

UNIVERSITY AUXILIARY SERVICES AT ALBANY, INC.

STRATEGIC PLAN

ACHIEVING OUR VISION



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Introduction

We are pleased to present to you, as a member of our esteemed University at Albany community, the University Auxiliary Services at Albany, Inc.'s Strategic Plan. It is the result of many months of information gathering, analysis, and careful thought by UAS employees and board members, including students, faculty, staff and administrators.

The UAS Board of Directors' role in strategic planning is tied to the definition of vision. The allocation and management of resources is under the purview of the executive director and staff, with the board of directors providing oversight consistent with their fiduciary responsibilities for the corporation.

Our intent in publishing this plan is to provide clear direction for how UAS will continue to advance strategically and with unity of purpose for our University community. We will do this by focusing our efforts and investments on the areas where we can most clearly support the University's overarching mission and where we can have the greatest impact.

The plan takes into account that we are constantly evaluating our products and services and enhancing our infrastructures. This is consistent with our reputation for meeting the needs of the University's ever-changing student body.

As this strategic plan is updated, it is important that we recognize that planning is a dynamic, ongoing enterprise, not an occasional activity. Thus, this plan was designed not as a type of "to do" list of items that may be checked off, but rather a roadmap to ensure that UAS be responsive, nimble, transparent, efficient, and effective to our stakeholders.

We encourage you to share questions, comments or ideas after reviewing this plan. But for now, please join us in celebrating our progress and commitment to the good work set forth in the strategic plan.



Michael N. Christakis, Ph.D.
President, UAS Board of Directors



Stephen Pearse
Executive Director, UAS

UAS Mission Statement

University Auxiliary Services invests in and provides services that enhance the educational, research, learning and living experiences of the University at Albany community.



UAS Vision

To provide cutting edge, award winning services that incorporate state of the art facilities and technology while establishing a new level of excellence for major universities nationwide.

Convenience:

- Offering services in a timely, efficient, effective, accurate and complete fashion
- Providing services at centralized, readily-accessed, high population campus locations
- Providing reasonable service options to meet customers' special needs
- Ensuring service options are available when most of our customers need them

Value:

- Providing all goods at fair prices, benchmarked to both local and national standards
- Providing cost-effective business services to the University and its affiliated agencies
- Investing in facilities in ways that add long-term value at minimum customer price impact
- Investing in and empowering student-, faculty- and staff-directed programs and initiatives

Quality:

- Providing positive, friendly and effective customer service interactions in all activities
- Defining product and service standards that meet or exceed industry expectations
- Dedicating the resources necessary to maintain these high standards over time
- Conducting rigorous procurement processes to attain the best products and services

UAS Core Values

ACCESS:To enable individuals to pursue learning, research, and service regardless of economic, societal, or physical factors.

INTEGRITY:To be committed to—and expect from all—honesty, transparency, and accountability.

INCLUSIVE EXCELLENCE:To value diversity of all forms, academic freedom, and the rights, dignity, and perspectives of all individuals.

COMMON GOOD:To work collectively and collaboratively to benefit our communities—and create a sustainable way of life on earth.

UAS Priorities

UAS' priorities are aligned with the University's strategic plan, mission, vision, values and priorities which are available in Appendix A.

Service Excellence is at the center of all we do.

- Manage our corporate partner relationships and in-house programs to align with the University's own strategic priorities.
- Develop healthy, efficient, sustainable and inclusive practices, programs and activities.
- Integrate innovative products and services.

Strategic Leadership drives our success.

- Cultivate new talent and build strategic leadership at all levels of the organization, including board, management and staff that aligns with the University's Diversity and Inclusion priorities.
- Strengthen Board development process and opportunities.

Recognition and Engagement increases our visibility and impact locally and nationally.

- Engage internal audiences by identifying communication needs, communications tools, and building brand awareness.
- Engage external audiences by identifying communication needs, communications tools, and building brand awareness.

Facilities Infrastructure is essential for current and future program success.

- Determine and address current and future infrastructure needs
- Actively partner with the University to ensure that technological and physical infrastructures needed to support programs are well managed and maintained, and fit within the University's own strategic priorities.



APPENDIX A

Use link below to view document online:

[Authoring Our SuccessThe Strategic Plan for the University at Albany 2018-2023](#)