



May 31, 2016

To the Stevens Community,

Last year, as you will recall, I established three committees to review and provide recommendations to improve operations and satisfaction of three units: the Office of the Registrar, the Payroll Office, and the Division of Human Resources.

At the end of the fall semester, the committees issued their recommendations and earlier this spring, each of the units reviewed provided a formal response outlining actions that would be undertaken to address the committees' recommendations with the ultimate goal of creating best-in-class operations in each of the units.

Many of the actions devised by each unit have either been launched or are in the planning stages and set for implementation later this year. Some of the initiatives will be fully implemented once new leadership has been recruited in both the Division of Human Resources and the Office of the Registrar.

With the involvement of the relevant Vice President for each area (Vice President Lou Mayer, who oversees the Office of Payroll as well as the Division of Human Resources on a transitional basis; and Provost George Korfiatis, who oversees the Office of the Registrar), I will be monitoring implementation and impact of these actions on improved operations for each unit and assessing whether further actions are needed to achieve the goal of Excellence in All We Do for each unit.

I will provide additional updates as warranted.

Per aspera ad astra,

Nariman Farvardin
President

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