

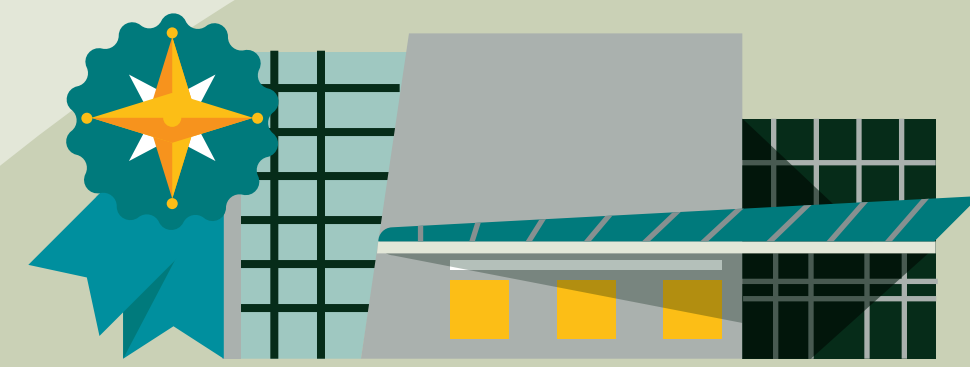
BUILDING THE IDEAL STUDENT EXPERIENCE

The paths of this roadmap represent the future of an evolving institution grounded in the fundamental values of what students want and need.



STUDENT CARE

All students should encounter proactive, coordinated and nurturing interactions and services in every part of the institution, beginning with their very first interactions and extending through their entire Mason journey.



ENABLE & REINFORCE RELATIONSHIP-DRIVEN PRACTICE



SMART CAMPUS

All students should experience a harmony of people, processes, and technologies in a transparent, responsive environment.



STUDENT ACCESS

All students should feel part of an inclusive community of learners, educators and innovators who share in unified, holistic practices and experiences regardless of time, location or mode of learning.



REDESIGN INITIATION EXPERIENCE



DRIVE CONSISTENT ADVISING, MENTORSHIP, & COACHING

STUDENT VOICE

Students should be active contributors to the evolving vision and expression of the collective Mason experience.



REDUCE BARRIERS



PROVIDE 24/7 SERVICE

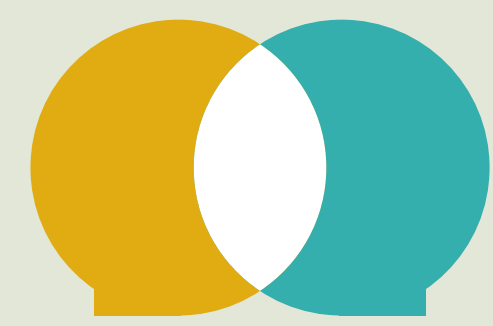
BUILD A FOUNDATION

These five ideals not only drive prioritization for new programs, technology, & services but are also the foundation on which the roadmap is built.



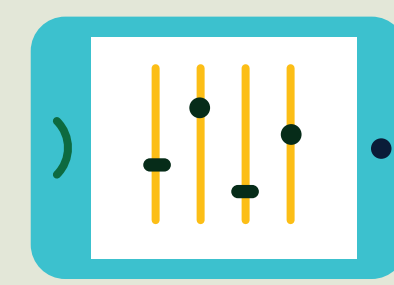
ACCESS

A network of programs, staff, & facilities that removes friction & improves transparency.



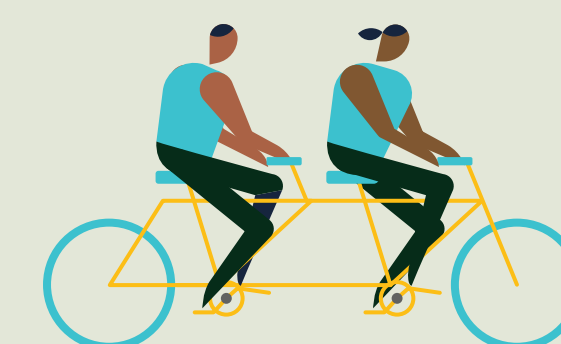
INCLUSION

A shared language & approach for celebrating different perspectives & infusing them into the process of learning.



FLEXIBILITY

A system that seamlessly updates and adapts to unique student needs.



TEAMWORK

A partnership between Mason faculty & staff, working in tandem for common goals & collaborating to overcome obstacles.



TRUST

A feedback mechanism for interactions & decisions that delivers on expectations & earns credibility.