

Table of Contents

Figure References

Glossary of Terms

Organizational Overview.....O-1 to O-5

Helping Students Learn1-1 to 1-14

Accomplishing Other Distinctive Objectives2-1 to 2-6

Understanding Students' and Other Stakeholders' Needs.....3-1 to 3-16

Valuing People.....4-1 to 4-13

Leading and Communicating.....5-1 to 5-9

Supporting Institutional Operations6-1 to 6-15

Measuring Effectiveness.....7-1 to 7-7

Planning Continuous Improvement.....8-1 to 8-11

Building Collaborative Relationship.....9-1 to 9-5

Systems Portfolio Index