



Strategic Plan

Mission Statement: *The University of North Georgia Auxiliary Services works with pride and excellence to support the University's mission by providing students, faculty, staff, and visitors at each campus location with services that are supportive of their academic objectives and endeavors.*

In support of this mission, we have created the following **Purpose Statement & Priorities** that guide our scope of work and support UNG's Strategic Big Bets and objectives to strengthen the base.

Purpose Statement: Auxiliary Services is part of the non-academic segment of higher education that seeks to advance campus experiences that enrich the quality of life for students and provide sustainable institutional resources to support student success and the academic mission of our institution.

- **Priority #1 - Student Success**

Auxiliary units will seek collaborations and innovations with partners across the university to enhance the student experience. We will acknowledge and accept the role we play in providing the "4 Walls" of basic needs. These walls are food, shelter, utilities & transportation. We will be a leader in providing employment opportunities for students and will seek to prepare our student workers with skills necessary to be successful in the workforce

- **Priority #2 - Health and Safety:**

Auxiliary units will stay in close communication with Public Safety, Information Technology, and other departments as necessary to ensure that safety measures are routinely analyzed and continually upgraded to both meet and exceed industry standards.

In order to provide the most positive student experience, Auxiliary units are committed to maintaining clean and sanitized spaces to promote healthy environments and working with our vendors to do the same.

- **Priority #3 - Enhance Facility Infrastructure:**

Auxiliary units are dedicated to improving infrastructure by staying abreast of industry trends across all campus service sectors, including cutting-edge technologies and sustainable facilities, to ensure an enriching student experience that fosters learning, community engagement, well-being, and performance excellence.

- **Priority #4 - Affordability and Cost Effectiveness:**

Auxiliary units will ensure that student fees are used in the most effective manner and strive to minimize additional fees through continual development of policy and procedure. Prioritize cost effectiveness through efficient use of all resources and practices.

Accessibility Statement

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- **Priority #5- Operational Efficiency:**

Auxiliary units will continue to strive for more efficient processes and enhancements within operations. This will be accomplished by a continual evaluation of staffing needs, committing to innovation and an inclusive access mindset, and by listening to our students and the consumers we serve to always seek to improve the customer experience.

- **Priority #6- Build the Brand and Collaborate**

Auxiliary Services is committed to promoting and exhibiting the value we bring to the UNG experience. We will invest in marketing to create and demonstrate our brand and value and seek to identify our key stakeholders and ensure they are involved effectively and collaboratively within our operations.

Core Values

In support of the Division of Business & Finance and the University of North Georgia's Strategic Plan, the Department of Auxiliary Services supports the following qualities and expects to see them within ourselves and encourage in others as we move **Bold Forward**.

- Transparent & Effective Communication
- Student Preparedness
- Student Focused
- Service Excellence
- Integrity
- Efficiency
- Community
- Inclusivity & Diversity