STRATEGIC BUSINESS PLANNING AND FINANCIAL PROJECTION
2021-2022 Kick-off Event
VIRTUAL MEETING GUIDELINES

GENERAL ETIQUETTE
Participants need to have their full names visible on Zoom.
Participants will remain muted at all times, unless presenting, asking a question or responding to a question to avoid any background noise during presentations.
The meeting will be recorded to capture the discussions and help with minute taking.

TIME KEEPING
Presenters will have 10 mins for the presentation, followed by 5 mins for Q&A.
A timer will be visible on the screen and a bell sound will indicate the end of the 10 mins to alert presenters that it is time to end their presentations.

QUESTIONS & ANSWERS
Please use the "raise hand" option to ask a question during the Q&A session. Priority will be for participants with their hands up followed by questions in the chat.
At the end of each presentation, there will be 5 mins for quick questions. In addition, there will be two full Q&A sessions in Monday’s agenda for longer discussions.
Reflection on Academic Presentation
Ehab Abdel-Rahman
AUC Provost & Associate Provosts
STUDENT LIFE AND DEAN OF STUDENTS

Deena Boraie & George Marquis
Presentation of FY21 Plans & Kick-off of FY22 Cycle
| 01 | Introduction- FY20 and FY21 strategy |
| 02 | FY21 Plans to Sustain Operations |
| 03 | Plans to Sustain Operations: BYOD |
| 04 | Constraints |
Closing the Loop FY20 and FY21

**MOVING TOWARDS STRONG ROOTS**
Human Capital, Infrastructure, Systems, Security, Administration

**GO PAPERLESS**
Enhancing Admissions Process, Enhancing Student/Faculty Experiences, Sustainable Content Management System

**BEYOND THE CAMPUS**
Enhancing AUC Reach Beyond the Campus, Bring your own Device

**OPEN DATA**
Exploit data to sustain institutional effectiveness and ensure continuous improvement.

---

**SIMPLIFY**
Leverage Digital Transformation resources to simplify working processes and practices across AUC

**SUSTAIN**
Develop a sustainable approach and drive efficiency in DT and across AUC.

**INNOVATE**
Identify areas that can be transformed by leveraging emerging innovative technologies that will improve student, faculty and staff experiences

**IMPACT**
Driving a strategic planning process, DT operational excellence and optimization of business processes
Closing the Loop FY20 and FY21

**SIMPLIFY**
Objective 1.1: Support all departments in processes documentation and simplifying key processes
Objective 1.2: Ensuring administrative simplification
Objective 1.3: Maintaining a customer-centric journey
Objective 1.4: Developing and maintaining digital accessibility and inclusion
Objective 1.5: Enhancing digital integration

**SUSTAIN**
Objective 2.1: Using digitization to sustain operational efficiency & optimization
Objective 2.2: Developing information security strategy and maintaining data privacy
Objective 2.3: Developing DT human capital
Objective 2.4: Institutionalize data governance and quality assurance policies and procedures to ensure informed decision making based on standard common definitions

**INNOVATE**
Objective 3.1: Advancing organization’s strategy by leveraging advanced technology
Objective 3.2: Leveraging an effective digital engagement strategy

**IMPACT**
Objective 4.1: Develop, manage and track the university strategic plan as well as support integrated planning at all institutional levels
Objective 4.2: Enable process performance monitoring and control to ensure delivering the processes improvement objectives
Objective 4.3: Establish quality assurance & continual service improvement through structured and integrated approach.
Objective 4.4: Contribute to emphasizing AUC’s reputation and status as a world-class university internationally recognized for its leadership and excellence
## Closing the Loop FY20 and FY21 Strategy

### Objective 1.2: Ensuring administrative simplification

<table>
<thead>
<tr>
<th>Projects/Initiatives</th>
<th>KPIs</th>
<th>Resources</th>
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</table>
| Improve and Streamline Business Processes through proper business processes’ workflows implementation. | • Extensively shorten the time taken to perform business processes by 50% through digital channels.  
• Increasing business users’ productivity and efficiency by 50%  
• Process improvement metrics such as process efficiency index and employee efficiency index comparing before and after figures | • Business Stakeholders  
• Infrastructure & Information Security  
• SAP ERP Team  
• SAP Egypt & Partners |

| Imav data to key stakeholders in simpler and wider range, while imposing all data integrity measures. | • Extensively shorten the time taken to perform business processes by 50% through digital channels.  
• Increasing business users’ productivity and efficiency by 50%  
• Increasing productivity through shortening the time taken to perform needed tasks.  
• Enhancing efficiency  
• Cost reduction | • Business Stakeholders  
• Infrastructure & Information Security  
• SAP ERP Team  
• SAP Egypt & Partners |

| COVID-19: Simplify the need to exist on campus to sign a document and recreate e-signing procedures through online tools to achieve operational excellency | • Number of documents signed online  
• Time to sign each document type | • New position to be hired to support the already existing team  
• Technical training and Professional services hours to adopt the new technologies |
Introduction - Closing the Loop FY20 and FY21

FY21 Plans to Sustain Operations

Plans to Sustain Operations: BYOD

Constraints
Plans to Sustain Operations

OVERRIDING OBJECTIVES:

• SUPPORT THE UNIVERSITY IN DELIVERING A SUCCESSFUL ACADEMIC YEAR IN A NEW HYBRID ENVIRONMENT

• OPERATIONAL EXCELLENCE
OVER RIDING OBJECTIVES:

• SUPPORT THE UNIVERSITY IN DELIVERING A SUCCESSFUL ACADEMIC YEAR IN A NEW HYBRID ENVIRONMENT

• OPERATIONAL EXCELLENCE — INDUSTRY BEST PRACTICES, QUALITY ASSURANCE, PROJECT MANAGEMENT, USER EXPERIENCE, DOCUMENTATION, PROCESSES
Plans to Sustain Operations: Project/Initiatives

Accessibility
- BYOD
- Cashless
- Paperless
- Mobile everywhere
- Contact Tracing

Enhanced Support
- 24x7
- Remote support
- Events Support
- Classroom Support

Tools/Resilience
- Virtual Events platform
- LMS/Cloud – BB
- Zoom / Teams
- Virtual Labs

Security
- Business Continuity Program
- Remote patching
- Penetration Testing & Remote monitoring

Capacity
- Storage
- Bandwidth
- Network Modernizing
- Monitoring

Data Insights
- Data Governance
- Decision Making AI, ML & BigData
- Insights/Dashboards

Institutional Effectiveness
Holistic Planning Process, Assessment, Accreditation, Surveys, Data Governance, Process Improvement/SMART KPIs
01  Introduction- Closing the Loop FY20 and FY21

02  FY21 Plans to Sustain Operations

03  Plans to Sustain Operations: BYOD

04  Constraints
Plans to Sustain Operations: BYOD

- Software Distribution Hub
- Library Laptop loaning
- Dynamic allocation of lab spaces across departments
- Enhance WiFi connectivity
- Lockers with charging outlets for students to store their devices
- Work with the learning spaces taskforce to transform spaces with priority into BYOD friendly spaces
- Adopt BYOD policies and procedures
- Future scholarship agreements include a device for recipients (and staff dependents who cannot afford it)
- Handover recommendations to specific operational arms on campus for execution
Plans to Sustain Operations

- **Phase 0**
  - Software Distribution Hub
  - Library Laptop loaning
  - Lab Spaces: Dynamic Allocation
  - Enhance WiFi Connectivity
  - Lockers with chargers

- **Phase 1**
  - BYOD policies and procedures
  - Learning Spaces: Collaboration
  - Scholarship: device support

- **Phase 2**
  - Execution team
  - Library Laptop loaning
  - Enhance WiFi Connectivity
  - Lab Spaces: Dynamic Allocation
  - Scholarship: device support
  - Lockers with chargers
TABLE OF CONTENT

01 Introduction- Closing the Loop FY20 and FY21

02 FY21 Plans to Sustain Operations

03 Plans to Sustain Operations: BYOD

04 Constraints
Constraints

• Brave new world – unidentified needs
  • flexible and inclusive

• Team Capacity
  • Creative models – outsource, augment,
  • Stop, start continue

• Internal Processes
  • Partner with our stakeholders to solve
Thank You

Questions & Discussion
Strategic Business Planning and Financial Projection 2021-2022

Management & Operations
By: Shereen Shaker
June 29 2020
Introduction- Unit Vision & Mission
FY21 Plans to Sustain Operations
FY21 Plans with Optimized Resources
FY21 Postponed Plans
INTRODUCTION

Unit Mission

The Office of Management and Operations advances the mission and values of The American University in Cairo by facilitating robust and efficient organization processes, in line with global trends and providing best value in order to meet institution goals.

Unit Vision

The Office of Management and Operations will provide best in class facilities and best in class services to students/faculty and staff to support the journey of GOOD TO GREAT
PLANS TO SUSTAIN OPERATIONS
Projects/initiatives that are a priority to maintain operations.

PLANS WITH OPTIMIZED RESOURCES
Projects/initiatives utilizing optimized existing resources.

POSTPONED PLANS
Projects/initiatives that are put on-hold due to current circumstances.
# Projects & Initiatives - Sustain Operations

<table>
<thead>
<tr>
<th>Operations</th>
<th>EHS/Security</th>
<th>Projects</th>
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<tbody>
<tr>
<td>Campus Reopen Plan</td>
<td>Public Health Measures/Campus Safety &amp; Security</td>
<td>Deliver Essential &amp; Strategic Capital Projects</td>
</tr>
</tbody>
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<tr>
<th>KPIs</th>
<th>Targets</th>
<th>Required Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plans Completeness</td>
<td>Mid July Completion</td>
<td>OPS/EHS/Security/PMO</td>
</tr>
<tr>
<td>In line with guidelines</td>
<td></td>
<td>Institutional Effectiveness</td>
</tr>
<tr>
<td>Safe Campus Maximum health safety during COVID19</td>
<td>Zero critical incidents</td>
<td>EHS/ Security</td>
</tr>
<tr>
<td>Institutional Effectiveness</td>
<td></td>
<td>Institutional Effectiveness</td>
</tr>
<tr>
<td>Capital/Procurement Process</td>
<td></td>
<td>Scope/Quality/Cost/Time PMO</td>
</tr>
<tr>
<td>Institutional Effectiveness PLUS Client/Student Experience</td>
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</tbody>
</table>

**Institutional Impact and link to strategic pillar**
CAMPUS REOPEN PLAN

CAMPUS OPERATIONS
- Low density capacity for events/academic spaces
- Housekeeping/Disinfecting
- Signage
- Transport & Food Services

PUBLIC HEALTH
- Social Distancing
- Use of masks
- Contact tracing
- Testing availability

SECURITY
- Visitors restricted process
- Freshman ID process
- Aid in reinforcing measures
DASHBOARD

Triggered by reporting to clinic
Outer Fence Project – FY19 project

- **Invisible Wall (highly transparent):** most advanced security perimeter fence
- **Withstands up to 8 T of breaking force**
- **All sensitive components are located inside the fence**
- **Climb proof/Cutting proof**
- **High strength post to panel locking mechanism**
- **Lifespan of more than 25 years**
- **Patent protected**
- **AUC Fence ordered is 4 meters high (1 meter higher than vicinity fences)**
STRATEGIC PROJECTS

01 AUC Masterplan (BBB)

02 Reinventing Learning Spaces
Phase 1:
Programming, Analysis, and Conceptual Master Plan Options

Phase 2:
Master Plan Refinement and Student Housing Planning Concepts
AUC Next 100 Campus Plan
Initial Concepts

- Planning Framework
- Undeveloped Land
- Housing
- Student Center
- Conference Facilities
- Academic Schools
- AUC Village & Complementary Uses
- Bartlett Plaza
- Other Ideas?
AUC CAMPUS MASTER PLAN.

PLANNING FRAME WORK

FUTURE DEVELOPMENT SITES: FLEXIBILITY

BUILDINGS AROUND A CENTRAL SPINE

SECOND SPINE

GREEN BRANCHES
RE-ENVISIONING LEARNING SPACES.

Learning Spaces Strategic Plan | Process Overview

**PHASE 1**
- Analysis, Strategy & Vision
- Schematic Design

**PHASE 2**
- Learning Spaces Strategic Plan
- Design Development

**Track 1 | Learning Spaces Strategic Planning**

**Track 2 | Formal Learning Spaces**

**Track 3 | Learning Commons**

**Track 4 | Distributed Informal Learning Spaces**

Transformation Strategy | The "Ribbon" Concept

Informal Spaces
Campus Opportunity Map

Hassell  DUGDALE STRATEGY
MOBILE TABLET ARM CHAIRS
Node Chair by Steelcase
The chair is lightweight and designed for quick, easy reconfiguration in the classroom. Features include:
- Height adjustable
- Seat and back support
- Swivel chair
- Adjustable armrests
- Fabric seat and back
- Aluminum base

NESTING TABLES
Work FlipTop Table by Steelcase
The height-adjustable flip top tables can be raised for dining, lowered for collaborative work. Features include:
- Adjustable height
- Removable flip tops
- Storage for chairs
- Optional casters
- Color options

FORMAL LEARNING SPACES

Large Classrooms (Example: SIE, CP16)
These illustrate the range of layouts feasible in this room size to support a variety of learning activities.

- C.0 Existing
  - Furniture: Node Chair
  - Building: SIE, Fl. 3
  - Space: 150
  - Capacity: 10

- C.1 Lecture/Presentation
  - Furniture: Node Chair
  - Building: SIE, Fl. 3
  - Space: 200
  - Capacity: 15

- C.2 Breakout with Whiteboard/Work
  - Furniture: Node Chair
  - Building: SIE, Fl. 3
  - Space: 300
  - Capacity: 8

- C.3 Email Group Design
  - Furniture: Node Chair
  - Building: SIE, Fl. 3
  - Space: 300
  - Capacity: 10

- C.4 Small Group Discussion
  - Furniture: Node Chair
  - Building: SIE, Fl. 3
  - Space: 500
  - Capacity: 20

- C.5 Testing Option
  - Furniture: Node Chair
  - Building: SIE, Fl. 3
  - Space: 700
  - Capacity: 30

A studio critique environment with mobile chairs and trolleys, for display boards, which can be stored between sessions.

A layout for testing purposes described by one of the faculty in the workshops, which uses tables to separate students who are all facing front.
RE-ENVISIONING LEARNING SPACES

2. INFORMAL SPACES.
RE-ENVISIONING LEARNING SPACES
3- LEARNING COMMONS

OPTION 1

PLACE LEVEL
1. Module oriented space with whiteboards, digital displays and flexible seats
2. Integrative service areas
3. Collaboration/study / CSA, design studios / replica of flexible work
4. Building committee stations
5. Individual and group work zones / research or writing
6. Gallery / exhibition / showcase spaces

OPTION 1

GARDEN LEVEL
1. Seating area replaced with accessible plots or borders
2. Additional study corners within group work settings
3. Mixed group study / lounge settings and spaces to do small group discussions or informal meetings or team presentations
4. Flexible study area for tutorials and lectures
5. Internally positioned secure central point
6. Proper spaces

PLAZA –
GARDEN CONNECTION
CAPITAL PROJECTS

01 Innovation HUB

02 Alfi Hall Upgrade
INNOVATION HUB

Building: Hebeka Building
Size: 970 m2
Time Frame: December 2020
Phase: Construction works

- Offices/co working spaces and meeting rooms for different companies.
- The hub will enable active knowledge transfer between researchers and business research centers, industries, government sandboxes, and non-profit organizations.
- New high tech office furniture, audiovisual equipment to serve the new function.
ALFI HALL UPGRADE

Building: Campus Center
Size: 600 m² (150 to 200 Persons)
Phase: Design Development Package Phase
Time Frame: February, 2020 – December 2020

- The Hall Upgrades target full interior design upgrade to accommodate the new audiovisual requirements.

- Adding translation room, enlarging the size of the kitchen, adding a business station for presenters support and relocating IT ad control rooms.

- Outdoor infrastructure for outdoor screen, cameras and speakers for future expansion will be included.
ALFI HALL UPGRADE

- ENTRANCE HALL UPGRADE
- NEW HIGH TECH CURVED SCREEN
- CHANDELIER DESIGN

- EVENT PROFESSIONAL INDOOR LIGHTING SYSTEM
- FOLDABLE BACK STAGE FOR EVENTS SHOOTING
ACADEMIC RELATED/GRANTS

01 Water Desalination Lab
02 PPDU Lab
03 Solar Energy Pilot
WATER DESALINATION

Building: CARES Facilities
Floor: Ground Floor
Size: 180 m²
Time frame: July 25, 2020 to October 25, 2020

Purpose: Modifying One of CARES Buildings to Water Desalination Lab
Objective: Water desalination Research

BEFORE

DESIGN PACKAGE
Purpose:

Establishing the Process and Product Development

Objective:

To provide a well-equipped facility with equipment for catalyst synthesis, analysis of physio-chemical properties of different materials and mixtures, and process development and scaling up that is available for educational, training, and research purposes.
SOLAR PLANT AT P#17-CND PROJECT

Purpose: Construction of solar Plant at the AUC

Objective:
Center for Nanoelectronics and Devices research project on Solar Harvesting entitled "Research and Development of O&M Technologies for PV Plants Management (PVOLTAI4)"
# Projects & Initiatives - Optimized Resources

<table>
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<tr>
<th>Projects &amp; Initiatives</th>
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<th>Clinic Operations</th>
<th>Savings</th>
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<td>Org Restructuring</td>
<td>Emergency Services</td>
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<td></td>
<td>Digitization</td>
<td>Focus</td>
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<tr>
<td></td>
<td>Optimization</td>
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<td>Vacancies Eliminations</td>
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<tr>
<td>Quality vs Cost</td>
<td>Orders KPIs/Utilities</td>
<td>Quality of Service</td>
<td>Quality vs Cost</td>
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<tr>
<td></td>
<td>Quality of Service</td>
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<td>Digital Tools</td>
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<td>Institution</td>
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Maintenance KPIs

- Service Requests via Computerized Maintenance Management Software

Main KPIs:
- Facility Service WOs Rate (FACILITIES generated)
- Customer Satisfaction Rate (CUSTOMER Satisfaction)
- PM WOs VS CM WOs Rate (PREVENTIVE VS CORRECTIVE)
- SR (Service Request) WOs Completion Time (COMPLETION) PM (Preventive Maintenance) WOs Completion Time (PREVENTIVE Maintenance on time)
Target is achieved in all months. The noticeable increase in April reflects the decrease in SR Wos (allowed for maintenance focus on predictive/preventive)

Target is approached in January and February while it was exceeded in March and April as a result of decreasing the Wos received from customers due to the AUC remote work policy.
**PROJECTS & INITIATIVES - PLANS ON HOLD**

**Tahrir Capital Projects**
- Tahrir Redesign Projects (Palace/Hill House/ Falaki)
  - Move to FY 21 for design

**NC Capital Projects**
- GYM upgrade/Cafeteria upgrade/Furniture upgrades/Signage upgrade
  - Move to FY 22

**Operations Initiatives**
- Bike initiative
- Transport Optimization
  - Move to FY 21/22
Thank You

Questions & Discussion
STRATEGIC BUSINESS PLANNING AND FINANCIAL PROJECTION 2021-2022

Finance Area
Presented By: Amir Habib
**Introduction- Unit Vision & Mission**

**FY21 Plans to Sustain Operations**

**FY21 Plans with Optimized Resources**

**Future Plans – FY22 and Beyond**
INTRODUCTION

Mission
The Finance Area provides financial leadership, guidance and enablement to AUC’s key constituencies through its range of “service oriented” and “one-team approach” operations and services. It provides timely, precise and accurate financial information and analytics that supports the decision making process across the board. It protects AUC’s assets and maintains its financial stability and sound through establishing the effective controls and policies while complying with the governing bodies strategies, laws, audit requirements and generally accepted standards.

Vision
- Enabling and supporting the Finance Area’s personnel to serve AUC in an efficient and effective approach to attain its strategic goals and objectives.
- Revamping AUC’s financial governance to promote the optimal use of its assets and resources while catering for expediting the services’ delivery.
- Utilizing and leveraging the use of technology to streamline and automate processes and provide easy access to data for informed decision making.
PLANS 2021 – MANAGEMENT SUSTAINABILITY

01

PLANS TO SUSTAIN OPERATIONS
Projects/initiatives that are a priority to maintain operations.

02

PLANS WITH OPTIMIZED RESOURCES
Projects/initiatives utilizing optimized existing resources.

03

FUTURE PLANS
Projects/initiatives that are put on-hold due to current circumstances.
# Projects & Initiatives – Sustain Operations (FY21)

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<tr>
<td><strong>Budget</strong></td>
<td>Align expenditure patterns with current circumstances. Generating revenue through fundraising and introducing new revenue streams.</td>
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<tr>
<td><strong>Procurement</strong></td>
<td>Meeting expected lead time for each acquisition</td>
</tr>
<tr>
<td><strong>Taxes</strong></td>
<td>Maintaining the taxes claims within the forecast.</td>
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## KPIs
- Aligned expenditure patterns with current circumstances.
- Generating revenue through fundraising and introducing new revenue streams.
- Meeting expected lead time for each acquisition.
- Maintaining the taxes claims within the forecast.

## Targets
- FY21 operating budget matches exactly AUC expenditures needs. Maximizing revenue, if possible.
- Satisfying AUC essential needs at all times.
- Stabilizing financial status and solid cash position.

## Required Resources
- No resources required.
- No resources required.
- Hiring tax experts and consultants.

## Institutional Impact
- Stable progressive financial status and solid cash position.
- Uniform, uninterrupted operations.
- Mitigating the taxes financial impact on AUC’s financial position.
**Projects & Initiatives - Optimized Resources**

**Personnel**
- **Finance Area Organizational Restructure**
  - Headcount optimization.
  - Address missing critical functions.
  - No resources required.

**Processes**
- **Review and Re-engineer Key Processes**
  - Conclusion of the revamped Procurement and Disbursement processes and policies.
  - Conclusion of the updated auxiliary expenditures policies.
  - No resources required.
  - Expedited procurement and disbursement services provisioning
  - Efficient controls with respect to auxiliary expenditures.

**Systems**
- **Deploy new SAP implementations**
  - Conclusion of:
    - Disbursement Workflow Automation
    - Ariba Implementation
    - SAP PM Module
    - BCP Implementation
  - Automate and streamline existing manual processes.
  - Target conclusion date **July 1, 2021**.
  - Resources already allocated.
  - Efficient transactions management & less processing time.
  - Effective data management.
  - Fast and accurate data retrieval.

**KPIs**
- Concluding Phase 1 of the submitted Organizational Re-structure Plan by **July 1, 2020**.
- Conclusion of the policies by **January 2021**.

**Targets**
- No resources required.

**Required Resources**
- Headcount reduction
- Considerable financial savings.
- Efficient and optimized organizational structure.

**Institutional Impact**
- No resources required.
- Expediting procurement and disbursement services provisioning
- Efficient controls with respect to auxiliary expenditures.
- Efficient transactions management & less processing time.
- Effective data management.
- Fast and accurate data retrieval.
**PROJECTS & INITIATIVES – FUTURE PLANS (FY22)**

**FY22 Operating Budget**
- Tuning the budget building cycle and forecast mechanism

**Capital Planning & Mgmt.**
- Enhancing capital planning & management operation

**Personnel**
- Concluding Phase 2 of the submitted Organizational Restructure Plan

- Optimizing financial resources management and allocation

- Aligning **actual** AUC capital needs with its financial resources and introducing new revenues streams to fund those needs.

- Reducing headcount and efficiently addressing existing structural anomalies.
Thank You

Questions & Discussion
ADVANCEMENT AND AMERICAS PLANNING AND PROJECTIONS 2021 AND BEYOND

Bruce Flessner
Vice President for Advancement and Americas
Yogi Berra
New York Yankees

“I never make predictions, especially about the future.”
The purpose of the Advancement and Americas offices are to serve AUC and its academic mission by increasing resources, internationalizing the student body, supporting employability, complying with US laws and supporting the board of trustees.
PROJECTS IMPACTED BY EVENTS THIS YEAR

Covid 19
- No face to face meetings
- No group gatherings
- No traditional career fairs
- New causes demanding attention

Economic Downturn
- Predicted downturn in gifts to higher education
- Uncertainty for AUC donors and friends
- Change in corporate recruiting

Presidential Change
- Special opportunity for key donors.
- Multiple touchpoints with key donors.

Move to online alumni & corporate events and communications
- Zoom meetings with donors
- Special appeals

Focus on larger current gifts
- Planned giving
- Keep corporate partnerships
- Consistent donor interactions

Friends of Frank calls
- Trustee discussions
## Projects & Initiatives -

### Fundraising
- **Secure Private Gift Support for AUC in support of its academic mission.**
  - Raise $4 million
  - Alumni, corporations, donor relations, foundations, friends, parents, trustees

### Alumni Relations
- **Involve alumni in the life of AUC and build lifelong linkages**
  - Lifetime linkages with alumni
  - Reach alumni in Egypt & Globally
  - Special focus on 2005 to 2020

### Student Recruit
- **Recruit non-degree and degree undergraduate and graduate students from North America.**
  - More international students
  - Graduate students
  - Non-degree undergraduates
  - Direct: Internationalization
  - Also support to other initiatives

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<td><strong>Fundraising</strong></td>
<td>Raise $4 million</td>
<td>Direct: Institutional Effectiveness Also support to all other initiatives</td>
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<td><strong>Student Recruit</strong></td>
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</table>
## Projects & Initiatives -

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<tr>
<th>US Government</th>
<th>Support Trustees</th>
<th>Career Services</th>
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<tbody>
<tr>
<td>Secure financial support from USG</td>
<td>A strong board of trustees ensures AUC’s ongoing</td>
<td>Strong graduate employability</td>
</tr>
<tr>
<td>Comply with US regulations</td>
<td>excellence</td>
<td>Linkages with local &amp; global companies</td>
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<tr>
<td>![Image](614x11 to 812x261)</td>
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<tr>
<td>![Image](381x11 to 581x261)</td>
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<td>![Image](618x340 to 802x393)</td>
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<td>![Image](379x340 to 579x393)</td>
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<tr>
<td>![Image](157x340 to 346x393)</td>
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### KPIs

- USAID support
- Special support

### Targets

- US Congress
- Executive departments
- State of NY

### Institutional Impact and link to strategic pillar

- Direct: Institutional Effectiveness
- Also support to all other initiatives

### Direct: The AUC Experience

- Also support to all other initiatives

### Committees & meetings

- Recruit new trustees

### Trustees

- Emeritus trustees
- Future trustees

### Student career prep

- Young alumni employability.

### Egyptian companies

- Global companies
- Alumni in business

### State of NY

- USAID support
- Special support

### Executive departments

- US Congress
- State of NY

### Direct: Institutional Effectiveness

- Also support to all other initiatives
NA Operations
A presence in North American
A strong and effective operation

KPIs

Compliance & legal
Represent AUC
Operations support

Targets

Academic leaders
Alumni
Parents of students

Institutional Impact and link to strategic pillar

Direct: Institutional Effectiveness
Also support to all other initiatives+
Thank you to my extraordinary colleagues. Our progress is a result of your great work.

Questions & Discussion
MARKETING COMMUNICATION AND PUBLIC AFFAIRS

Dina Abulfotuh
Presentation of FY21 Plans & Kick-off of FY22 Cycle

HUMAN RESOURCES
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<th>Section</th>
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<tr>
<td>01</td>
<td>Introduction- Unit Vision &amp; Mission</td>
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<td>02</td>
<td>Projects &amp; Initiatives to Sustain Operations</td>
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<td>03</td>
<td>FY21 New Projects &amp; Initiatives</td>
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<td>04</td>
<td>FY21 Plans On Hold</td>
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INTRODUCTION

HR Vision
To lead the organization Human Capital and act as a trusted resource & partner in support of the University mission, vision, and employees

HR Mission
As a strategic partner with the University’s senior management, we develop and implement innovative human resource programs and services designed to support the mission of AUC. Our core services and competencies include recruitment and staffing, staff relations, talent management, compensation and benefits
# Projects & Initiatives to Sustain Operations

<table>
<thead>
<tr>
<th>HR Reviews</th>
<th>Remote Work Policy</th>
<th>Employee Emergency Relief Fund</th>
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</thead>
<tbody>
<tr>
<td>Drove HR review sessions across Academic area and all support functions aiming to optimize the allocation of HR availability and/or needed. Also to identify both unit-levels and system-wide opportunities for improvement in our HR management and services</td>
<td>Streamlining the Remote work policy (a clearly defined framework which illustrates the process, policy and procedures for a remote working to embrace both modalities; the physical presence on campus and the remote work)</td>
<td>Activating Employee Emergency Relief fund and managing of requests</td>
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</tbody>
</table>
### PROJECTS & INITIATIVES TO SUSTAIN OPERATIONS

<table>
<thead>
<tr>
<th>EMPLOYMENT AGREEMENTS</th>
<th>HR DIGITIZATIONATION</th>
<th>HR ONBOARDING PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Agreements</td>
<td>Revamping the HR website to serve as the communication platform for all HR initiatives &amp; operations</td>
<td>Finalized the program design &amp; preparing for online launch</td>
</tr>
<tr>
<td>Casual Employees</td>
<td>Leveraging LinkedIn learning and recruitment modules as HR professional and talent development tools</td>
<td>Updated all Staff onboarding materials &amp; published on the HR webpage</td>
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<tr>
<td>Regular Contract Renewals</td>
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<td>International Professional Contracts</td>
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</tbody>
</table>
FY21 New Projects & Initiatives

**Succession Planning**
- Identifying critical positions
- Identifying key successors
- Accelerating development plans for successors

**Structured Staff Professional Development Policy**
- Linking individual development plans to career progression through a defined and unified process

**Employee Engagement & HR Communication**
- Exploring new Employee Engagement forums while enhancing and creating a two-way communication channel

**HR Information Systems**
- SAP Success Factors – Employee Central & Recruitment modules
- Introducing HR Analytics
FY21 Plans On Hold

PRESIDENTIAL ASSOCIATES PROGRAM

- On hold for FY21. Policies and guidelines have been updated and enhanced
- Plans for FY21 is to leverage more the “Work Study” program

EXCELLENCE AWARD PROGRAM

On hold for June 2020 cycle. To be decided on the next rounds
Thank You
INTEGRATED STRATEGIC BUSINESS PLANNING AND FINANCIAL PROJECTION PROCESS

Mahmoud Abdallah
Thank You

Questions & Discussion