

Administrative Services Strategy Map 2013 - 2015

Mission: Administrative Services enhances the educational mission of CI by delivering a variety of high quality services that are knowledge-driven, flexible in approach, fiscally responsible, and entrepreneurial in spirit.

Vision: In keeping with the mission of the University, Administrative Services is a recognized leader for delivery of outstanding services to our campus community

Values: Administrative Services has identified key values that describe who we are, collectively and individually. It is our goal to reflect these principles each day in all that we do:

We value our People as our greatest resource – We value Learning, Teamwork, and Success through cooperation and collaboration – We value Excellence through Integrity, Efficiency, Accountability, and Superior Service – We value our Pride in and Commitment to our service-oriented role in support of the educational mission of the University.

Our Value to Our Customers

Efficient and effective operations with continuous expansion of services and operational improvements.

Foster employee growth performance standards

Technological solutions that support business services.

Adequate reserves to support existing services and facilities.

Goals

Achieve Operational Excellence

- CI Boating Center catering
- Town Center Market
- Islands Café exterior dining

Recruit & Retain a Diverse and Talented Staff

- Affordable Care Act training
- Supervisor Prof. Development Series
- Chef de Cuisine/Is-land Café

Enhance Resources

- Islands Café Equipment
- Catering expansion

Enrich Communication

- Increase workplace communication and development
- Involvement of UGC student workforce
- Homeowners Advisory Council
- Yardi update
- Utilize CI Alert