

**COLUMBUS STATE UNIVERSITY
AUXILIARY SERVICES - FY 2003
PHILOSOPHY**

Auxiliary Services Mission Statement

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 Gift shop, 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
FY 2003, Level II Plan

Goal	Planning Initiative	Cost	Planned Impact
1	Facility Master Plan will be updated to include plans for CY I expansion. Housing Plan being developed by consultants	100,000	Provide quality affordable housing in a safe environment for students
2	New parking lot will be added at Clearview Circle		Provide additional parking area for Students

**COLUMBUS STATE UNIVERSITY
BUSINESS AND FINANCIAL AFFAIRS**

PHILOSOPHY

Business and Financial Affairs Mission Statement

Business and Financial Affairs is committed to meeting the requirements for support services for academic programs, student services and all other institutional support functions of the university. Continued emphasis shall be placed upon achieving better performance through increased productivity, cost control, continuing education, and efficient scheduling of assignments.

The operative term in Business and Financial Affairs is "quality service." Staff members are committed to performing their job assignments with a high level of skill and confidence, and each member is acutely aware of the importance and need for providing prompt courteous service for students, faculty, staff and all persons, groups or organizations external to the institution.

Business and Financial Affairs is comprised of Human Resources, Financial Services, Auxiliary Services, Plant Operations and Printing Services. The total personnel for these operations consist of 35 full-time professional, 98 full-time staff and 21 part-time staff.

Unit Mission Statements

Human Resources exists to provide the administration of programs and services in the major areas of employment, benefits and payroll. Human Resources is committed to the recruitment of qualified employees and is also committed to the development and retention of employees in a productive environment. Emphasis is placed on providing clear personnel standards and policies, competitive compensation and the continuous review and enhancement of fringe benefits. A concerted effort is always made to assure that each payroll is prepared accurately and that "on-time performance" is maintained.

Financial Services exists to provide the essential services (accounting, budget, collections, procurement, disbursements and financial reporting) for the institution. Financial Services is committed to providing friendly courteous service to all customers, both internal and external. Employees are expected to be responsive to the needs, within reason, of students and others while complying with the guidelines and policies of the state of Georgia, the University System, and the institution.

The accuracy and timeliness of processing each transaction is an important factor in providing quality service and maintaining records, which will withstand the scrutiny of state auditors.

Auxiliary Services exists to provide quality goods and services to students, employees and others. Included in the operations of Auxiliary Services are food services, bookstore, gift shop, vending, parking, student housing, student health clinic and bus transportation. The operations, as a whole, will be self-supporting and will supply customers, both internal and external, with goods and services in an efficient and fiscally sound manner.

Plant Operations exists to insure the integrity of the physical facilities, including landscaping and grounds, of the university. Plant Operations, which consists of building and equipment maintenance, landscaping and grounds maintenance, custodial services, vehicular and equipment fleet, central stores and warehousing, is committed to providing physical support for the institution's programs and activities. In order to serve the students, faculty and staff better, there is a continued emphasis for effective communication and the completion of work orders in a timely manner.

**COLUMBUS STATE UNIVERSITY
BUSINESS AND FINANCE AFFAIRS
FY 2003, LEVEL 2 PLAN**

COLLEGE/DIVISION:

Goal*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
3	3	Completion of implementation of People Soft Financials System – Phase 2 is scheduled to begin September 2002	\$5,000	Improve the quality of services for all personnel of the University
3	3	Implement GASB 34 & 35 Financial Reporting Requirements	\$5,000	To conform to new regulations as required by Governmental Accounting Standards Board (GASB)
1	1	Finalize the development of Facilities Master Plan for campus.	\$60,000	Better utilization of existing facilities and will provide a comprehensive plan for future expansion.

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

**COLUMBUS STATE UNIVERSITY
HUMAN RESOURCES DEVELOPMENT
FY2003**

PHILOSOPHY

Human Resources and Development Mission Statement

Our mission is to promote and foster the commitment and engagement of the faculty and staff to the institutions goal and mission. This philosophy is created through constant evaluation of faculty and staff professional development, career enhancement, benefits and programs, which support the institutions services and professional development of faculty and staff.

Through the aggregated use of the institution's human resources and with the solidarity of the departments and colleges, the institution shall build a quality service, student focused culture. The campus community shall receive quality service training and will incessantly evaluate the continuity and efficiency of all services. Said training will be ongoing and requires the involvement of student employees as well as new faculty and staff.

The institution shall have a continuous commitment to the professional development of faculty and staff. All employees will be encouraged to join professional organizations and develop such organizations within the campus community. The performance evaluation tool for administrative staff and support staff and professional development plan for faculty shall focus on continued education, training, and improvement in performance and connect rewards for performance to merit pay. Faculty will be supported through the Center for Excellence and other programs designed to improve curriculum management.

Our focus on diversity and recruitment of women and minorities shall be strengthened through the collaborations of the human resource department, campus committees and departments. A strong affirmative action plan and improved use of technology will broaden our outreach capabilities and provide resources to search committees.

Continued leadership training will develop skills in conflict resolution, communication, and problem solving which will support the institution's goal to resolve all issues at the lowest possible level. Continued training in employment issues shall enhance management's communication with faculty and staff and prevent grievances, appeals and costly litigation.

**Human Resources
FY 2003, 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	6	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	3	Continue to 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	1	Enhance available benefits, where economically feasible, in order to provide a wider range of benefit choices. Promote existing benefits to insure employees are appropriately informed of benefits opportunities.		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 net-working, public relations and professional development.
2,3	5	Implement revised employee performance evaluation system. Improved performance evaluation tool will assist supervisors in better assessing performance and in guiding employees in enhancing performance as well as professional development.		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.
3	9	Provide leadership/ employee training designed to emphasize institutional policies and enhance communication regarding such policies.		Strengthen faculty/ staff administrative skills and ability to service the institution.
3	10	Enhance Human Resources department training efforts, providing Human Resources employees to grow professionally and to become experts in order to promote excellent customer service.		Assist leadership in providing guidance to and developing employees and their work performance; thus assisting in creating a stronger, more efficient workforce. Provide excellent customer service and expertise, thus supporting the institution and therefore its goals.

**COLUMBUS STATE UNIVERSITY
PURCHASING DEPARTMENT
FY2003**

PHILOSOPHY

Purchasing Department Mission Statement

The Purchasing Department is responsible for providing faculty, staff and students necessary supplies, equipment and services.

Basic functions of the department include the processing of state and local purchase orders while insuring compliance with states, regents and institutional regulations, policies and procedures. Another function of the office is to handle the travel applications and airline tickets while insuring that the money is available for travel. The Purchasing Office works closely with State Purchasing, Deans and Department Heads within the University.

The Purchasing Department is committed to providing supplies, equipment and services to all faculty and staff in the most efficient manner. To support this commitment the department will:

- Provide user department with current information on supplies, equipment and services
- Maintain good relations with members of DOAS, Purchasing Division
- Keep accurate records of all transactions
- Constantly monitor internal purchasing procedures in an effort to maintain an orderly, efficient routine
- Maintain centralized records and control of equipment, maintenance and service contracts
- Maintain current travel records

COLUMBUS STATE UNIVERSITY:
Purchasing Department
FY 2003 Level II Plan

COLLEGE/DIVISION:

GOAL*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
9	1	Train staff campus wide to use Peoplesoft for Departmental requisitions	Unknown	Will allow departments to check budgets before placing orders. 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