

## Auburn University Office of Campus Planning & Space Management 2005 Strategic Plan

**VISION** Our Vision is to be an innovative team of motivated professionals recognized both inside and outside the Auburn family for excellence in Campus Planning & Space Management.

**MISSION STATEMENT** We strive to be a professional, responsive and effective provider of diverse space management and campus planning services through a spirit of cooperative teamwork that provides a high-level of service to our customers.

**CP&SM OFFICE  
GUIDING  
PRINCIPLES**

- We treat each other and our clients with respect and honesty
- We work in an environment of learning and growth
- We are dedicated to Auburn University and the clients we serve
- We engage in open communication
- We continually seek innovated ways to solve problems
- We believe in a high quality of work
- We believe in teamwork to solve problems

**STRATEGIC  
GOALS**

Our strategic plan is intended to help us make our Vision and Mission Statement a reality. The goals listed are those we need to accomplish in order to become a professional, responsive and effective provider of space management and campus planning services.

**Goal #1 – Stewardship** – to be recognized as the stewards of university space by establishing a centralized entity that provides comprehensive facility planning and development services in a coordinated and timely fashion Campus-wide

**Goal #2 - Customer Service** – to work closely with our customers to ensure we understand and respond to their needs in a courteous and professional manner.

**Goal #3 – Best Practice Processes** – to develop, implement and continuously improve the processes required to efficiently and effectively perform the functions of the office

**Goal #4 - Communications** – to effectively share accurate and timely information with the right people at the right time using the most efficient and effective means possible.



**Goal #5 – Employee Satisfaction** – to develop and foster a professional work environment that encourages innovation.

**STRATEGIC OBJECTIVES**

To achieve our Strategic Goals we must define attainable and measurable objectives. For each of the five Strategic Goals, the following objectives have been defined:

**Goal #1 – Stewardship**

**Objectives**

- ◆ Provide adequate facilities and space that allow the University to effectively accomplish its overall mission.
- ◆ To manage accurate and useful facilities information.
- ◆ Develop, acquire and maintain the interrelated plans that will provide the foundation for all decisions relative to campus planning and space management. (i.e. Campus Master Plan, Academic Plans, Campus Space Inventory, etc.)
- ◆ Develop and maintain Space Guidelines.
- ◆ Establish and enforce planning controls and rules throughout the campus.
- ◆ Develop Facility Condition guidelines and ratings and conduct a Facilities Condition Assessment to determine the quality and condition of current space.
- ◆ Establish a Facilities Needs Assessment and develop a Capital Projects Program based upon the assessment
- ◆ Develop and foster relationships with off-campus stakeholders (i.e. City of Auburn).

**Goal #2 – Customer Service**

**Objectives**

- ◆ Identify and understand customer requirements including Department plans & programs and space & functional needs.
- ◆ Define service levels to include standards and expectations.
- ◆ Educate our customers on the roles and responsibilities of Campus Planning and Space Management.
- ◆ Develop mechanisms such as customer satisfaction surveys to elicit customer feedback and ensure that actions are taken on the feedback.

**Goal #3 – Best Practice Processes**

**Objectives**

- ◆ Develop a method of successfully planning and programming major new buildings and renovation projects.
- ◆ Develop a process for the allocation and reallocation of space.
- ◆ Successfully implement a space management system with accurate data to facilitate decision making.
- ◆ Develop a Space Audit Process to ensure our data is current and correct.
- ◆ Utilize the best tools and techniques to accomplish our mission.
- ◆ Ensure that the University is making the most efficient use of the space current available or any new space planned.
- ◆ Ensure all decisions relative to Campus Planning & Space Management are informed decisions.
- ◆ Define and implement the organizational structure to perform the processes.



#### **Goal #4 – Communications**

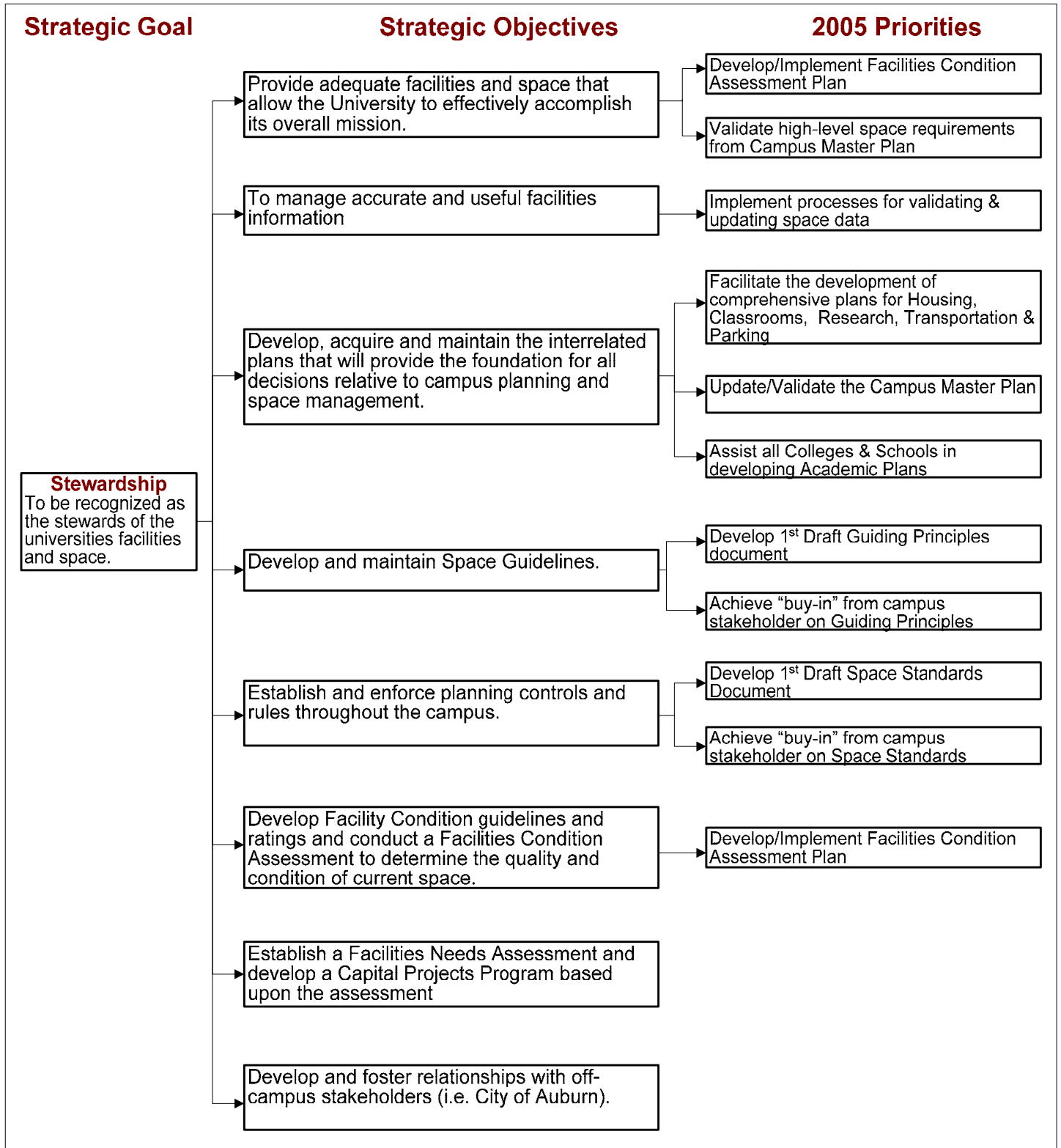
##### **Objectives**

- ◆ Define what information is need when and by whom from the Campus Planning & Space Management Office.
- ◆ Define the communication types, methods and frequencies.
- ◆ Develop and implement a communications strategy and program.

#### **Goal #5 – Employee Satisfaction**

##### **Objectives**

- ◆ Provide a work environment that is safe and fosters teamwork and communication.
- ◆ Define the roles and responsibilities of all staff through the organizational structure and detailed job descriptions.
- ◆ Develop and implement a thorough orientation and training program for new and current staff.
- ◆ Develop a staff development and recognition program.
- ◆ Empower staff to find creative solutions and make decisions.





**Strategic Goal**

**Strategic Objectives**

**2005 Priorities**

**Customer Service**  
To work closely with our customers to ensure we understand and respond to their needs in a courteous and professional manner.

Identify and understand customer requirements including Department plans & programs and space & functional needs.

Define service levels to include standards and expectations.

Educate our customers on the roles and responsibilities of Campus Planning and Space Management.

Develop mechanisms such as customer satisfaction surveys to elicit customer feedback and ensure that actions are taken on the feedback.



**Strategic Goal**

**Strategic Objectives**

**2005 Priorities**

**Best Practice Processes**

To develop, implement and continuously improve the processes required to efficiently and effectively perform the functions of the office

Develop a method of successfully planning and programming major new buildings and renovation projects.

Develop process flow for the management of new/renovation space requests

Develop the forms/templates/etc. to facilitate the process

Develop a process for the allocation and reallocation of space.

Develop process flow the allocations and reallocation of space

Develop the forms/templates/etc. to facilitate the process

Successfully implement a space management system with accurate data to facilitate decision making.

Perform initial analysis of available systems and provide recommendation

Develop purchase/implementation plan and timeline

Acquire system and begin populating the data from CFP database

Develop a Space Audit Process to ensure our data is current and correct.

Develop plan for ongoing validation of data in the Space Management System

Utilize the best tools and techniques to accomplish our mission.

Ensure that the University is making the most efficient use of the space current available or any new space planned.

Ensure all decisions relative to Campus Planning & Space Management are informed decisions.

Conduct Utilization studies for Classrooms and Research spaces

Define and implement the organizational structure to perform the processes.

