University Services
Auxiliary Services

Auxiliary Services is a diverse group of service units offering goods and services to the University community that are essential to academic and administrative success. By providing convenient, user friendly, customer driven and cost-effective goods and services, Auxiliary Services supports the University’s mission and enhances the student experience.

On all five campuses, Auxiliary Services supports the University community through Fleet Services, University Stores, Contract Administration’s oversight of food and beverage services and the U Card Office. On the Twin Cities campus, the efforts of Auxiliary Services support the University community through these units: Housing & Residential Life, University Dining Services, Parking and Transportation Services and Printing Services. Furthermore, the University of Minnesota Bookstores serves all campuses except Duluth.

Auxiliary Services, primarily self supporting units, takes pride in making customer service the top priority, routinely exceeding customer expectations as evidenced in annual surveys conducted in all units. Advocating for the customer, Auxiliary Services units have implemented numerous cost cutting measures while maintaining high levels of satisfaction. In a continuing effort that began in 2003, Printing & General Services consolidated, realigned business areas and right-sized staff and services resulting in recurring annual savings of over $775,000. Campus Mail operations were merged into Addressing & Mailing and University Stores operations; a consolidated Delivery Services unit was created; staff was cross-trained to work in several locations; eight full-time positions were eliminated through attrition and lay-offs and two campus copy centers were closed. The need to maintain the essential balance of quality and value continues to drive this alignment today.
Vision, Mission and Purpose

Vision – To become the service provider of choice for the University

Mission – To provide goods and services that are: 1) essential to academic and administrative success; 2) convenient; 3) user friendly; 4) customer driven; and 5) readily available at a quality-for-cost ratio that is not consistently available in the community

Goal/Purpose – To support the University’s education, research and outreach missions by enhancing the student experience; minimizing the impact of cost of attendance; and providing competitive, customer focused businesses

Strategic Objectives

Customer Perspective – Provide quality goods and services at market competitive prices that meet customers’ needs and exceed their expectations

Continuous Improvement & Innovation – Continuously improve and streamline performance to create more efficient and effective processes and services

Learning & Growth – Create a respectful and inclusive workplace that supports the recruiting, hiring, developing and retaining of exceptional employees

Accountability – Align and leverage resources with strategic goals and plan
Primary Services

Housing & Residential Life (HRL)
- Single Student Housing
- Family/Partnered/Faculty Housing
- Business Operations
- Conference & Event Services
- Off-Campus Listing Service

University Dining Services (UDS)
- Residential Dining
- Retail Dining
- Catering
- Vending Services

Parking and Transportation Services (PTS)
- Parking Services
- Fleet and Transit Services

University of Minnesota Bookstores (BKS)
- Course Materials
- Educational Supplies
- Computers and Electronics
- Collegiate Apparel and Gifts
- Trade and Reference Books

Printing & General Services (PGS)
- Printing Services
- Graphic Design
- Copyright Permissions
- University Bindery
- Addressing & Mailing Services
- Office Equipment Services

University Stores (U Stores)
- Procurement
- Inventory and Materials
- Management
- Distribution

U Card Office (U Card)
- Campus Access
- Online Declining Balance Program

Contract Administration (CA)
- Contract Oversight & Coordination
- Contract Development & Negotiation
The array of business units within Auxiliary Services supports a diverse campus community including students, staff, faculty, visitors and various entities external to the University. To maximize the value of services and products, Auxiliary Services collaborates with many partners seeking to optimize each other’s core competencies. Internal partners include the Office of Student Affairs, Purchasing Services, Office of Information Technology, Intercollegiate Athletics, the Coordinate Campuses and all other University Services units.

Housing & Residential Life serves the University community by providing students housing and living learning opportunities on or near the campus. Research has shown that incoming first-year students who live on campus have higher GPAs than their off-campus peers. Research has also shown that students who live on campus are more likely to be involved in and connected to the University, therefore having higher retention and graduation rates.

University Dining Services enhances and compliments the on-campus living experience by providing students with nutritional meals in an educationally oriented community environment.

The University of Minnesota Bookstores provides students a one-stop opportunity to acquire all required course materials through its new, used, rental, e-book and course packet offerings. Multiple delivery options allow students to acquire required course materials at a cost point that meets their individual financial needs.

Parking and Transportation Services serves the transportation needs of approximately 80,000 students, staff, faculty and campus visitors. In addition to providing public and contract parking, PTS provides award-winning services including: Fleet Services, which has been named “1 of 100 Best Fleets” in America six years running (2004 – 2010) by Fleet Equipment Magazine; Transit Services, which in 2010 was named “Transit System of the Year” by the Minnesota Public Transportation Association; Parking Services, the International Parking Institute’s 2007 International Parking Organization of the Year; and in support of bicycle transportation, one of only four nationwide localities to receive a federal Non-Motorized Transportation Program grant ($529,000) to construct a bicycle center and initiate a bike commuter tracking system. In fall of 2010, partnering with Metro Transit bus/light rail system, PTS recorded sales of 18,888 U Passes to students and 1,746 Metro passes to faculty and staff.

University Stores provides a University-wide electronic procurement and payment system offering competitive, efficient and timely supply purchasing and delivery. University Stores eProcurement and distribution services consolidate half of the University’s total purchase orders, lowering transaction costs and reducing the number of delivery vehicles on campus.

Other Auxiliary Services units including Printing Services, Addressing & Mailing, University Bindery, Office Equipment Services and the U Card Office support the academic enterprise by offering goods and services that “make the University work.” By providing approximately 1,300 student employment opportunities, Auxiliary Services units assist students in financially supporting the cost of their education in a student development environment that supports the University’s Student Outcomes Initiative.
Auxiliary Services units participate in University governance and Twin Cities subcommittees. Auxiliary Services staff are members of the Council of Academic Professionals and Administrators (P&A), serve as P&A representatives to the University Senate and serve on the Senate Social Concerns Committee and the subcommittee on Twin Cities Facility and Support Services. Auxiliary Services staff also serve on many University Advisory Committees including: System-wide Sustainability Committee; Central Corridor Light Rail Transit; Compliance Partners; Occupational Health & Safety Advisory Committee; Provost’s Committee on Mental Health; Advisory Board for Orientation & First-Year Programs; University Enrollment Management Strategy Coordinating Group; University International Enrollment Committee; Disability Services Committee; Benefits Advisory Committee; and Coalition for a Respectful U.

Auxiliary Services also maintains partnerships with numerous national and local external entities and many vendors and suppliers of goods and services. In July 2008, the University entered into four new food and beverage contracts as a result of a two year comprehensive Food & Beverage RFP process that demonstrated the University’s advancement of its single enterprise, culture of excellence and best business practices goals. The estimated value of these contracts includes:

- ARAMARK - UMTC ($96 million over 12 years);
- Sodexo – UMC & UMM ($7 million over 10 years);
- Coca-Cola – system-wide ($38 million over 10 years); and
- Taher – UMTC, UMM, & UMR ($2.7 million over 10 years).

Providing consistent contract oversight and direction through Auxiliary Services’ Contract Administration unit allows the University to maximize contractual financial and programmatic benefits while creating operational efficiencies across several of its campuses and Twin Cities departments.

Currently, ARAMARK provides the administrative, management and supervisory staff required to operate University Dining Services on the Twin Cities campus. Thermo Fisher Scientific supports a University-wide lab supply contract with two on-site customer service representatives operating out of University Stores to maximize the quality of service to science related customers.

Auxiliary Services units are funded by the sale of competitive goods and services. All units in the department adjust workforce levels to ensure a high quality customer experience while delivering the greatest value. Looking ahead, the economy will continue to impact the demand for goods and services and Auxiliary Services will continue to adjust workforce levels to meet the University’s changing needs and funding levels.
Current Challenges

- Providing market-competitive products and services and meeting customer demands in the University’s living wage environment
- Maintaining a critical level of business activity in certain lines of business during this period of decreased funding levels across the University
- Aligning campus accessibility, safety and product delivery requirements with evolving campus transportation trends
- Addressing customers’ increased expectations for electronic and/or web based versions of products and services
- Increasing student satisfaction while working to control the cost of attendance
- Meeting the demand for on campus housing in conjunction with Enrollment Management deliberations

Current Initiatives

- Identify and implement streamlined and cost effective programs, services and processes
- Create a work environment that supports diversity, employee engagement and individual employee growth and development
- Identify programs and services that meet or exceed customer demand and expectations
- Support the University’s sustainability initiative
- Leverage and develop technology that supports business requirements
Financial Overview

Auxiliary Services is primarily a self-supporting department, generating more than 99 percent of its revenue from the sale of goods and services to internal and external customers. Internal Service Organizations including University Stores, Printing and General Services, Fleet Services and the U Card Office generate revenue from internal University customers. Housing & Residential Life, Parking and Transportation Services, University Dining Services and Bookstores operate as auxiliary units, primarily serving customers external to the University funding system. Auxiliary Services receives less than one percent of its funding from the central Operations & Maintenance pool in support of Campus Mail operations. Auxiliary Services has an estimated overall annual operating budget of $162 million and supports an annual debt obligation of approximately $6.2 million.

Budget

The following chart identifies Auxiliary Services departments and notes their comparative size relative to budget. The accompanying grid details overall Auxiliary Services expenditures, debt and contributions to the University.

Workforce

As of September 2010, Auxiliary Services units included 923.2 Full Time Equivalent employees with an actual headcount of 1939. A breakdown of actual headcount is included in this table.
Regulatory Responsibilities

Auxiliary Services business units are subject to a multitude of regulatory requirements due to the complexity of operations. Auxiliary Services is the responsible unit for these U-wide policies:

- Using Vehicles for University Business
- Acquiring a U Card
- Tailgating on Football Game Days: Twin Cities

In addition, Auxiliary Services ensures compliance with the following regulatory requirements:

- Access for political candidates to campaign in University/College residence halls/apartments (MN Statute 211B.20)
- Copyright Law