

Campus Services Mission Statement

The Campus Services Department at the University of Massachusetts Dartmouth distinguishes itself as the center for providing services related to Conferencing and Events Planning, Dining and Catering Services, One Card Services, Campus Center and Main Auditorium operations, and Woodland Commons operations and programming.

The mission of the Campus Services Department is to provide high quality services that are consistent with the needs of our customers. We will continually strive to improve the quantity and quality of services offered and increase the efficiency and effectiveness of their delivery. We will maintain awareness of industry trends and innovations while working closely with our clientele to ensure that we are updating and improving our services as necessary. Through the services we offer, we enhance the lives of our student population and the university community.

At our core will be a strong professional staff that is competent and considerate in the creation, development and delivery of quality services and programs. We will strive to provide training that is timely, succinct and relevant for our work force thus enabling them to perform at the highest level.

Additionally, we will create and improve programs that focus on the development and training of student workers in skills that will enhance their educational experience.

Campus Services Vision Statement

To provide quality services and ensure that the needs of our customers are being met:

1. The Campus Services Department will continually improve its facilities through regular renovations, upgrades and building projects as needed; we will continually purchase, maintain, and upgrade our equipment as needed.
2. The Campus Services Department will hire professional staff, train and develop all staff to meet industry standards in the services we provide and the needs of our customer base.
3. The Campus Services Department will seek out new and better technologies that aid in the efficient and effective delivery of services to our customers. This will occur through the purchase of software and hardware systems, attendance at Educational Conferences and training of staff.
4. We will gather information and feedback from our customers through surveys, comments cards, participation on committees and other personal interaction, and use these results to make changes to the services offered and their modes of delivery as needed.

5. We will function as an experiential learning resource for students to augment their academic studies by offering graduate assistantships and student management development positions within our department as a mechanism by which they develop strong customer service and business skills.
6. We will work collaboratively with departments both within the Division of Student Affairs and outside our division to promote Campus Services and its value to the university community.
7. We will work collaboratively with our contracted vendors in the development of partnerships that create a level of trust and responsibility where both parties aim to deliver the best quality services possible.