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

March-May 2022
Convened Phase 0 working group

January-March 2022
Discovery and assessment

Spring-Summer 2022
Develop infrastructure and identify resources

Spring 2022
Finalized Phase 0 report. Develop themes; leadership & BOT input

Winter 2023
February 1 working groups effort completed
Synthesize input and assess outcomes

Fall 2022
Launch Our Future, Our Lehigh campus engagement; collect input from faculty, staff, students, BOT, ERAC, GSS, FS, Undergrad Senate

Spring 2023
Finalize reports and plans; align with resources; engage with faculty, student and staff leadership (ERAC, FS, GSS, USS)

June 2023
Release formal/final plan

Fall 2023
Begin implementation
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 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 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.
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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<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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[QR Code link: go.lehigh.edu/ideaportal]
Next Steps

- Look for (and participate in!) additional engagement sessions with the LUX team.
- Find updates and more at [https://www.lehigh.edu/ourfutureourlehigh](https://www.lehigh.edu/ourfutureourlehigh)
- Share ideas at [http://go.lehigh.edu/ideaportal](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
Q & A
Additional Slides if needed
Our Strategic Planning Process

• **WILL:**
  - 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

ACADEMIC STRATEGIC PLAN

OUT OF SCOPE | IN SCOPE | OUT OF SCOPE
---|---|---

**Program**

UNDERGRAD PROGRAM OF FUTURE?
- Interdisciplinary for all
- E-Ship coherence

MODEL/SIZE OF GRAD EDUCATION?
- Restructure PhD, be interdisciplinary

WHAT DOES GLOBAL MEAN?
- Make choice

WHO WILL BE OUR STUDENTS?
- Role of online and hybrid

RESEARCH WITH IMPACT AND DISTINCTION?
- F/B/O – competitive landscape, make choices

OUTCOMES – NATIONAL LEADERSHIP
- Graduation and Placement – equivalence, top (10)?

**Place**

UTILIZING OUR ASSETS FOR DISTINCTION
- Packer – summer
- Energizing Mountaintop
- Goodman mixed use
- Relationship w/ Bethlehem

**People**

VISION FOR STUDENT/FACULTY/STAFF EXPERIENCE?
- All valued and know it
- Open dialogue
- Positive User Experience
- Percent living on campus

Culture of Empowerment - "Operational Excellence"

Housing Plans

Diversity, Inclusion and Equity Plan

Clearing Hurdles

Narrative (Value Proposition Statement)

Admissions Plan

Development & Alumni Relations