

**STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS**  
**2011-2012 Unit Action Plan – Year Two**

**Unit Name: Administrative Services**

***Unit Mission***

The mission of Administrative Services is to provide printing, mailing and archiving records that support the mission of Rogers State University. By incorporating digital technology, our goal is to enhance the University's reputation and visibly, with publications and timely mailings. We are committed to support all departments, student organizations and alumni with professional and courteous services. With striving to continually improve the update our production processes, we are also striving to become environmental stewards. We are dedicated to recycling programs, waste reduction, hazardous chemicals disposal, and a safe working environment.

We will continually endeavor to have a work environment where 1) employees are empowered, involved, and valued; 2) employees will continue to gain knowledge in their field through education and training; and 3) employees' continual growth is never ending and quality support to the University community will continue to improve.

**Goal 4: Leverage Resources**

*This Unit Action Plan Specifically Supports Commitment 4.1*

Plan for 2011-2012 This section due by April 1, 2011.				Report for 2011-2012 This section due by May 1, 2012.	
Objective	Evaluation Measure	Performance Standard	Action	Data/Findings	Status
4.1 Develop, implement and advance a comprehensive technology plan, including the use of sustainable technologies	Number of major projects to help Units meet their needs	Greater than or equal to the number of projects from 2010-11	Spend time with Units to understand their communication needs	Interviews with units resulted in the following: RSU employees like to be able to email data reproduction requests and special mail requests. Further, interviews reveal that employees are highly satisfied with service in Administrative Services.  Number of requests increased by over 10%.	Completed and ongoing