ADMINISTRATIVE AND EDUCATIONAL SUPPORT SERVICES

Mission Statements and Goals
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OFFICE OF THE PRESIDENT

Office of Event and Conferencing

Mission Statement
The Office of University Events and Conferencing is a resource for events and meetings. The goal of the office is to provide event planning and consultation services for a variety of University and community events.

Goals
1. Provide to the University a robust website with tools to navigate planning of events on and off campus.
2. To concisely store and manage digital data to further enhance customer service and productivity.
3. To have on centralized client/customer mailing list to be used for any university.

The Chappell Great Lives Lecture Series

Mission Statement
The Great Lives Program is unique at the University of Mary Washington in combining an undergraduate class with a public lecture series, a formula which brings to both audiences an unmatched opportunity to hear presentations by leading humanities scholars and to interact with them in question-and-answer sessions that follow each Great Lives lecture.

Goals
1. The Chappell Great Lives Lecture Series seeks to enrich the academic experience of the University of Mary Washington's students.
2. The Chappell Great Lives Lecture Series offers the community access to a wide array of outstanding biographers and through them, their subjects.

Fredericksburg Forum

Mission Statement
The purpose of the forum is to provide opportunities to explore the political, social, and scientific trends and issues that affect our community.

Goals
1. Increase potential sponsorship of the Fredericksburg Forum.
2. Provide educational and cultural experiences to the general public by presenting seasoned speakers at the Fredericksburg Forum.
3. Increase the number of audience members attending the Fredericksburg Forum.
4. Increase potential sponsorship of the Fredericksburg Forum.
5. Provide educational and cultural experiences to the general public by presenting seasoned speakers at the Fredericksburg Forum. Increase the number of audience members attending the Fredericksburg Forum

James Farmer Scholars Program

Mission Statement
To increase the number of students of color who have academic potential to attempt and succeed in college.

Goals
1. Prepare students for the application and enrollment process into 2 or 4 year college programs.
2. Enhance student’s academic performance and productivity
3. Provide academic support and engage in enrichment activities that improve academic skills and increase cultural knowledge.

Student Transition Program

Mission Statement
The mission of the Student Transition Program (STP) is to provide a supportive environment that prepares underrepresented or 1st generation students for the rigors of academic life at the University of Mary Washington.

Goals
1. Enhance student academic success by identifying and increasing utilization of campus support services.
2. Develop a network of peers, faculty and staff for support and a sense of community
3. Develop essential learning and study techniques for student transitioning from high school to UMW

ACADEMIC AFFAIRS

Academic Services

Mission Statement
The Office of Academic Services offers a variety of support services for the University of Mary Washington students. The Office of Academic Services provides direct and indirect services to assist degree-seeking University of Mary Washington students in successfully completing their academic programs. Direct services are those provided firsthand to students, and indirect services are provided to those who work with them toward the goal of achieving academic success. In addition, the administrative staff of Academic Services is
responsible for assuring compliance with academic regulations and for approving exceptions to them when individual circumstances warrant such action.

**Goals**
1. To provide faculty-based academic advising for entering freshman and transfer students
2. Provide support for major advising.
3. To review requests from students seeking exceptions from academic regulations and deadlines
4. To determine academic conditions for students returning from academic suspension, in collaboration with the Committee on Academic Standing

**Admissions**

*Mission Statement*
The mission of the admissions office is to recruit, and enroll a high achieving and diverse student body

*Goals*
1. Increase number of applications
2. Increase number of enrolling students
3. Provide staff with opportunities for staff development

**Career Services**

*Mission Statement*
The Office of Career Services at the University of Mary Washington assists students and alumni in developing and implementing their career goals through individual counseling, workshops, resources, and career programs. The office works with students across all academic years and at all developmental stages, helping students to integrate in-class and out of class experiences in the process of determining clear career goals. In addition, the office serves employers who are seeking to hire students and graduates for part time and full time positions as well as internships. The office also provides assistance to faculty by coordinating the internship program, providing occupational information, and delivering career related presentations in the classroom.

*Goals*
1. Assist students and alumni to explore, choose, evaluate, and implement effective career development plans.
2. Encourage students and alumni to utilize experiential opportunities as a means to explore careers and build career skills.
3. Promote professional development that will enhance the activities of career services
4. Assist students and alumni to explore, choose, evaluate, and implement effective career development plans.
5. Encourage students and alumni to utilize experiential opportunities as a means to explore careers and build career skills.
6. Encourage students and alumni to utilize experiential opportunities as a means to explore careers and build career skills.
7. Promote professional development that will enhance the activities of career services.

Gari Melchers Home and Studio

Mission Statement
The mission of Gari Melchers Home and Studio is to display to the public on a regular basis the art works and furnishings that make up the Belmont collections; to maintain and preserve the collections and physical facilities of the estate in order that they will be available to the public for use by this and future generations; and to interpret the collections in a manner that will serve local educational institutions and the general public as a resource for studying the full range of works of a major American artist together with the tools of his trade in the locale in which he worked. The purpose of Gari Melchers Home and Studio is also to serve as an art center for the people of the Fredericksburg area.

Goals
1. Stabilize and increase funding for the operation and staffing of Gari Melchers Home and Studio.
2. Present and interpret the artistic accomplishments of Gari Melchers.
3. Preserve and protect works in the collection for the benefit of public visitors, scholars, and students
4. Maintain the existing structures in sound physical condition operation.
5. Define the role and value of Gari Melchers Home and Studio within the Fredericksburg area and the mid-Atlantic region.
6. Provide adequate staff to properly care for, research and present the collections and property.

James Monroe Museum

Mission Statement
The James Monroe Museum and Memorial Library is dedicated to the study, interpretation and presentation of the life and times of the fifth President of the United States. Its mission is also to trace the social, political and intellectual influence of James Monroe and to present it within the context of his life through exhibitions, publications, scholarly presentations, community events, and educational programs.

Goals
1. Increase revenue from admissions and shop sales.
2. Enhance the status and operations of the James Monroe Museum.
3. Develop new museum educational programs.
4. Foster greater awareness of the James Monroe Museum.
5. Contribute to an integrated and collaborative UMW student experience.

UMW Galleries

*Mission Statement*

The University of Mary Washington (UMW) Galleries, comprised of the Ridderhof Martin Gallery and the duPont Gallery, are dedicated to advancing the educational goals of the University through the collection, preservation, exhibition, and interpretation of works of art in accordance with the highest professional museum standards. While the primary mission is to promote and enhance student awareness and understanding of the visual arts, the UMW Galleries also serve as a significant academic resource contributing to the intellectual and cultural enrichment of the entire University community, the local community and, in a broader sense, the citizens of the Commonwealth of Virginia.

*Goals*

1. Present programs/events to increase audience
2. Present exhibitions in Ridderhof Martin and duPont Galleries
3. Ensure best possible care for permanent collection

UMW Orchestra

*Mission Statement*

The Mission of the University of Mary Washington Philharmonic Orchestra is to provide an outstanding educational and musical resource for students and the community.

*Goals*

1. Providing UMW students with a quality musical experience that covers a wide range of literature and performances settings
2. Providing the community with high-quality musical performances by a locally-based symphony orchestra
3. Providing area students, teachers, educational institutions, and area citizens with a classical music resource
4. Providing local classical musicians with an opportunity to explore and perform great orchestral literature

Debate Program

*Mission Statement*

Debate at the University of Mary Washington is a co-curricular activity that supports the University’s mission of providing undergraduates with a superior liberal arts education as preparation for making positive changes in the world. As an educational enterprise, debate has been central to the pursuit of excellence in liberal learning for more than twenty-five
A debate education hones the skills of civic engagement and democratic participation, by enhancing communication, critical thinking and problem solving skills, by generating critical thought and reflection on the significant public issues of the day, and promoting in-depth study and rigorous research on a wide variety of significant contemporary public controversies. The Debate Program at UMW provides undergraduate students with an opportunity to enhance their educational experience by participating in a wide variety of debating activities including intercollegiate debate competitions and public debate exhibitions.

**Goals**

1. The UMW Debate Program prepares students to compete successfully in intercollegiate debate competitions.
2. The UMW Debate Program prepares students to engage public audiences on contemporary controversies.

**Disability Services**

**Mission Statement**
The mission of the Office of Disability Resources is to work with the university community to eliminate barriers and create a welcoming and inclusive learning, programmatic, and physical environment for students with disabilities.

**Goals**

1. Provide an open, welcoming, and inclusive environment for students with disabilities
2. Provide accommodations and direct services with students with disabilities.
3. Provide support for the university community in creating and providing inclusive environments for students with disabilities

**Institutional Analysis and Effectiveness**

**Mission Statement**
The Office of Institutional Analysis and Effectiveness is committed to student success by building competencies in data collection on student, faculty, and staff as well as institutional programs, services and operations. We support institutional analyses, assessment and other data-driven improvement strategies aimed at making academic programs and institutional units more effective in fulfilling the mission of the University of Mary Washington.

**Goals**

1. To provide in-depth, substantive analysis of selected topics upon request, with data and reports as appropriate in order to assist with the translation of data into usable information
2. To assist with planning, developing operational plans, and implementing assessment activities that align with college and departmental/unit mission and goals.
3. To actively support and encourage faculty and staff on high levels of professional training, competence, and expertise on assessment and institutional effectiveness.
4. To actively identify and utilize best practices in the design, conduct and analysis of institutional and other data that supports university planning, management, operation, evaluation and decision making.
5. To provide accurate and consistent information about the institution to both internal and external sources.

Rappahannock Scholars Program

Mission Statement
The mission of the Rappahannock Scholar Program is to recruit, retain, and support underrepresented, first generation, and economically disadvantaged students in high schools from the Northern Neck Virginia to attend college.

Goals
1. Increase student’s knowledge about how to prepare for college
2. To recruit and retain 60 underrepresented, first generation college students, who are economically disadvantaged students from six high schools in the Northern Neck region of Virginia to prepare them to attend the University of Mary Washington or another college.
3. To mentor high school and college students by supporting their educational needs to enhance their opportunity to be academically successful.

Registrar

Mission Statement
The Office of the Registrar is dedicated to serving the University of Mary Washington community by providing accurate, responsive and respectful services and timely information regarding course schedules and academic achievement. The office is the steward of student records and is committed to maintaining the confidentiality, integrity and security of these academic records.

Goals
1. To make communication a key component in daily job function to improve service to internal and external customers
2. Utilize available technology to make online resources the initial and primary means by which customers interact with the staff
3. To continuously promote activities that enhance confidentiality, integrity and security of student academic records
4. Encourage personal and professional development among the staff of the Registrar’s Office
Speaking Center

*Mission Statement*
The mission of the Speaking Center is to support the objective of the Speaking Intensive Program, which in turn supports the liberal arts goals of the University of Mary Washington. The center is committed to aiding development of oral communication skills aimed towards effectively communicating a diversity of views.

*Goals*
1. Students will be better prepared to present their Speaking Intensive assignments.
2. To make the student aware of the activities of the Speaking Center
3. To maintain a high level of satisfaction with consultation sessions.
4. Increase knowledge about the Speaking Center among the campus community

Speaking Intensive Program

*Mission Statement*
The mission of the Speaking Intensive Program is to promote the development of our students' oral communication skills, and will provide opportunities for student and faculty development through the efforts of the Speaking Intensive Committee, the Speaking Center, and the Speaking Intensive Program Director.

*Goals*
1. Enhance student learning through Speaking-Intensive courses that use oral communication activities appropriate to the subject matter and goals of the course
2. Provide students with a variety of contexts in which they may obtain and practice oral communication skills. The Speaking Center will provide student development opportunities, including student workshops, access to support materials, and individual and group work with trained student consultants.
3. Provide appropriate support for offering Speaking-Intensive courses across-the-curriculum. This includes providing opportunities for faculty development, and support of the Speaking Intensive Committee.

Teaching and Learning Technologies

*Mission Statement*
The Division of Teaching and Learning Technologies (DTLT) assists the University of Mary Washington in maintaining its commitment to academic excellence by supporting the instructional technology needs of the entire UMW community through instructional design and support, research, advocacy, and consulting.

*Goals*
1. Support and partner with faculty at the University in the innovative and creative integration of information technologies and digital media into teaching and learning environments.
2. Serve as an advocate for the effective and innovative use of information technologies and digital media to the larger University community, particularly within academic and research contexts.

**University Library**

*Mission Statement*
The UMW Libraries are committed to supporting the University's mission of creating an environment where students, faculty, and staff share in the creation and exploration of knowledge in the development of their academic and professional interests and in practicing the habits of mind necessary for life-long learning.

*Goals*
1. Create physical spaces within existing library facilities to support collaborative study, learning and research between students, faculty and staff and promote effective and interactive access to and use of information resources.
2. Create a digital repository for finding and sharing the intellectual creations of the University's communities.
3. Cultivate the habits of mind and practice among students, faculty and staff for shared creation, use, organization, and dissemination of our collective information resources.
4. Market the facilities, resources, and services of the UMW Libraries and academic technologies to our communities.
5. Build collections that support and enhance the university's curriculum
6. Expand relationships with other constituencies both locally, regionally across the Commonwealth, as well nationally, particularly among peer institutions.

**Writing Center**

*Mission Statement*
The Stafford Writing Center is dedicated to... Providing students with a positive one-on-one tutorial experience; Helping students identify the strengths and weaknesses of their writing; Bettering students' understanding of grammar, syntax, and organization; Improving the confidence and ability of students in relation to their writing skills.

*Goals*
1. Maintain or increase number of writing center consultations
2. Promote conference effectiveness and the perceived effectiveness of writing center conferences.
3. Establish a positive rapport between tutors and clients by being helpful, responsive, and knowledgeable.
4. Organize outreach and promotional activities that would create substantial value added for the writing center and the university.
5. Sustain a pool of qualified tutors to enhance the activities of the writing center.

CENTER FOR ECONOMIC DEVELOPMENT

Center for Economic Development

Mission Statement
To support, develop and offer programs and services to enhance sustainable economic growth in the Fredericksburg Region. UMW Center for Economic Development (CED) serves as catalyst and partner in establishing the Fredericksburg Region as a magnet for business and industry by capitalizing on regional strengths and resources

Goals
1. Position CED’s capability within identified market segments.
2. Build regional stakeholder's alliances that promote the efficient distribution of CED and professional community services.
3. Identify and implement ways to effectively serve each market segment.
4. Position the CED to take better advantage of stakeholder's funding opportunities by actively promoting the value of CED services throughout the region.

OFFICE OF ADMINISTRATION AND FINANCE

Budget

Mission Statement
The Office of Budget and Financial Analysis at the University of Mary Washington supports the university's budget planning and management by providing staff leadership and professional support services for state and internal budget development, review, analysis, implementation, administration and reporting.

Goals
1. Emphasize customer service and personal integrity along with commitment to the policies, procedures and laws of the Commonwealth
2. Provide appropriate financial and budget planning services to members of the University in an accurate and timely manner

Business Services

Mission Statement
The mission of Business Services is to support the educational environment of academic excellence and to provide service to all constituent communities, consistent with the mission of the University of Mary Washington.
Goals
1. Provide efficient and effective management practices to enhance and preserve university resources
2. Provide high quality products at competitive prices
3. Provide value to customers through excellent customer service

Facilities Services

Mission Statement
Facilities Services is charged with the stewardship responsibility for maintenance and operations of the real property assets of the University of Mary Washington including the James Monroe Museum and the Gari Melchers Home and Studio. Cost-effective solutions, foresighted planning, customer-focused support, and sustainable approaches are the objectives of our facilities programs. Our primary service areas include: building maintenance and repair, capital outlay management, state vehicle transportation services, housekeeping, grounds care, athletic field maintenance, recycling and waste management, central heating plant operations, minor construction and alterations, engineering services and facility support contracts.

Goals
1. Annual assessment of Facilities Condition Index (FCI) to determine effectiveness of resource allocation and utilization in managing stewardship of physical plant assets of UMW.
2. Assess utilization of energy (in BTU's) pro-rated by area (gross square feet). Energy utilization is a significant portion of the University’s budget and improved efficiency reflects, in part, the University’s commitment to Sustainability.

Human Resources

Mission Statement
The office of Human resources ’s mission is to partner with and support university management to achieve it short and longer strategic objectives by attracting, developing and retaining a highly qualified and workforce. The office will promote performance excellence, effective and informed management, high employee engagement, wellness, and the appreciation of diversity in all forms.

Goals
1. The Office of Human Resources will work with the internal auditor to review the current recruitment process for compliance, efficiencies and effectiveness.
2. The HR office will pilot the use of the GLC - joint cabinet level approval process to administer salary adjustments for A/P faculty.
3. Increase supervisor use of reward and recognition programs
Emergency Management and Safety

Mission Statement
The Office of Emergency Management OEM seeks to identify and correct recognizable hazards to persons or property relating to the methods, processes, and practices that occur during the normal operation of the institution in order to protect the faculty, staff, and students of the University. The staff of OEM coordinates assigned central programs and provides assistance and guidance to the safety programs operated by other departments and divisions of the University.

Goals
1. To provide an ongoing annual program of basic and refresher safety training for employees of Facilities Services. The program will meet or exceed OSHA standards and provide necessary specific topics for each area.
2. To provide trained personnel for support whenever the Governor/President declares an emergency or disaster.
3. Promote and maintain a safe and secure environment in which the University’s educational mission can be successful.

OFFICE OF STUDENT AFFAIRS

Campus Recreation

Mission Statement
UMW Campus Recreation supports the overall mission of the University and the Division of Student Affairs by providing all members of the University community with opportunities to acquire lifelong leadership, fitness, and leisure skills to complement the pursuit of intellectual and interpersonal skills through a comprehensive recreation, sports, and fitness program. Students have the opportunity to develop these specific skills as participants in our recreation programs by taking on roles as staff members of the Fitness Center and the Intramural Sports Program, leading our group fitness classes, and helping to administer one of the UMW sport Clubs.

Goals
1. Promote healthy habits for the campus community through participation in programs, the use of facilities, and access to services.
2. Provide support in the operation of university-recognized sport clubs.
3. Provide and maintain the highest standards and quality of recreational facilities and equipment for the safety of all participants.
4. To collaborate with other departments to provide wellness services for student academic success.
Counseling & Psychological Services Center

Mission Statement
Through assessment, counseling and psychotherapy, consultation, and outreach, CAPS works to enhance student learning and reduce psychological distress by empowering and encouraging students to be responsible for their development and intervening clinically with students when necessary.

Goals
1. To provide short-term individual psychotherapy, when assessed following termination of services, will have reduced students' severity of concerns and increased their overall functioning.
2. To provide group psychotherapy which, when assessed following termination of services, will have reduced students' severity of concerns and increased their overall functioning.
3. To provide presentations, workshops and discussion groups on psychology, mental health and wellness-related issues so that at the end of the outreach program students/participants will have learned new information.
4. To provide mental health training to the UMW community and other mental health professionals in the area on topics such as crisis intervention and counseling skills, sexual assault issues and other clinical or wellness-related topics in order to increase their knowledge, understanding and intervention skills in these areas.
5. Provide training and supervision to advanced psychology/counseling students who provide counseling and outreach programming to the UMW community.

Health Center

Mission Statement
The Student Health Center of the University of Mary Washington is committed to facilitating the academic and co-curricular education of students by providing convenient, effective, and high quality health and medical services. We support educational opportunities to encourage and promote the development of wellness, leadership and citizenship skills for living healthy lives.

Goals
1. To provide students with high quality medical services, including accurate medical diagnosis and convenient, efficient and proper treatment or referral for illnesses and injuries.
2. To collaborate with other Student Affairs departments to develop and offer programming and training that will help make students aware of ways to experience a healthy lifestyle themselves and to promote it in others.
3. To Identify and quickly address new campus health problems.
4. To provide Allergy Clinic, Women's Clinic, Contraceptive and Self Care services and to add new services, as circumstances warrant.
5. To network with other college and university health services through ACHA, MACHA, and individual contacts in order to share experiences and learn or develop new ideas for improving the delivery of health care and education to University of Mary Washington students.

6. Participate in activities that increase student knowledge of a healthy lifestyle

7. To encourage and facilitate staff training, certification, education and development

James Farmer Multicultural Center

Mission Statement
Multicultural Student Affairs strives to facilitate students’ learning and personal development, including that of underrepresented groups, by increasing students' awareness and knowledge of diversity issues (i.e., cultural, ethnic, intellectual and social) that frame both the individual and the community.

Goals
1. To create educational environments that broaden our understanding and appreciation of multiculturalism and diversity
2. To build relationships to establish a broader community network, within and external to the university, that is committed to improving the recognition and acceptance of the dignity and worth of every individual
3. To provide a warm, welcoming, supportive, and vibrant environment for all underrepresented students that will engage and enhance their social, intellectual, interpersonal and leadership development and skills

Judicial Affairs & Community Responsibility

Mission Statement
The Office of Judicial Affairs and Community Responsibility works with issues of student conduct, wherever they arise on campus. The Office educates students about their responsibilities within the UMW community, as well as about their rights, should they be accused of violating behavioral expectations, or should they believe that they have been victimized or otherwise negatively impacted by another student’s conduct.

Goals
1. To minimize the harmful effects of alcohol and drug use on the learning environment.
2. To foster the development of ethically mature students.
3. To adjudicate alleged violations of the University’s judicial policies and to provide educational sanctions whenever appropriate.
4. To establish and maintain collaborative relationships between the Office of Judicial Affairs and Community Responsibility, and offices and departments which affect and are affected by its activities.
Residence Life

Mission Statement
The Residence Life staff strives to create a unique residential experience for UMW students while providing exemplary support to all the constituencies we serve.

Goals
1. To facilitate open lines of communication between all of the constituencies served by the Office of Residence Life.
2. To foster collaborative relationships and communication between the Residence Life Office and other campus offices that impact the services provided by Residence Life.
3. To provide experiential opportunities for residential students to develop, learn, or improve upon leadership skills and their ability to treat members of a culturally diverse resident community with civility and respect and to provide an environment in which learning and personal development can take place.
4. Work through an intentional model in all residential facilities to help students engage critical thinking and sound decision-making in order to achieve excellence in everyday life.
5. To participate in the conception, planning, implementation and opening of new and newly renovated residential facilities and to make recommendations for long-term planning.

Office of Student Activities and Engagement

Mission Statement
Our mission at OSACS is to work collaboratively with students, faculty and staff to promote programs and opportunities for students to not only have fun on campus, but to develop interpersonal, organizational, leadership and citizenship skills. We encourage students to explore their own skills, interests and values and to learn to respect the values and beliefs of others. We hope our students will become proponents of positive social change in their present and future communities.

Goals
1. Provide instruction and support for students seeking to plan and implement campus programs and special events.
2. Meet with student leaders to evaluate campus policies and procedures and to provide feedback to student leaders.
3. Continue efforts to improve channels of communication through use of campus resources.
4. Implement and co-sponsor educational and cultural programs to enhance the sense of community on campus
5. Provide leadership development resources to student leaders.
6. Encourage participation of students and staff in local and national professional organizations to enhance their programming and professional skills.
OFFICE OF ADVANCEMENT AND UNIVERSITY RELATIONS

Alumni Relations

Mission Statement
The mission of the Office of Alumni Relations is to work with the Alumni Association and its Board of Directors to facilitate communication to and among alumni, and to provide opportunities for alumni to be involved in the life of the University consistent with the goals and objectives of the institution.

Goals
1. Link UMW experience to careers, graduate school, professional development
2. Constituents relate UMW’s identity and visibility as a high-quality liberal arts university to academic, professional, civic, cultural values of UMW education
3. Alumni are involved in the life of the University and are viewed as invested and ongoing partners

Marketing

Mission Statement
The mission of the Office of Marketing is to assist the University of Mary Washington in achieving its overall objectives in the areas of brand building, student recruitment and fundraising. A secondary mission is to assist individual departments and programs in achieving their objectives.

Goals
1. Provide marketing support for academic programs and administrative units.
2. Promote and implement marketing initiatives that enhance the visibility and brand of the university and its strategic goals.
3. Offer marketing support for student recruitment efforts.
4. Expand and enhance the university’s use of social media to engage its various constituencies, especially undergraduate students.

Media

Mission Statement
The mission of the News and Public Information office is to work with University Relations and Communications to coordinate the University's external relations and communications, utilizing mass media, Internet, publications, special events and other forms of communication to support the University's overall mission and goals. The office will identify, cultivate and serve as liaison with news media, including national media,
coordinate all media-related inquiries, and work with faculty, staff, and students to identify, develop and promote newsworthy activities.

Goals
1. Enhance the visibility of UMW in the local, state and national media.
2. Enhance communications within UMW community
3. Fulfill public records’ requests that fall within the Virginia Freedom of Information Act.

Design Services

Mission Statement
To provide creative, design, and buying services for all published (print, web, and new media) materials for the University community and its affiliates. To provide the most efficient and economical way to produce each project while closely monitoring design and publication quality. To abide by all University and state policies regarding publication and design, while upholding the integrity and image of the University.

Goals
1. Design high profile communications that enhance the University brand.
2. Provide design support for the University community.

Publications

Mission Statement
To provide creative services that help shape the messages of Mary Washington, abiding by all University and state policies regarding print and design and upholding the integrity and image of the University.

Goals
1. Ensure UMW publications are on par with national professional standards.
2. Advance UMW’s mission, reputation, and identity through publications that communicate in a clear, consistent, compelling, and graphically pleasing manner.

University Development

Mission Statement
The mission of the Development Office is to assist in the identification of the fund-raising objectives for the institution and, once approved by the President and the Board of Visitors, to develop communications and fund-raising strategies to articulate these needs to various constituency groups of the University so as to maximize financial support for the institution and achieve these defined objectives.

Goals
1. Increase plans for stewardship of former, current, and potential donors  
2. To increase and sustain the gifts and pledges foundations for the University

Web

Mission Statement
Guide the planning, development, implementation and maintenance of a compelling, unforgettable public Web presence to act as a primary recruiting tool and help build the image of UMW as the top public liberal arts and sciences institution in the nation.

Goals
1. Develop and maintain a compelling web presence for the university.  
2. Collaborate with IT in building and maintaining a secure and reliable site, including training and support for web administrators throughout the university.  
3. Continually evaluate applicable regulations for the public web interface and recommend strategies for compliance.

OFFICE OF INFORMATION TECHNOLOGIES

IT Enterprise Application Services

Mission Statement
Provide the technical framework and enterprise application services that advance the university's strategic goals; promote effective and efficient work processes; and support information decision making and institutional reporting.

Goals
1. Provide technical support and administration for secure and stable database management platforms, and a reliable suite of enterprise software applications in support of the University's core business functions (Banner ERP, interfaces, EagleNet, Reporting, etc.)  
2. Develop and support a CORE (Comprehensive, Operational data-based, Reliable, Extensible) Reporting Strategy for the University.  
3. Improve overall efficiency, throughput, customer support and service delivery as provided by the EAS Department

IT Infrastructure Administration

Mission Statement
Provide the technical infrastructure and services that advance the university’s strategic goals; enhance instructional technology, teaching and learning; promote effective and efficient work processes; and support information decision making and institutional reporting.

**Goals**

1. Oversee technical design and installation of IT infrastructure for capital projects
2. Provide technical support, administration and oversight for a secure, reliable, robust and cost-effective campus network (wired and wireless) and telecommunications (analog, ISDN, VoIP) infrastructure, as well as authentication and email services for both academic and administrative purposes.
3. Oversee secure data center operations and services, ensuring high availability of servers and data storage and appropriate planning for long term data center strategies

**IT Security**

*Mission Statement*

Safeguard and protect the university’s data and systems from unauthorized access, modification, or dissemination to ensure its availability, confidentiality and integrity.

**Goals**

1. Develop and implement comprehensive information security awareness education and training programs, keeping content relevant per current issues and trends and latest VITA and Best Practice standards.
2. Develop and maintain a comprehensive set of IT security related policies, standards and procedures per VITA SEC 501 and other relevant standards and resources.
3. Improve information security posturing and safeguard university data.

**IT Support Services**

*Mission Statement*

Provide technology equipment and resources, support and services that advance the university’s strategic goals; enhance instructional technology, teaching and learning; promote effective and efficient work processes; and support information decision making and institutional reporting.

**Goals**

1. Provide IT Help Desk and campus technology support for all campus constituents in an effective, high quality, and timely manner. Implement improvements to transition the department to a more proactive, customer focused unit.
2. Establish and maintain an accurate institutional computer, projector, etc. inventory to identify, plan and budget for ongoing technology equipment replacement needs in faculty/staff offices, classrooms and labs.

3. Proactively manage classroom technology and support to achieve a dependable teaching environment and support structure

**IT Training and Communication**

*Mission Statement*
Provide technology training that advances the university's strategic goals; enhance instructional technology, teaching and learning; promote effective and efficient work processes; and support information decision making and institutional reporting.

*Goals*
1. Develop and maintain a comprehensive and relevant IT training program and methodology of course offerings for faculty and staff.
2. Provide relevant technical information and proactive communication regarding technology initiatives and updates to UMW community