

Student Union Services

Mission

OSU-Okmulgee Business Affairs, Student Union Services provides facilities, services, and programs that are responsive to student developmental needs and to the physical, social, recreational and continuing educational needs of the campus and community through compliance with University policies and procedures, State and Federal regulations, and external contracts.

Vision

OSU Okmulgee Business Affairs Student Union Services will become the center for the campus community and develop into an integral part of the institutions educational environment.

To accomplish this:

- Student Union Services will maintain and develop physical facilities; provide for cultural, educational, and recreational programming; operate its business enterprises; and deliver successfully the services inherent to the institution's mission;
- Student Union Services will provide customers with quality services, resources, and methods to accomplish their individual goals as well as the institution's mission;

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.

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.

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

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. Create environments where people are supported through quality programs, dining, retail and support services.

Critical Success Factors:

- Assure the fiscal soundness of all auxiliary units that are a part of the Student Union Services area with revenue adequate to meet debt service requirements each year
- Initiate a student health services fee that will go into effect prior to the 2005-2006 school year
- Develop specifications for and put in place an inventory management system for the University Market Convenience Store prior to the 2005 – 2006 school year
- Develop specifications for and put in place a digital security system for the student union building prior to the end of the 2005 – 2006 school year
- Update/renovate all student union dining areas, conference rooms and lounges by the end of the 2007 – 2008 school year
- Replace tables and chairs located in the student union cafeteria dining area and conference room areas by January 2005

Objectives:

Objective 1.1: Managers of auxiliary units will take appropriate action to guarantee the fiscal soundness of their areas.

Strategies:

- Review financial reports of auxiliary units on a monthly basis.
- Review any potential for outsourcing of services.
- Utilize temporary employees on an as needed basis only.
- Conduct ongoing review and adjustment of inventory control processes.
- Conduct annual evaluations of services provided by auxiliary units.

Objective 1.2: Appropriate action will be taken to increase total traffic through the student union building and other student union services areas.

Strategies:

- Evaluate areas for maximum usage potential.
- Renovate and arrange areas to achieve the maximum usage potential.
- Promote and market Student Union Services areas to students, faculty and staff, and community service groups.

Objective 1.3: Evaluations will be conducted of overall operations to establish efficient utilization of resources while raising the quality of programs and services.

Strategies:

- Survey students, faculty and staff annually to evaluate the overall quality of Student Union Services' programs and services.
- Conduct monthly staffing reviews for all Student Union Services' areas in order to assure efficient use of resources.
- Conduct monthly expense reviews for all Student Union Services' units to assure efficient use of financial resources.
- Evaluate the potential of outsourcing the convenience store located in the residence halls.

Goal Two. Encourage self-directed activity, giving maximum opportunity for self-realization and for growth in individual, social competency and group effectiveness.

Critical Success Factors:

- Increase the use of the Student Union lounge areas by 5 additional users during the current fiscal year
- Increase campus and community awareness of free use areas in the Student Union building by marketing these areas through the development and distribution of a Student Union Services Newsletter
- Increase awareness of services available to campus and community groups through Student Union Services by marketing these services through the development and distribution of a Student Union Services Newsletter

Objective 2.1: Develop an efficient process for marketing the services available through the Student Union Services area.

Strategies:

- Develop and distribute newsletters to student club and organizations sponsors each semester that identify services available to them through the Student Union Services area.
- Review and update Student Union Services web page on an on-going basis-quarterly.
- Coordinate with Computer Services to market services available through the Student Union Services area on campus plasma screens.
- Provide the local Chamber of Commerce information regarding the services available to local community groups through the Student Union Services area.

Objective 2.2: Complete updating and renovation of Student Union Services public use areas.

Strategies:

- Utilize Physical Plant Services staff, Communication Services staff and Visual Communications students and faculty to develop a plan to update and renovate the Student Union Services mall area.
- Utilize Physical Plant Services staff, Hospitality Services staff, and student groups to develop a plan to update and renovate Student Union dining room areas, conference room areas, and lounge areas.
- Secure financial resources necessary to cover the cost of renovations of Student Union Services public use areas.

Objective 2.3: Strengthen relationships with community service organizations.

Strategies:

- Support local community service organizations by providing free use of Student Union Services areas when available.
- Work with the local Chamber of Commerce to better inform community service organizations what services are available to them through the Student Union Services area.
- Assist community service organizations in coordinating community service events on campus and in the local community.
- Investigate developing in conjunction with the Marketing area a Powerpoint presentation to explain services available to the community and “who to call for assistance”.

Goal Three. Provide state-of-the-art information and communication resources which will enhance effectiveness of services and programs to internal and external customers.

Critical Success Factors:

- Incorporate the latest electronic management technologies within the operations of the Student Union Services areas by December 2005
- Increase the use of electronic reporting of leave, payroll information, and application information by 50% by December 2005
- Implement a new process for electronic scheduling of campus facilities by January 2005

Objectives:

Objective 3.1: Electronic inventory management system will be incorporated within the operation of the University Market Convenience Store.

Strategies:

- Develop specifications for an electronic inventory management system to be used in the University Market Convenience Store.
- Secure the financial resources necessary to cover the cost of implementing the new inventory management system.

Objective 3.2: Work with CIS and Payroll/Personnel to convert all reporting forms to electronic files.

Strategies:

- Provide CIS and Payroll/Personnel any needed information to convert all reporting forms to electronic files.
- Provide training to staff on how to process electronic reporting forms.

Objective 3.3: Coordinate with Accounting Services to secure efficient transfer of information through the Smart Card system.

Strategies:

- Alert Accounting Services daily as to any questions or problems regarding the transfer of information through the Smart Card System.
- Assure that Student Union Services staff involved in the transfer of information through the Smart Card System has proper training on how to access the information.

Objective 3.4: Coordinate with CIS to successfully operate the new electronic facilities scheduling system.

Strategies:

- Provide CIS detailed information regarding the specifics of the scheduling of facilities and events on campus.
- Assure CIS of Student Union Services staff participation in training sessions for the new EMS scheduling system.
- Operate and manage the new EMS scheduling system for Student Union Services areas.

Goal Four. Become the community center of the campus and provide services and conveniences that members of the campus community need by creating an environment for getting to know and understand others through formal and informal associations.

Critical Success Factors:

- Increase the amount of educational materials provided to the campus community through the Campus Health Services area by a minimum 4 informative brochures and 1 newsletter annually
- Assure availability of all facilities for use by academic divisions, student groups, and the campus community
- Facilitate all special programs and departmental activities that are requested through academic divisions
- Maintain a facility usage schedule for the Student Union Services area (Events Management System) that is viewable to all of the campus community
- Make opportunities available for use of Student Union Services facilities by all student clubs and organizations
- Increase Student Affairs programming in Student Union Services areas by 5 events annually

Objectives:

Objective 4.1: Strengthen the relationships between division chairs, program chairs, unit supervisors, and the Student Union Services Office.

Strategies:

- Survey division chairs, program chairs, and unit supervisors each semester in reference to their satisfaction with the services provided to their areas by Student Union Services office.
- Support and assist campus divisions and campus administration with events and activities that are scheduled through their areas.
- Provide opportunities to involve students, through the student's academic areas, in Student Union Services projects.

Objective 4.2: Develop an effective and efficient process for scheduling campus facilities that is easily accessible to the campus community.

Strategies:

- Work with CIS to implement the Events Management System (EMS) as the facilities and events scheduling system for OSU-Okmulgee.
- Work with CIS to determine the information and process needed to schedule an event or activities.

- Coordinate campus wide events with other offices that have access to input data into the system.

Objective 4.3: Preserve facilities for current and future generations of college students.

Strategies:

- Continue on-going maintenance and renovation of Student Union Services facilities.
- Employ a top quality staff that takes ownership in Student Union Services areas, facilities, and services.
- Assure sufficient revenues from auxiliary units to support on-going maintenance and renovation of Student Union Services areas and facilities.

Objective 4.4: Assess services offered based on the diverse and constantly changing needs of the campus and community.

Strategies:

- Coordinate with Student Life and Residential Life to survey student groups annually to determine if services offered through the Student Union Services area is meeting the diverse needs of our student body.
- Survey academic and administrative offices annually to determine if services offered through the Student Union Services area is meeting the needs of their area.
- Make adjustments as needed in services to better meet the needs of our campus and community.

Objective 4.5: Develop a marketing plan that will entice greater utilization of facilities and services by campus and community groups.

Strategies:

- Coordinate with the OSU-Okmulgee Marketing Committee to provide input into the development of a Student Union Services marketing plan.
- Create publications that inform campus and community groups what services are available to them through the Student Union Services area.

Goal Five. Promote interaction among members of the campus community by providing common facilities and collaborative programs throughout the campus.

Critical Success Factors:

- Increase links with area services organizations by facilitating an additional 2 programs annually
- Increase involvement with academic divisions programs by facilitating an additional 2 programs annually
- Increase partnership with community organizations and services by facilitating an additional 2 programs annually
- Increase involvement with Student Affairs' programs by facilitating an additional 2 programs annually

Objectives:

Objective 5.1: Build strategic partnerships with divisions to assist in recruitment, retention, and graduation rates.

Strategies:

- Support and facilitate contest coordinated through academic divisions.
- Provide facilities for use by student clubs and organizations.
- Support academic divisions institutional conference accounts through Student Union Services auxiliary units.
- Provide facilities for use by academic divisions for meetings, contest, and special events.

Objective 5.2: Facilitate campus special events that promote and market campus academic programs and serve as a recruitment opportunity for all academic divisions.

Strategies:

- Coordinate the campus Technology Showcase as the main annual recruitment opportunity for all academic divisions.
- Coordinate the annual FFA Interscholastic Contest as an annual recruitment opportunity for academic divisions.
- Facilitate the annual state business contest coordinated through the Arts & Science Division.

Goal Six. Empower students to participate in self-directed activities and governance by providing employment and volunteer experiences with a progression of leadership and management opportunities.

Critical Success Factors:

- Increase employment opportunities for students through Student Union Services auxiliary areas by creating 2 student institutional positions during the 2004 – 2005 school year
- Create 5 leadership opportunities for students by increased availability of volunteer experiences through Student Union Services special events during the 2005 – 2006 school year

Objectives:

Objective 6.1: Assess staffing and work schedules of all student union services operations.

Strategies:

- Eliminate the use of temporary employees, when at all possible, in Student Union Services areas and in turn provide more opportunity for student employment through auxiliary units.
- Clearly define and post student employment responsibilities and schedules in all auxiliary areas.

Objective 6.2: Student clubs and organizations, as well as campus faculty, will be made aware of upcoming Student Union Services special events that will offer volunteer experiences.

Strategies:

- Continue to announce Student Union Services special events through campus publications, the campus electronic network system, the President's Round Table student group, and through promotional materials developed and distributed through the Student Union Services office.
- Continue to create leadership opportunities for students through the Advancing Technology Showcase, FFA Interscholastic Contest, administrative committee groups, and other Student Union Services special events.

Goal Seven. Attract, retain, support and develop excellent staff who are committed to service and to the visions and goals of the university.

Critical Success Factors:

- Secure a competitive rate of pay for all staff
- Provide all staff opportunity for input in regards to unit operations on a monthly basis
- Provide the opportunity for staff to participate in a minimum of 2 approved professional development opportunities annually
- 2 special in-service training opportunities will be available to all staff annually
- Staff will participate in annual performance reviews

Objectives:

Objective 7.1: Maintain a bi-directional evaluation process for all staff based on concepts of professionalism and professional development.

Strategies:

- Create an environment where staff is provided insight to the overall operation of their area and voluntarily provides input in regards to making their area's auxiliary operation successful.
- Provide opportunities for staff to participate in the process of problem solving.

Objective 7.2: Develop an appropriate employee recognition program.

Strategies:

- Create a highly visible Student Union Services employee of the month program based on their service driven outlook and employee professionalism.
- Provide on-going verbal recognition of employees who are striving for excellence.

Objective 7.3: Develop a work environment based on competitive hiring pay scales, and retention of an excellent staff.

Strategies:

- Provide competitive start up packages for all new employees.
- Provide salary equity in all Student Union Services areas.
- Provide incentives to retain excellent staff.

Objective 7.4: Through each area within student union services create an orientation program for new employees.

Strategies:

- Provide guidance and training for new staff to assure precise, fair and candid annual performance reviews of staff.
- Provide managers of Student Union Services units training and guidance in regards to the process of new staff orientation.
- Review outcome of new staff orientation on an on-going basis.