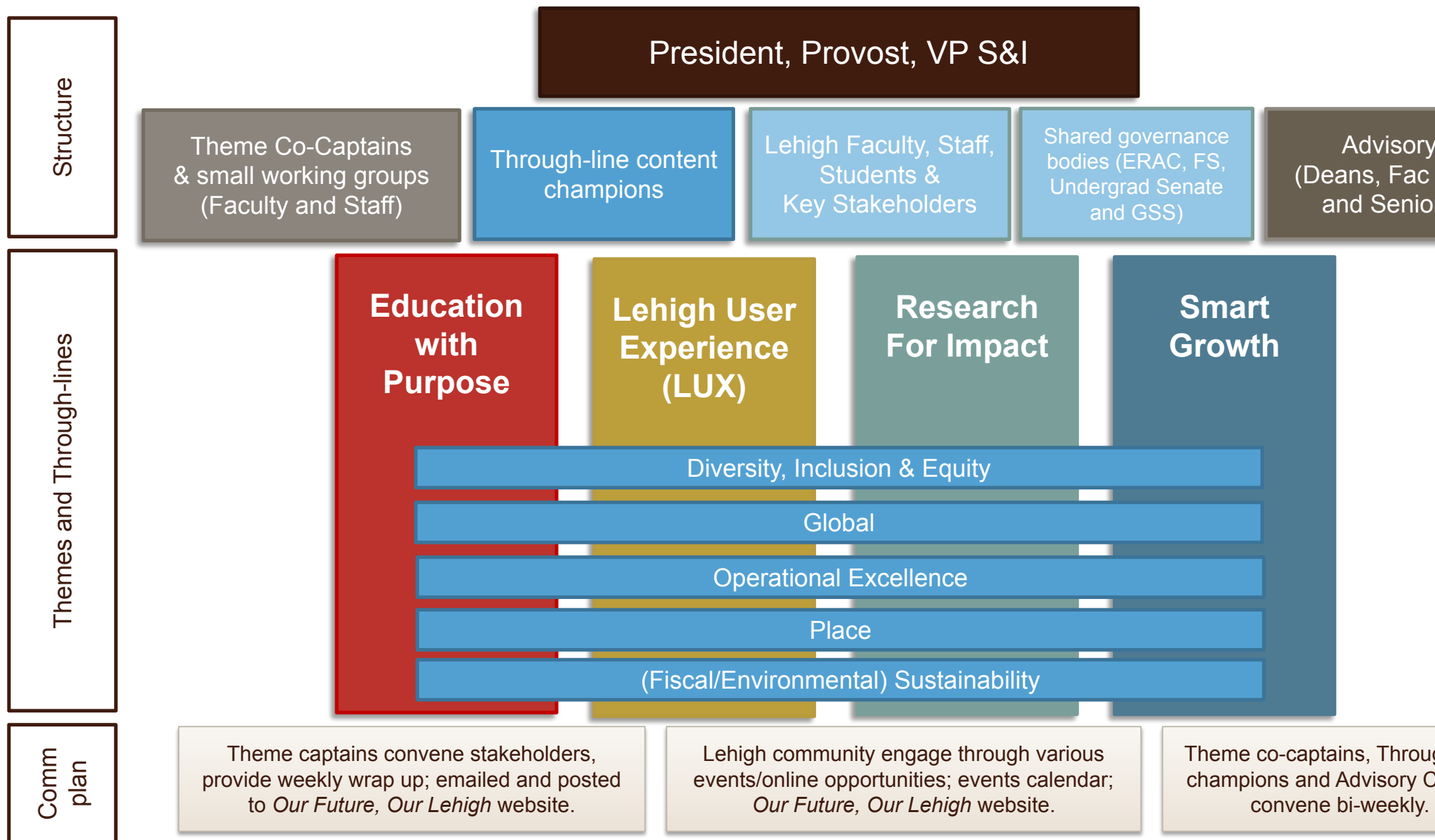
Today: Campus Engagement
on the theme of “Lehigh User Experience”



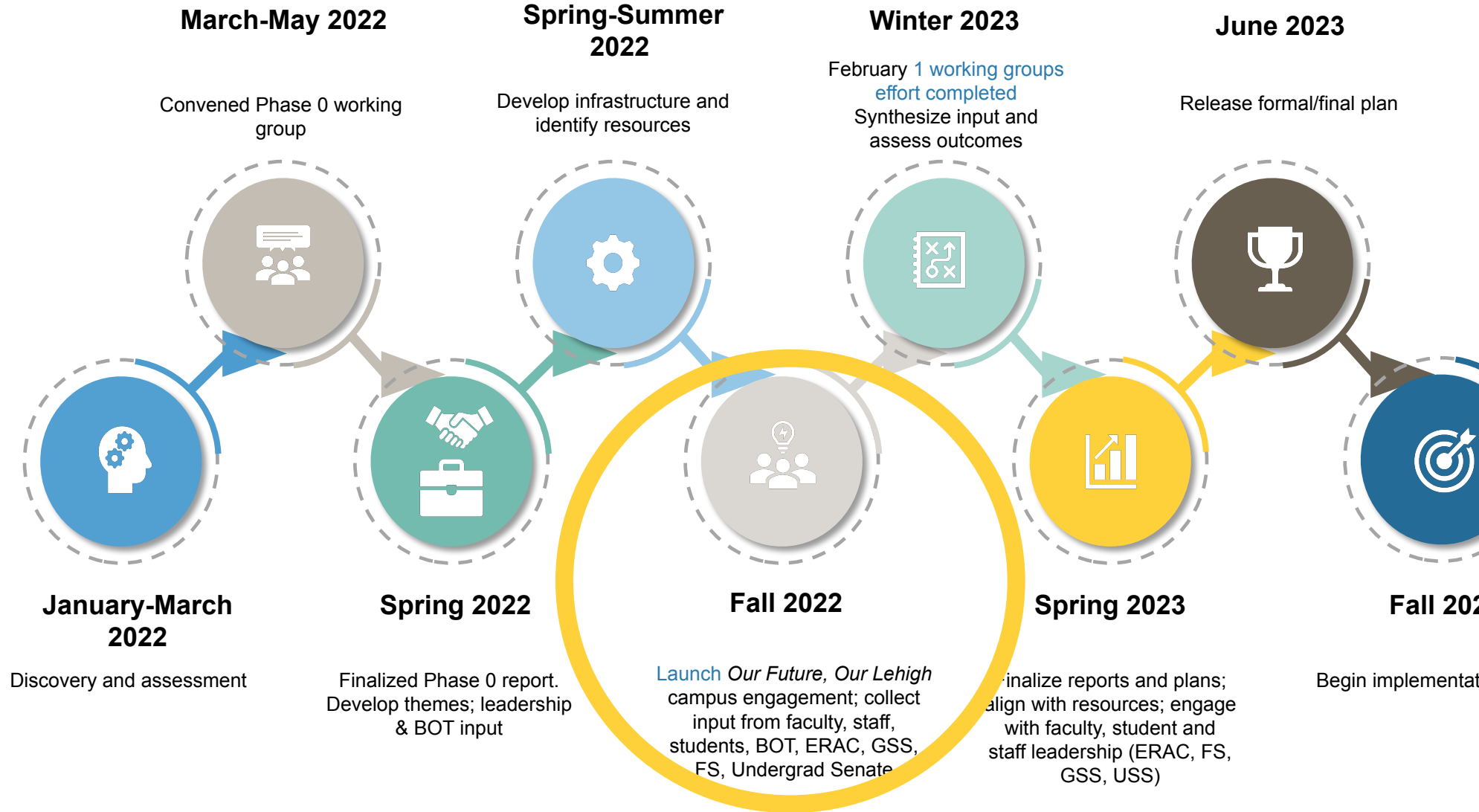
Today's agenda

- Brief Overview of the Strategic Planning Process
- The Four Themes & Five Through-lines
- LUX & The Role of Our Working Group
- Opportunities for you to get involved, starting today





Project Timeline



FRAMING:

Lehigh is a complex organization with people and offices serving many functions. Lehigh should create a user-friendly campus that provides a personalized, welcoming, empathetic experience that is nimble, responsive and supportive. How might we empower all members of the Lehigh community to contribute to, and benefit from, a better experience?

QUESTIONS TO CONSIDER:

- How do we ensure that students are able to find the best opportunities for them at Lehigh?
- How do we build a sense of community among graduate students?
- How might we ensure our staff know they are valued?
- How might we make Lehigh a place where faculty thrive and are doing their best work?

THE CHARGE:

Engage with the full range of all segments of the Lehigh community to ensure a personalized, welcoming, responsive and supportive, and that empowers members of the Lehigh community to provide that experience for others. Identify barriers to the proposal(s) and identify resources needed to support the success of these initiatives.



Engage all stakeholders to consider the experience of the entire Lehigh community. Develop recommendations to create a personalized, empathetic experience that is nimble, responsive and supportive, and that empowers members of the Lehigh community to provide that experience for others.

Let's hear from you...

1. What are some positive user experiences you've had at Lehigh?

What is an example of a time when things went smoothly, when you were treated with empathy and respect, when people or processes helped you do what you were trying to do?

2. What are some user experiences at Lehigh that were challenging for you?

What is an example of a time when you encountered obstacles, when you were not treated with empathy and respect, when people or processes were not effective at helping you?



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Let's hear from you...

How do we ensure that students are able to find all the best opportunities for them at Lehigh?

How might we make Lehigh a place where faculty thrive and are doing their best work?

How do we build a sense of community among graduate students?

How might we ensure our staff know they are valued?



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Next Steps

- Look for (and participate in!) additional engagement sessions with the LUX team.
- Find updates and more at <https://www.lehigh.edu/ourfutureourlehigh>
- Share ideas at <http://go.lehigh.edu/ideaportal>

Timeline

- November 4th: Working Groups share draft findings and recommendations to the Strategic Planning Advisory Council
- February 1st: Working Groups submit reports.
- Spring 2023: Finalize Plan
- Fall 2023: Implementation

Lehigh User Experience

Co-captains



Kathy Iovine
Biological Sciences



Greg Reihman
Library and Technology
Services



Scott E.
Pride



Carolina Hernandez
Community Service Office



Jackie Krasas
Provost's Office



Deirdre
Development
Alumni

Q & A



LEHIGH
UNIVERSITY

**Additional Slides if
needed**

Our Strategic Planning Process

- **WILL:**

- Incorporate our existing mission (2016), vision (2016) and value (2007) statements.
- Be an opportunity to collectively reflect the heritage of Lehigh, agree on a path forward for our institution—what we do, how we differentiate from our peers.
- Be both aspirational and operational with a pragmatic path to achieve our goals.
- Be targeted, specific and concise, and take into account the context and constraints within which we operate.
- Be measurable and effectively implemented, monitored and reviewed so that we can determine where changes may be needed.

- Will **NOT:**

- Signal a stop to planning or creating opportunities in your areas.
- Be driven by one goal, nor will it be about trying to form a plan that is all things to all people.
- Be ‘left on the shelf’.

Scope of Strategic Planning

Focus: areas where community input and shared decision making are essential

