

Central Service's Mission

To provide and enhance life experiences for students at Augsburg. To do it in a fiscally responsible way by giving effective operational support to Faculty, Staff and Students in order to achieve the overall mission and vision of the College.

Responsibilities

- Departments are Incoming Mailroom, Outgoing Mailroom, Copy Center and Desktop Publishing
- Five Full-time employees
- Equivalent of 6 full-time students in work-study hours
- Job orders consist of reproducing copy jobs (internal and external), bulk mail projects, metering of all outgoing mail and packages, sorting of all incoming mail, postage and stamps and design and production of forms, brochures, business cards, letterhead and envelopes.

Budget

- Salaries, benefits and discretionary total \$250,000
- Overall print budget for the College (not including salary and benefits) is roughly \$800,000.
- Manage the postage budget of 250,000

We coordinate or produce orders internally and externally totaling just over half of the print budget (or about \$420,000 annually).

Outcomes:

- 15,000 to 20,000 transactions yearly for Central Services
- Restructured bulk mail process FY-2003:
 - Cumulative savings over three years of \$250,000
- Currently maintaining 97% customer satisfaction.
- Reduction in labor costs (internal versus outsource):
 - Savings of \$67,500/Year to operate internally
- Disbursed services to meet department needs using better technology and more reliable equipment.
- Integrated technology, i.e. copier, fax, printer upgrade
 - Migration of images from laser printer to integrated copiers reduces costs by 45%
- Reduction of outside use of vendors for incidental printing by 90%
- Reduction of inventory (paper, envelopes, letterhead, postage) by 20%
- \$500,000 in overall savings to College since switching Central Service's internally

Central Services supports the mission of the College with the following three major goals: (FY-2007)

▪ **Provide Students with Life Experience**

- Teach responsibility, leadership, and provide an opportunity to work with a diverse group of people as well as a diverse group of customers.
- Mentors for students that seek guidance outside of their academic and family realms.

▪ **Fiscal Responsibility**

- Being fiscally responsible by choosing the right vendors and the right processes.
- For every dollar we save, we allow that dollar to go back into programs that support the mission and vision of the college.

▪ **Effective Operational Support**

- Providing integral administrative operational support so that Faculty, Staff and Students can concentrate on education.
- A "one-stop" shop for the relief of administrative duties/responsibilities that would keep Faculty, Staff and Students from supporting/realizing the mission and vision.