

AUXILIARY SERVICES

Mission

Auxiliary Services provides ancillary resources and services to the Oklahoma State University - Oklahoma City community and constituents.

Vision

Auxiliary Services will be progressive, creative and innovative in providing resources and services that offer superior quality and outstanding value.

Core Values

Excellence-We seek excellence in all our endeavors and we are committed to continuous improvement.

Intellectual Freedom- We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Diversity-We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

Integrity-We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service – We believe that serving others is a noble and worthy endeavor.

Stewardship of Resources- We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One. Ensure highest quality staff essential to achieve our vision.

Critical Success Factors:

- Qualified sufficient and diverse staff
- Job descriptions accurately reflect the work to be performed
- 100% participation of full-time staff in required staff development training
- Resources are available for professional development and training
- Staff meetings held on a regular basis
- Evaluation process assesses department accountability
- Staff is knowledgeable of its department's goals and progress
- Staff will be valued and recognized for achievements

Objective 1.1: Recruit and retain a quality and diverse staff.

Strategies:

- Each unit will consider and encourage diversity for staff and work-study positions.
- Each unit will annually review and revise job descriptions to accurately reflect the work to be performed.
- Each unit will establish and communicate performance expectations to their staff.
- Each unit will develop a process for ongoing review of department goals and progress.
- Each unit will conduct regular staff meetings to share information and provide communication opportunities.
- Each unit will perform and document bi-directional annual performance evaluations.
- Each unit will nominate eligible staff for the Making a Difference, Pride in Oklahoma State University-Oklahoma City, and Distinguished Staff recognition programs.
- Each unit will promote "wellness" as a part of staff development and implement a plan that allows and encourages staff to participate.
- Student Center and Campus Events will request funding for sufficient part-time/work-study personnel to staff the new Cyber Café.
- Frontier Foodservice and Follett bookstore will provide staff as needed to meet service expectations of Oklahoma State University-Oklahoma City as well as support sales volume.

Objective 1.2: Promote training of staff to enrich their knowledge and expertise, thereby enhancing their effectiveness and career development.

Strategies:

- Each unit director will participate in campus mentoring program.
- Each director will support career development and educational goals of their staff.

- Each unit will schedule full-time staff participation in required staff development opportunities.
- Each unit staff will attend a minimum of one professional training opportunity each year at the local, state, regional and/or national level.
- Each unit staff will participate in customer service and safety training on a regular basis.
- Child Development Center full-time staff will participate in a minimum of 20 hours professional development required by the Oklahoma Department of Human Services.

Goal Two. Create and maintain policies and procedures critical to exemplary service.

Critical Success Factors:

- Core policies and procedures developed and employed
- Policies and procedures analyzed for effectiveness and revised as necessary
- Comprehensive policies and procedures manuals maintained
- Document imaging explored and implemented where beneficial in the Child Development Center and Student Center and Campus Events offices
- 95% of office procedures are performed by appropriate technology

Objective 2.1: Develop appropriate policies and procedures.

Strategies:

- Each unit will include staff in the development of operating policies and procedures that will impact their job responsibilities.
- Student Center and Campus Events will develop a comprehensive policies and procedures manual for the department.
- In collaboration with staff and families, the Child Development Center director will develop a family grievance process to be presented to the Vice President for Finance and Operations for approval and implementation.

Objective 2.2: Policies and procedures are evaluated and updated as needed on an annual basis.

Strategies:

- Each unit will include staff in the evaluation and revision of operating policies and procedures that will impact their job responsibilities.
- Each unit will seek input from all staff when addressing problems, planning for future growth, etc. and will respect and consider all suggestions, regardless of their diversity.
- Child Development Center Staff Guide will be revised to reflect policy and procedure changes.

Objective 2.3: Increase use of technology opportunities in daily operations.

Strategies:

- Each unit will review internal procedures and seek new methods of technology to increase communication and improve efficiency.
- Child Development Center and Student Center and Campus Events will learn about document imaging and implement where beneficial.
- Student Center and Campus Events will use the Event Management System to its fullest capacity.

- Student Center and Campus Events will facilitate Smart Card implementation in cafeteria, bookstore and vending.
- Creative Services will submit a proposal to the Vice President for Finance and Operations to purchase a computerized mail tracking and accounting system.
- Creative Services will recommend to the Vice President for Finance and Operations the purchase of postage meter equipment required for the year 2006 United States Postal Service upgrade.
- Child Development Center will explore new methods for sending and receiving documents.
- Child Development Center will investigate additional features available in the existing Pro Care Management System.

Goal Three. Evaluate resource needs and maximize procurement efforts.

Critical Success Factors:

- Resource needs identified
- Resources acquired to develop and support anticipated growth
- Work environment adjusts to meet current and future needs
- Student Center and Campus Events and Child Development Center receivable reflects a 90% or above collection rate
- Operational cost-saving methods identified
- Increased revenue
- Audit reports reflect compliance with system, state and federal regulations with no unfavorable comments

Objective 3.1: Review resources needed for continued growth and development.

Strategies:

- Each unit will maximize the use of existing space resources, reassigning spaces consistent with priorities.
- Each unit will establish standards for a good physical working environment.
- Each unit will conduct an annual staffing, facilities and equipment needs assessment.
- Each unit will develop a long-range plan for expansion.
- Each unit will evaluate daily operations for cost-saving opportunities.

Objective 3.2: Increase revenue and utilize cost-effective procurement methods.

Strategies:

- Each unit will purchase in bulk when applicable, make purchases in a cost-effective manner and use state contracts when available.
- Child Development Center will ensure continued funding of programs and pursue other funding opportunities when appropriate and as available.
- Increase bookstore sales 8% for fiscal year 2005, and 5% annually for the next four years.
- Increase foodservice sales XX% annually for the next five years.
- Increase facility rental income 5% annually for the next five years.
- Child Development Center will conduct annual market surveys and increase revenues accordingly.

Objective 3.3 Develop internal controls that protect financial integrity and safeguard assets.

Strategies:

- Each unit will maintain open and accessible records.

- Each unit will maintain a separation of duties within the scope of the area.

Goal Four. Ensure facilities, programs and services meet current and future needs of the campus and its constituents.

Critical Success Factors:

- A new Cyber Café/Student Lounge
- Improved food service and dining area facilities and services
- 100% of the vending areas are aesthetically pleasing
- 100% Student Center meeting and public spaces have current technology
- Surveys reflect 95% favorable service/satisfaction from customers
- National and state Child Development Center program rankings above average
- 100% of Creative Services and Child Development Center public spaces provide exemplary customer service opportunities
- 100% of all unit areas are aesthetically pleasing and appropriately maintained

Objective 4.1: Facilities.

Strategies:

- In partnership with the Vice President for Finance and Operations, each unit will develop long-range facilities improvement plans.
- Each unit will ensure facilities and equipment are maintained and request additional resources as necessary.
- Student Center and Campus Events and Child Development Center will conduct annual surveys to assess facilities and customer satisfaction.
- Student Center and Campus Events will facilitate or carry out the construction, furnishing, equipping and staffing of the Cyber Café/Student Lounge on the 2nd floor of the Student Center.
- Student Center and Campus Events will facilitate the food service area renovation to include reconfiguration of the service area, equipment replacement and signage installation.
- Student Center and Campus Events will facilitate the installation of the floor in the 2nd floor central “hole space” to improve environmental systems operation and increase floor space.
- Student Center and Campus Events will facilitate the installation of an atrium at the north end exterior walkway to increase dining capacity and improve aesthetics.
- Student Center and Campus Events will submit a proposal to the Vice President for Finance and Operations to purchase additional tables and chairs for the dining room.
- Student Center and Campus Events will submit a proposal to the Vice President for Finance and Operations to replace the existing sound system in the dining room.
- Student Center and Campus Events will submit a proposal to the Vice President for Finance and Operations to install awnings or make other physical improvement to remaining campus vending areas.
- Student Center and Campus Events will submit a proposal to the Vice President for Finance and Operations for outdoor vending locations.

- Student Center and Campus Events will work with the Physical Plant to propose a plan to the Vice President for Finance and Operations to improve lighting in public spaces of the Student Center.
- Creative Services will propose a front area renovation plan to the Vice President for Finance and Operations that will enhance copy center customer service.
- Child Development Center will propose a reception area renovation plan to the Vice President for Finance and Operations that will address existing space constraints.
- Child Development Center will propose a plan to the Vice President for Finance and Operations to accommodate staff storage needs.

Objective 4.2: Programs/Promotions.

Strategies:

- Each unit will conduct annual surveys to assess programs and customer satisfaction.
- Each unit will support campus cultural diversity programs and events with facility assistance and event collaboration.
- Frontier Foodservice and Follett bookstore will continue to place advertisements/coupons in campus publications.
- Bookstore will continue to offer campus programs and promotions such as back-to-schools specials, used books, buyback, graduation fair, staff/faculty appreciation day, collegiate bestsellers, etc.
- Bookstore will continue to expand product lines (i.e. nursing products, clothing and gifts) and will offer new promotions throughout the year.
- Child Development Center will explore the possibility of offering a summer program for kindergarten children.
- Child Development Center will consider potential ancillary programs such as computer classes, gymnastics, music, etc.
- Child Development Center will continue existing profitable fundraising programs and pursue new opportunities.

Objective 4.3: Services.

Strategies:

- Each unit will conduct annual surveys to assess services and customer satisfaction.
- Student Center and Campus Events will work with Frontier Foodservice and Follett bookstore to review and improve customer service and operational procedures as needed.
- Follett bookstore will add additional cash register to improve customer service.

Goal Five. Enhance relationships with campus entities and constituents.

Critical Success Factors:

- Communication resources broadened
- Use of Web and Internet-related technologies are maximized
- Collaborative alliances established
- Community support and contributions
- New campus Web site structure and design

Objective 5.1: Maintain accurate publications and increase use of technology to facilitate information.

Strategies:

- Each unit will complete updates on the Web site.
- Each unit will provide easy Web site links to information.
- Each unit will maintain current printed materials.
- Student Center and Campus Events will submit to the Vice President for Finance and Operations a proposal for electronic message boards throughout the campus to increase communication with students.
- Creative Services, in collaboration with appropriate campus entities, will develop a plan to enhance the structure and design of the campus Web site.

Objective 5.2: Create, convert and update Web and Internet-based applications and forms.

Strategies:

- Each unit's pertinent forms and information will be available on the Web.
- Each unit will enhance Web sites to provide easy links to forms.

Objective 5.3: Develop or continue programs to update customers with efficient utilization of available technology.

Strategies:

- Each unit will increase use of e-mail to reduce postage costs.
- Each unit will strengthen campus relations by developing effective methods of information distribution.
- Each unit will develop a plan to inform customers of on-line services.
- Student Center and Campus Events will increase use of e-mail to communicate reservation information to external customers.
- Student Center and Campus Events will encourage more use of the Web request feature of the Event Management System.

- Creative Services will promote and encourage the use of Digital Storefront campus wide.

Objective 5.4: Partner with campus units sharing a focus to attain the Oklahoma State University -Oklahoma City mission.

Strategies:

- Each unit will attend campus meetings.
- Each unit will participate on campus committees.
- Each unit will promote interaction within the campus and the Oklahoma State University system.
- Follett bookstore will meet with faculty and Academic Affairs to further develop the textbooks and supplies acquisition process.
- Child Development Center will offer child care for campus events as feasible.

Objective 5.5: Community support.

Strategies:

- Student Center and Campus Events will support community programs and events with facility assistance and event collaboration.
- Student Center and Campus Events will maintain statistics reflecting campus in-kind facility use contributions to the community.
- Child Development Center will offer community support in the early childhood field with the approval of the Vice President of Finance and Operations.