

Campus Life Services Strategy Map 2004-2005

UCSF MISSION: To pursue and sustain unequalled excellence in teaching, research, patient care, and public service.

VCAF VISION: We provide the highest quality support services to help make UCSF the institution of choice for learning & working.

CAMPUS LIFE SERVICES VISION

We are *valued leaders and partners* in providing programs & services which sustain and enrich campus life.

CUSTOMER



FINANCIAL

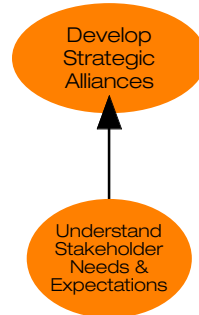


INTERNAL

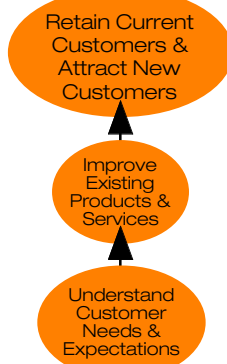
STRENGTHEN CAS IDENTITY



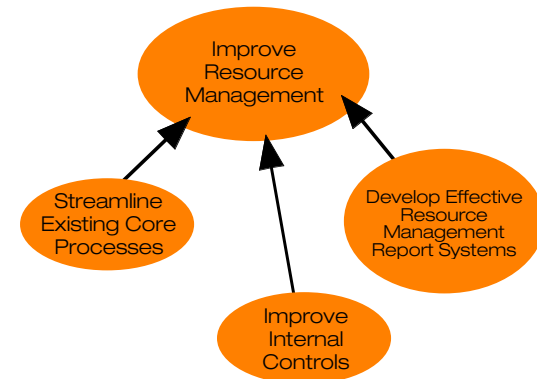
ENHANCE STRATEGIC RELATIONSHIPS



ENHANCE CUSTOMER RELATIONSHIPS



ENSURE OPERATIONAL EXCELLENCE

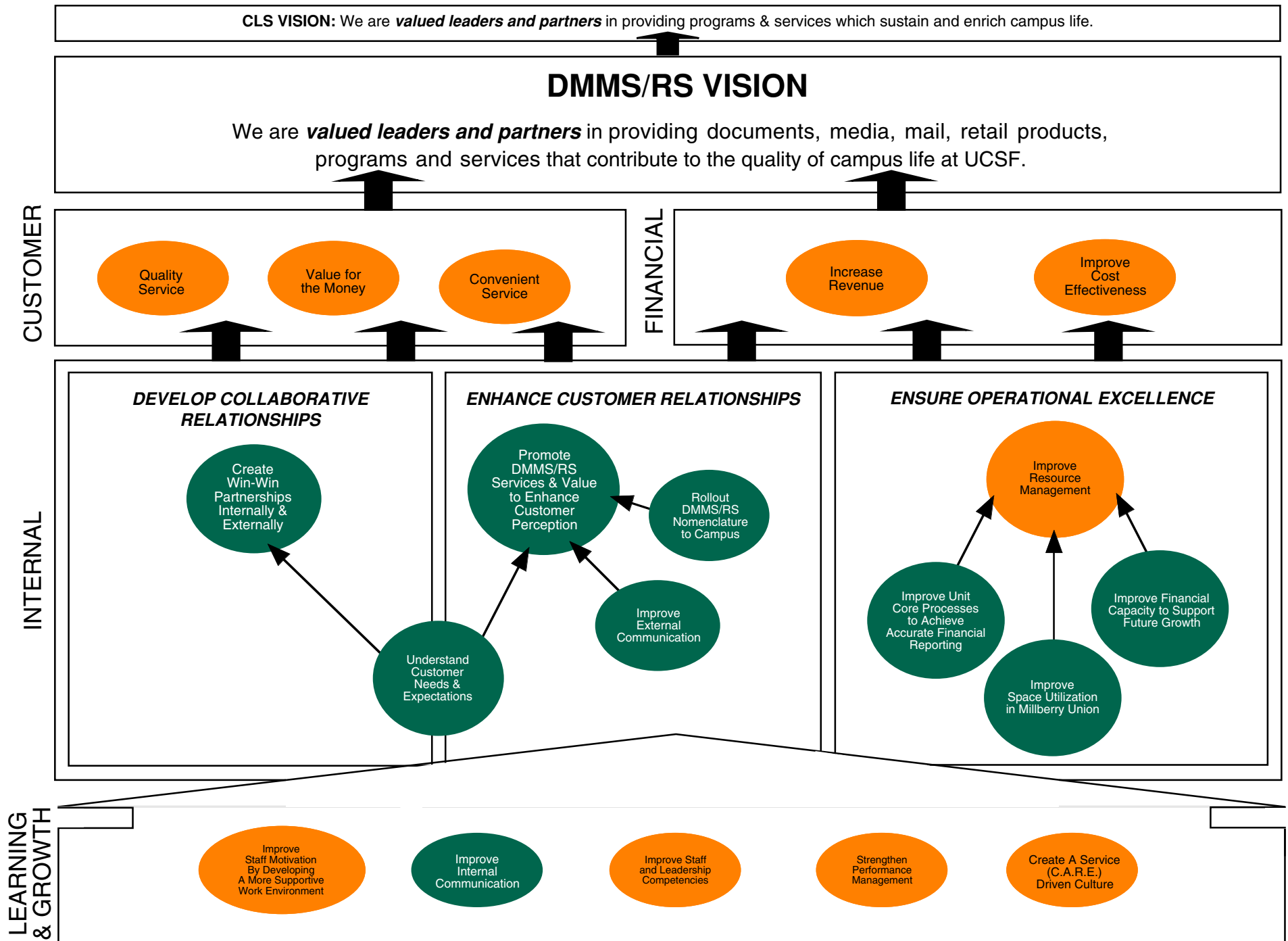


Strengthen CAS Information and Technology Systems

LEARNING & GROWTH



Documents, Media and Mail Services / Retail Services Strategy Map 2004-2005



ORANGE = Adopted CLS BSC Objective • GREEN = DMMS/RS BSC Objective

Housing Services Strategy Map 2004-2005

CLS VISION: We are *valued leaders and partners* in providing programs & services which sustain and enrich campus life.

HOUSING SERVICES MISSION

In support of the University's mission, our mission is to provide reasonably priced housing to the targeted populations of students, post docs, and faculty identified in the UCSF Long Range Development Plan (LRDP).

CUSTOMER



FINANCIAL



INTERNAL

STRENGTHEN HOUSING IDENTITY

Increase Awareness and Value of University Housing Opportunities

ENHANCE CAPACITY FOR GROWTH

Generate New Housing Inventory

Understand Customer Needs

ENSURE OPERATIONAL EXCELLENCE

Improve Resource Management

Streamline Existing Core Processes

Systems Automation

LEARNING & GROWTH

Improve Staff Motivation By Developing A More Supportive Work Environment

Improve Staff and Leadership Competencies

Strengthen Performance Management

Create A Service (C.A.R.E.) Driven Culture

ORANGE = Adopted CLS BSC Objective • GREEN = Housing Services BSC Objective

Millberry Programs & Services Strategy Map 2004-2005

CLS VISION: We are *valued leaders and partners* in providing programs & services which sustain and enrich campus life.

MPS MISSION

We are **indispensable** leaders & partners in the achievement of a quality of life standard, making UCSF an institution of choice for students, faculty, & staff.

CUSTOMER



FINANCIAL



INTERNAL

STRENGTHEN MPS IDENTITY

Strengthen Value Proposition & Brand

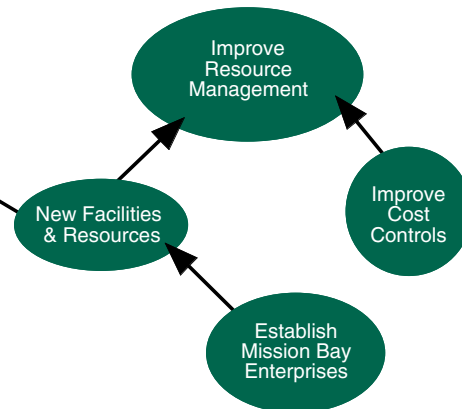
ENHANCE STRATEGIC RELATIONSHIPS

Enhance Campus Life Relationship

ENHANCE CUSTOMER RELATIONSHIPS

Strengthen Customer Loyalty

ENSURE OPERATIONAL EXCELLENCE



LEARNING & GROWTH



ORANGE = Adopted CLS BSC Objective • GREEN = MPS BSC Objective

Transportation Services Strategy Map 2004-2005

CLS VISION: We are *valued leaders and partners* in providing programs & services which sustain and enrich campus life.

TRANSPORTATION SERVICES VISION

We are valued leaders and partners and provide customer-service-excellence for parking, shuttle services, ridesharing, campus fleet management, and administrative services in support of the campus's overall mission of excellence in the delivery of teaching, research, patient care and community service.

CUSTOMER

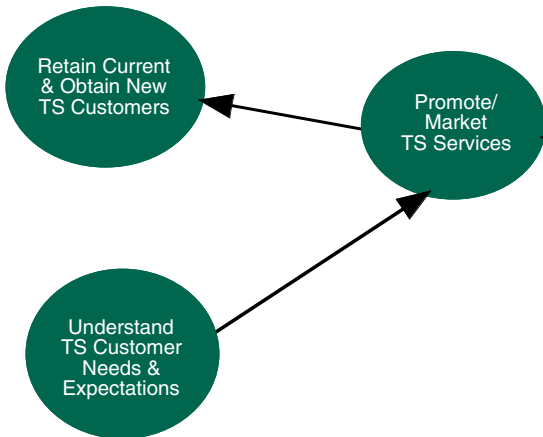


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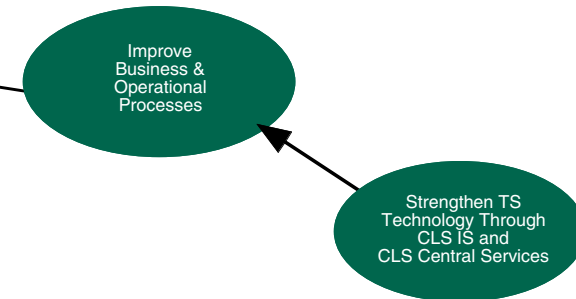


INTERNAL

ENHANCE CUSTOMER RELATIONSHIPS



STRIVE FOR OPERATIONAL EXCELLENCE



LEARNING & GROWTH



ORANGE = Adopted CLS BSC Objective • GREEN = Transportation Services BSC Objective