

Auxiliary Services Strategic Plan FY 2002

Departments of Auxiliary Services are institutionally owned and operated with the exception of the Bookstore and Food Services. Auxiliary Services units include the Bookstore/Stargazers Giftshop, Food Services, Student Housing, Student Health, Vending, Campus Access and Bus Operations. Each unit provides the student body and the employees with quality goods and services at the best possible price. Profits generated from operation are used for major renovation of the University facilities and for purchasing equipment. To continue to provide support to the university, Auxiliary Services must adhere to the following guidelines:

- Provide required daily services to faculty, staff and students
- Operate each unit using sound business policies and procedures to achieve the desired results
- Develop and maintain a good rapport with the faculty, staff and students
- Evaluate the productivity and efficiency of Auxiliary Services in order to provide the best possible service

The **Bookstore** was contracted to **Follett Higher Education Group** July 1, 2001. Texts and materials selected by faculty for their courses are ordered and sold through the bookstore. Also provided are study aids, school supplies, trade books, computer software and hardware, CSU clothing and souvenirs. Students may purchase books via the E-Follett website also.

Food Services was first contracted to **ARAMARK** in 1991. Food Services provides healthy, affordable meals to all housing students. They provide meals to faculty, staff and non-housing students on a cash-paying basis. ARAMARK caters to groups on and off campus. Two conveniently located snack bars provide customers an additional place to purchase snacks and drinks during day and evening classes.

Student Housing provides students with modern, secure and affordable options to their housing needs. All units are completely furnished and all rooms have access to cable and the university's computer network. The dorms are designed as purposeful educational settings to promote effective student learning. A wide range of residence life programming is conducted to complement the university mission. Extensive resident assistant training is also conducted throughout the year. Housing fees paid by students per semester include the room charge, utilities, local telephone service and cable television service.

Student Health Services provides general medical care on a walk-in basis for maximal student convenience. The staff assists with referral for specialty or hospital care if needed. Health care personnel are available to provide factual information on health related topics. The women's health clinic in conjunction with the Muscogee County Health Department provides routine examination and treatment of gynecological problems. Three doctors visit the clinic several days per week to see students with more serious health problems. Lab work is provided for a nominal fee.

Campus Access/Parking provides parking at no cost to students, faculty and staff. Revenues are used to provide public safety officers to monitor activities in parking areas and other areas as well as maintenance of these areas. Services are provided 24 hours a day, seven days a week throughout the year. The department is responsible for life and property safety, parking enforcement and enforcement of state and local laws. It also provides numerous services such as locking and unlocking campus buildings, assisting motorist with dead battery starts and keys locked in vehicles, patrolling and crime investigation. The department assists housing personnel with a wide range of dispute resolutions and personal advising for students.

Vending machines are located in each building on campus and at the off campus locations such as RiverCenter, Space Science Center and Oxbow Meadows. A portion of the sales is returned to the university as commission.

Bus Operations provide transportation for students and staff to special events and shuttles students between the campus and the RiverCenter.

COLUMBUS STATE UNIVERSITY:
Auxiliary Services
FY2001 STRATEGIC PLANNING ASSESSMENT

GOAL*		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
1	1	Renovate Cafeteria Dining Area	Partially Achieved to be completed in June 2001 Improve services to students, faculty and staff.
1	2	Replace furniture in Courtyard I	Achieved Improve services to students.
1	3	Purchase new equipment for Student Health Center	Achieved Improve services to students.
1	4	Purchase "800" MHz radios	Achieved Improve services to students, faculty and staff.
1	5	Purchase one public safety vehicle	Achieved Improve services to students, faculty and staff.
1	6	Increase Public Safety staff by three positions Partially funded by a grant.	Achieved Improve services to students, faculty and staff.

COLUMBUS STATE UNIVERSITY:

Auxiliary Services

FY 2002 Level II Plan

GOAL*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1	1	Purchase Furniture for the dorms	60,000	Dorms should be attractive to current students living in housing and to prospective housing students
1	2	Purchase new Bus	40,000	Need bus to shuttle students between campus and RiverCenter

COLUMBUS STATE UNIVERSITY
(Human Resources)
 FY 2001 STRATEGIC PLANNING ASSESSMENT

GOAL*		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
1,4	2	Broaden Recruitment Resources of faculty through advertising to include web-based marketing and focus on diversity in hiring. Continue to study and research improved vehicles of recruitment of staff.	Partially achieved and on-going Web-based marketing begun, recruiting methods are continuously being studied and enhanced
1,2,5	1	Improve the university image and commitment to cultivating educational programs by offering faculty and staff a variety of professional development opportunities.	Partially achieved and on-going Executive College Professional Development Program developed for rising leadership and other opportunities being studied.
1,2,3	4	Enhance new faculty/staff orientation to broaden knowledge of the campus and of the mission of the university.	On-going Enhancements proposed and are being studied for development
4	5	Launch campus-wide initiative in diversity training embracing an attitude of global awareness.	On-going Reception to training is being reviewed and appropriate programs are being studied
6	6	Expand and encourage faculty/staff utilization of technology in daily operations. Promote image reflective of our technology driven culture.	Partially achieved On-line orientation for part-time employees developed, Human Resources technology use expanded
7	8	Promote and encourage volunteerism among faculty and staff. Provide expertise and guidance to the community.	Partially achieved and on-going Through campus organizations, organized employee volunteers for community events. Further such events planned
7,5,3,9	3	Embrace professional development on all levels through comprehensive training support by a well defined award system relating to merit pay increases.	Not achieved Reviewed, tabled for a later time when funds and resources are more readily available
3	7	Provide opportunities for individual and family growth through employee assistance programs and other services.	Achieved and on-going Through established EAP, continuous communication and education of the EAP benefit provide further opportunities

*Institutional Goal is goal established in the University Strategic Plan. Unit Goal addresses the Institutional Goal.

COLUMBUS STATE UNIVERSITY:
Human Resources
FY 2002, LEVEL 2 PLAN

GOAL*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1,4	2	Continue to broaden Recruitment Resources of faculty through advertising to include web-based marketing and focus on diversity in hiring. Continue to study and research improved vehicles of recruitment of staff.		Enhance global thinking and exposure to world views. Enhance commitment to a broad range academic and culture experience. Provide support to our minority and international population resulting in improved student retention.
1,2,5	1	Improve the university image and commitment to cultivating educational programs by offering faculty and staff a variety of professional development opportunities.		Strengthen faculty/ staff morale and ability to service the region while demonstrating leadership in innovation.
1,2,3	5	Enhance new faculty/staff orientation to broaden knowledge of the campus and of the mission of the university.		Expedite new employees' ability to serve students, work in harmony and promote communication within the institution as well as the community.
4	4	Launch campus-wide initiative in diversity training embracing an attitude of global awareness.	\$5,000	Expand communication, respect of others, understanding, and morale. Support creativity in a global environment.
3	3	Enhance available benefits, where economically feasible, in order to provide a wider range of benefit choices.		Improve employee morale, recruitment and retention.
7	8	Promote and encourage volunteerism among faculty and staff. Provide expertise and guidance to the community.		Supports quality of life in the region. Provides vehicle for networking, public relations and professional development.
2,3	6	Review employee performance evaluation system, research and compare to other systems. Implement changes where necessary, provide additional education where necessary.		Assist leadership in providing guidance to and developing employees and their work performance; thus assisting in creating a stronger, more efficient workforce.
3	7	Provide opportunities for individual and family growth through employee assistance programs and other services.	\$20,000	Improved quality of life for employees, which will result in improved performance and service to students.

**COLUMBUS STATE UNIVERSITY:
Plant Operations Division
 FY 2001 Strategic Planning Assessment**

GOAL*		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
1;2	1	Completion of Lumpkin Center which provides additional classrooms, teaching labs and sports	Achieved Final punch list items being completed by contractor.
1;2;5;6	2	Construction of Technology and Commerce Center	Partially achieved and on-going Construction progressing rapidly. Contractor, Architect and GSFIC are working to keep project on schedule which is slated for December 2002
1;7	3	Completion of RiverCenter for the Performing Arts	Partially achieved and on-going University has taken possession of our portion of the RiverCenter. Our activities will still be limited until final completion in late October 2001.
1	4	Renovation of Food Services/Dining Area at Davidson Center	Partially achieved and on-going Renovation is nearing completion. The incredible new area is slated for final completion in late July 2001.
1	5	Extensive Renovation of Howard Hall HVAC	Partially achieved and on-going Renovation is underway and slated for completion in late July 2001.
1;3	6	Completion of Chilled Water Hybrid Loop to serve Illges, Arnold and Faculty Office Building	Partially achieved and on-going The second in a series of hybrid chilled water facilities is slated for completion in December 2001. The plants house both electric and gas engine driven chillers supporting Plant Operations dedication to energy conservation and savings through efficient equipment and engineering practices.
1	7	Renovation of Fine Arts Hall to relocate some administrative Offices	Partially achieved and on-going This is a three-phase project slated for completion in May 2002.
6	8	Landscape Plan for corner of Gentian and University Avenue	Achieved Completion of landscape plan to include stairway and monumental walls marking the entrance to the campus.
2	9	Design and construction of an Olympic size swimming pool	Not achieved Originally scheduled for Fall 2001, bids exceeded funds available. Project presently on hold.

Institutional Goals were established in the University Strategic Plan. Unit Goals address the Institutional Goals.

COLUMBUS STATE UNIVERSITY:
Plant Operations Division
FY 2002, LEVEL 2 PLAN

GOAL*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1;2	1	Technology & Commerce Center under construction with completion slated for December 2002	\$15,800,000	Provide additional classrooms and teaching labs to improve services to students.
1;7	2	Completion of Rivercenter for the Performing Arts is scheduled for October 2001	\$67,000,000	
1	3	Renovation of Food Services/Dining Area at Davidson Center slated to complete July 2001.	\$985,000	Provide adequate dining facilities for additional students living in student housing.
1	4	Extensive Renovation of Howard Hall HVAC is underway and slated for completion in July 2001	\$340,000	Improve quality of services to students.
1;3	5	Completion of Chilled Water Hybrid Loop to serve Illges, Arnold and Faculty Office Building slated to complete in December 2001.	\$360,000	Improve quality of services to students, faculty and staff.
1	6	Renovation of Fine Arts Hall has begun. This is a three phase project slated for completion in May 2002	\$900,000	
6	7	Pre-programming is underway for an academic classroom and laboratory building to be attached to Schwob Library	\$24,000,000	

Institutional Goals were established in the University Strategic Plan. Unit Goals address the Institutional Goals.

**COLUMBUS STATE UNIVERSITY:
Purchasing Department
 FY 2001 STRATEGIC PLANNING ASSESSMENT**

GOAL*		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
9	1	Implement P-card policies and procedures Campus-wide	Achieved Better service to fac/staff
9	2	Implement automated purchasing system	Partially achieved. Implemented Office Depot ordering system. PeopleSoft will go be implemented by April 2002 Better service to Fac/staff
9	3	Provide funds for employees to attend job related workshops etc.	Achieved Promote professional development of staff

COLUMBUS STATE UNIVERSITY:
Purchasing Department
FY 2002 Level II Plan

GOAL*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
9	1	Implement PeopleSoft System	Unknown	Will automate the purchasing department and other areas of the Business Office. Provide better service to Faculty and staff.
9	2	Provide funds for employees to attend job-related Workshops.	\$2,000	Promote professional development of staff