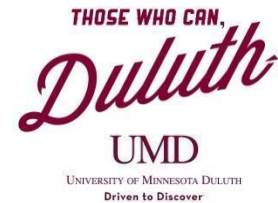


University of Minnesota Duluth
Division of Student Life
UMD Stores
2014-2015



- I. **Vision:** UMD Stores will be the primary source for new course material solutions, products and services, and state-of-the-art technologies, in an inviting atmosphere that fosters life-long relationships with our students, faculty, staff and the community. We support the needs of the campus, while encouraging the sustainable use of resources. We will continue to be institutionally owned and operated, self-supporting, financially viable units of UMD Student Life.

- II. **Values:**
 - Excellence/High Quality:** We offer the latest products, services and technologies, and are committed to continuous improvement.

 - Customer Service:** We provide above and beyond customer service, because our customers are at the heart of all we do.

 - Integrity/Stewardship:** We operate with the highest ethical standards, and a commitment to giving back.

 - Sustainability:** We encourage the use of sustainable products and resources, and incorporate sustainable practices into all that we do.

 - Collaboration:** We actively build and foster relationships on campus and in the community.

 - Diversity/Inclusiveness:** We respect and celebrate the diversity of individuals, perspectives and ideas, in an inviting and inclusive atmosphere.

 - Learning/Teaching:** We provide opportunities that support and promote student learning.

- III. **Mission:** In support of the University mission, UMD Stores offers quality products and services to the campus and community while providing exceptional customer service as self-supporting units of Student Life.

IV. UMD Stores Goals Mapped to the UMD and Student Life Strategic Plans

UMD Stores Goals	Mapped to SL	Mapped to UMD
<p>Goal 1: We will offer the latest products, services, and technology, and be the primary source for course materials, branded clothing and imprinted products.</p>	1, 3, 4	1
<p>Goal 2: We will be a model for supporting the needs of the campus through collaboration, financial support, and striving to improve the student experience.</p>	1, 4, 5	1, 5
<p>Goal 3: We will continue to improve and expand our facilities as needed, to better serve our customers and the community.</p>	3, 5	6
<p>Goal 4: We will continue to improve our reputation for value and service, by communicating and building relationships with students, faculty, staff and the community.</p>	5	2, 5
<p>Goal 5: We will create an inclusive environment by providing and promoting opportunities for our staff and students to increase their cultural competence.</p>	1, 2	2
<p>Goal 6: Sustainable practices will be incorporated into all that we do. We will continue to offer a variety of sustainable products and services.</p>	5	6
<p>Goal 7: We will continue to be institutionally owned and operated and financially viable units of UMD Student Life.</p>	5	6
<p>Goal 8: We will develop an assessment plan including program evaluation and assessment of student learning outcomes and link to divisional and campus plans.</p>	6	1, 6

V. Objectives/Outcomes

1. Continue to increase the selection of sustainable products in all of our stores. Expand on the bag free promotions in our stores to reduce the use of plastic bags.
2. Work with Joie Acheson Lee and the stores climate task force to help develop a comprehensive plan to move our staff forward on supporting Goal#2 of the UMD Strategic Plan. Management staff have been encouraged to participate in the Intercultural Leadership Development Cohort program in FY15.
3. Reduce expenditures in the stores by \$75,000 for 2014-15.
4. Expand on course material “sourcing” utilizing Verba and other vendor programs that will allow us to acquire these materials at a lower cost, therefore passing on the savings to keep down the cost of course materials to our students.
5. Expand on the digital offerings available to our students at UMD. Evaluate the 100% model being used in Health courses and determining how we can expand this program. Continue to work with the Library and ITSS on how to implement the Digital Course Pack program that is currently being used on the Twin Cities campus.
6. Continue to research ways to partner with external vendors on acceptance of the U Card. Put into place systems to allow us to establish a pilot program with a select number of vendors by the end of the fiscal year.
7. Develop a business plan for an off-campus store in Downtown Duluth and/or other strategic locations. Continue to look at external sales opportunities that might come up, including “pop-up” retail.
8. Continue to explore the renovation of the Print Services area with the goal of developing a “one-stop shop” for multiple services to be offered from all UMD Stores operations.
9. Create and upload our 3-year assessment plan in Campus Labs, and measure how UMD Stores student employees are learning life skills that can be applied in college and beyond (SLO #9), through their employment with us.
10. Complete our assessment of the campus needs for services offered through Print Services. Develop a plan for moving forward from the assessment results.

IV. Assessment

1. Evidence of achievement of objective 1: Reduce plastic bag use with an extension of the period of time that we hold bag-free events in our stores.
2. Evidence of achievement of objective 2: Have all staff attend diverse/cultural events on or off campus. Have management staff take the DISC assessment, and at least 2 complete the ILD cohort experience.
3. Evidence of achievement of objective 3: Monitor our expense budget throughout FY15 to reach a year-end reduction of \$75,000 or more.
4. Evidence of achievement of objective 4: Monitor the use of “sourcing” for acquisition of course materials with the goal of increasing the number of combined orders compared to individual items orders.
5. Evidence of achievement of objective 5: Increase in the number of courses that move toward the 100% digital model or a combined digital/print model.
6. Evidence of achievement of objective 6: Monitor the progress of the U Card external vendor process to make sure the external vendor program is ready to launch in FY15.
7. Evidence of achievement of objective 7: Have at least one business plan completed for at least one off-campus location.
8. Evidence of achievement of objective 8: Determine if a “one-stop shop” is feasible, if it is acquire a cost estimate, and begin design work for the space.
9. Evidence of achievement of objective 9: Complete a pre and post assessment of UMD Stores student workers customer service skills using a rubric, and use results to modify our training program.
10. Evidence of achievement of objective 10: Have a completed report of the assessment of the Print Services area, with an identified plan for addressing the changes needed in our services provided to the campus.