

AUXILIARY SERVICES 2003-2006 Strategic Plan

VISION

Auxiliary Services will provide services and facilities to the University of Kentucky community to assist UK in becoming one of the nation's 20 best public research universities.

MISSION

The mission of Auxiliary Services is to provide a variety of services that support a living and learning environment fostering personal, professional and academic growth for the University community.

GOALS

I. Improve the services provided by Auxiliary Services to the University community

This goal supports UK 2003-2006 Strategic Plan:

Goal I: Reach for National Prominence

Objectives: The University will increase its resources in order to offer high-quality instructional, research and service programs.

The University will strengthen the link between funding decisions, plans and results.

The University will streamline its business and information technology services.

Strategies/Actions:

1. Examine and implement strategies consistent with the University's goals that link funding decisions, plans and results
2. Streamline business services
3. Increase Web presence and functionality/interactivity
4. Improve the quality of services

Targets/Indicators:

1. Successfully implement an on-line housing application process
2. Develop a 24/7 Call Center, to consolidate the computer support and maintenance/custodial services offered to residents in campus housing.
3. Redesign the Auxiliary Services Web site to improve functionality
4. Redesign UK Stores to better serve the campus
5. Examine and modify business functions

II. Improve Campus Housing facilities to provide an environment conducive to student success.

This goal supports UK 2003-2006 Strategic Plan:

Goal II: Attract and Graduate Outstanding Students

Key Indicator: Open a new undergraduate residence hall, designed as a 21st century living/learning community.

Strategies/Actions:

1. Add new on-campus housing
2. Obtain feedback from students living on-campus
3. Review the list of life-safety, deferred maintenance, and renovation projects for existing on-campus housing facilities
4. Consult with appropriate campus officials and/or consultants to assess the need/feasibility of undertaking the maintenance/renovation projects
5. Assign priorities and implement the selected projects

Targets/Indicators:

1. Complete construction on a new undergraduate residence hall
2. Meet with various student groups twice a year
3. Complete at least one life-safety project
4. Complete at least one renovation project
5. Complete at least one deferred maintenance project

III. Improve the climate for diversity in Auxiliary Services.

This goal supports UK 2003-2006 Strategic Plan:

Goal V: Nurture Diversity of Thought, Culture, Gender and Ethnicity

Strategies/Actions:

1. Promote opportunities for employees to participate in training programs focusing on diversity issues
2. Encourage all units to hire more women, African-Americans, and all minorities, especially in job categories where the numbers are below UK's targeted goals

3. Implement strategies to help ensure diverse pools of applicants during the hiring process
4. Hire more women and minorities

Targets/Indicators:

1. Design and implement a marketing strategy to inform employees of available training opportunities to learn more about diversity
2. Offer a division-wide training program focusing on diversity awareness
3. Educate supervisors, especially hiring officials, regarding the importance of diversity in their units
4. Increase the number of minorities in the Executive/Administrative/ Managerial job category
5. Increase the number of minorities in the Technical/Paraprofessional job category
6. Increase the number of women in the Skilled Crafts job category

IV. Maintain high occupancy levels in Campus Housing.

Strategies/Actions:

1. Review and monitor the occupancy reports for campus housing
2. Review and monitor enrollment projections

Targets/Indicators:

1. Maintain occupancy level of 90% for undergraduate student housing
2. Maintain occupancy level of 90% for graduate & family housing