

2011-2012 Finance & Administration, Vice Chancellor

Section	Document Name
Goals and Objectives	• Appendix I.pdf

Mission

Mission

Through excellent stewardship of human, physical, and fiscal resources we will serve and lead our campus community as it fulfills its mission.

Vision

We aspire to be the very best at what we do. Every employee will be engaged, inspired, and prepared to deliver service with distinction.

Our Guiding Principles

Customer Service

We will seek to understand and focus on the needs of all customers; students, employees, and community. We will dedicate our attention to delivering exceptional services within a caring atmosphere. Collaboration and teamwork will be utilized to continually improve our services.

Integrity

Honesty, trustworthiness, dependability, and administrative/fiscal accountability will steer our actions. We are committed to maintaining and demanding high ethical standards.

Professionalism

An environment will be maintained that recognizes and respects the importance of people and opinions: one in which we celebrate our vast diversity; recognize good work; promote everyone's abilities and professional development; establish an enjoyable environment; and encourage a balance between work and life.

Innovation

Taking risks fosters improvement. We will eliminate obstacles, encourage new ideas, and embrace creative solutions that are aimed at improvement and good stewardship.

Goals and Objectives

▢ 1. Value Continually evaluate: A. How we work; B. What services we provide, and; C. How well we provide those services; to ensure value is provided to the schools and other administrative units and to ensure that the customer experience is enhanced by interaction with our areas

☑ All IUPUI Schools/Departments and Units will have new or updated Business Continuity Plans in the IU Ready enterprise system. Develop calendar/process to require and track yearly updates.

Campus Planning Theme: Best Practices
Secondary Goals: Transparency, Partnerships
Sub Unit: Office of the Vice Chancellor Finance & Administration
Time Frame: 2012-2013, ongoing

Actions taken for 2011-2012:

Initial discussions with Business Continuity Program Manager and IUPUI Director of Emergency Management and Continuity.

Evidence of Progress for 2011-2012:

The IUPUI Business Continuity Plans in IU Ready are updated and completed by end of Q3 of FY2013. Procedures and calendar are developed and communicated to IUPUI BCC's.

Activities planned for 2012-2013:

Partner with IUEMC and IUPUI EMC offices to convert BCP (business continuity plans) from the BCPT system to the IU Ready system, to translate the old BCP to new naming convention, to identify current personnel for each plan, to develop training on IU Ready, to develop task timeline, to communicate with IUPUI Deans, Directors, Chairs and BCC (business continuity coordinators) and their alternates. FIAD Units will be early adopters of the IU Ready system, providing feedback on the user training and system to IUEMC program manager. Assist with the user training for FIAD units and provide 1:1 assistance if needed. Act as liaison to IUPUI Schools/Departments and Units. Provide support in contacting IUPUI personnel to attend training and initiate the updates to their respective plans in IU Ready. Develop procedures and calendar to require and track annual updates.

☒ Complete Phase 3 of the IU Student Services Initiative (SSI) to identify process modifications and centralizations for bursar business processes.

Campus Planning Theme: Best Practices, Collaboration
Secondary Goals: Partnership
Sub Unit: Finance, Office of the Bursar
Time Frame: 2011-12, 2012-13

Actions taken for 2011-2012:

Participated in the university-wide Student Services Initiative (SSI) Phase 1 and Phase 2. Partnering with the University Bursar staff, reviewed all bursar business processes, identified process redesign opportunities and created process diagrams.

Evidence of Progress for 2011-2012:

Completion Phase 3 project deliverables; implementation of a shared service model for specific business processes.

Activities planned for 2012-2013:

Continue working with the IU University Bursar to develop appropriate outcomes for Phase 3. Depending on those outcomes, our expectation is to begin implementation of process changes during the latter parts of the 2012-13 fiscal year.

- ☒ Continue to support the Service with Distinction Program through training for the CFS Call Center and Building Services.

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Campus Facility Services

Time Frame: 2012-2013

Actions taken for 2011-2012:

1. Call Center and Building Services staff has completed the training.
 2. The Call Center to complete action plan.
 3. Training is now incorporated in CFS new employee orientation.
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Evidence of Progress for 2011-2012:

Improved service to CFS customers.

Activities planned for 2012-2013:

1. Develop new strategy to answer Parking & Transportation Services phones during heavy periods to improve Customer service and satisfaction.
2. Identify next group to go through Service with Distinction.

- ☒ Conversion of University Place Conference Center and Hotel into The Tower and Academic Hall. The Academic Hall is scheduled to open in January 2013 and will offer 18,000 square feet of classroom space. The Tower (residence hall) which will be available to incoming freshmen, is scheduled to open in August 2013 and will offer 560 beds, double-occupancy rooms with private baths and a living-learning community. The residence hall will provide a traditional housing experience, including the campus's first dining hall, free laundry facilities, multiple community and study spaces, and a workout room.

Campus Planning Theme: Collaboration

Secondary Goals: Environment, Partnership, People, Resources, Transparency

Sub Unit: Office of the Vice Chancellor Finance & Administration

Time Frame: On-going

Actions taken for 2011-2012:

1. Completed feasibility study
2. Creation of the Conversion Steering Committee to include 11 sub-committees, each one designated to a specific part of the conversion. Also made systematic announcement to close hotel and conference center, and provided

- campus community with expected timeline
3. Developed a website to keep campus community updated. A presentation on the project is available on the website.
 4. Holding regular meetings with Chartwell's on design development for dining facility.
 5. Opening of classrooms in January 2013
 6. Opening of dining facility in May 2013
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Evidence of Progress for 2011-2012:

Activities planned for 2012-2013:

- ☑ Develop a recurring parking permit renewal system for employees.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Campus Facility Services

Time Frame: 2011-2013

Actions taken for 2011-2012:

1. Met with Payroll
 2. Agreed to the continued payroll deduction plan.
 3. Have communicated the new option to the campus community
 4. Begins June 2013.
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Evidence of Progress for 2011-2012:

Reduced number of people in line at Parking Services.

Activities planned for 2012-2013:

Implement plan

- ☑ Develop and Implement a staff training plan to include IT-related certifications along with software/hardware training.

Campus Planning Theme: Best Practices

Secondary Goals: People

Sub Unit: Administrative Services & Office of Technology

Time Frame: 2012-13, ongoing

Actions taken for 2011-2012:

Initiated a training plan for FIAD Office of Technology staff. Beta testing on E-Train to be used in tracking employee training required and completed.

Evidence of Progress for 2011-2012:

Staff will obtain IT-related certifications (at least 1 per year); staff will complete all required training within target timeframe by using E-Train to track training.

Activities planned for 2012-2013:

1. 1. Conduct skills assessment with all FIAD Tech staff
2. 2. Enroll all FIAD Tech staff into IU E-train
3. 3. Determine certificate paths correlated to job responsibilities
4. 4. Monitor progress through performance management, training matrix and team skills gap.

- ☒ Develop and implement programming for CYC School age children during school breaks resulting in increased revenue.

Campus Planning Theme: Civic Engagement, Collaboration

Secondary Goals: Resources; Partnership

Sub Unit: Auxiliary Services, Center for Young Children

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Increased revenue from intercession school age children enrolled in this bridge program.

Activities planned for 2012-2013:

Use current staff and empty classroom and optimize CYC resource to enroll school age children during interim times such as fall and spring breaks; Promote and communicate with current CYC families this value added opportunity.

- ☒ Develop long term approach for parking inventory.

Campus Planning Theme: Best Practices

Secondary Goals: People

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

1. Began planning for next garage

2. Develop partial use plan for new Wishard garage (2 phases)
 3. Develop an integrated plan for Riley's new garage. 4. Developed plan for use of expanded sports garage facility.
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Evidence of Progress for 2011-2012:

Adequate parking inventory available for students, faculty, staff and visitors.

Activities planned for 2012-2013:

1. Develop partial use plan for new Wishard garage (2 phases)
2. Study ROC and Wilson St. garages in relation to financial impact of Simon Family Tower garage.
3. Continue planning for next garage.
4. Participate in research committee for monetization of IU resources.
5. Determine utilization of Dental School lot and how to integrate with overall parking system and meet their needs for client parking.
6. Acquire 373 space garage at University Place and integrate into parking system.
7. Review surface lot assignments and develop better utilization of Eskenazi garage and reroute buses to support changes.
8. Study impact of P3 housing/office building on parking inventory.

☑ Drive sales increase of 5% annually in the general merchandise division

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Resources

Sub Unit: Auxiliary Services Barnes and Noble Bookstore

Time Frame: 2012-13

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Monthly review of division sales; Measure monthly numbers against proposed increase of 5%.

Activities planned for 2012-2013:

- Analyze sales increase data from Corporate Office;
- Achieve a merchandise flow that is optimum and conducive to growing sales;
- Implement a focused marketing and communication plan on targeted audiences during specific time frames;
- Create calendar of bestselling items at certain times of year;
- Assess student evaluation of merchandise offerings and knowledge via panel and survey.

☒ Grow and expand existing programs to increase revenue by 3% annually

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Resources; Partnerships

Sub Unit: Auxiliary Services, Campus Card Services

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

Began development of a web-based transaction application for accepting Jagtag; Investigated and implemented an automated rewards and incentive program; Continued to target new vendors to accept Jagtag.

Evidence of Progress for 2011-2012:

Number of participants using Jagtag card increases; Number of Jagtag vendors increases; Revenue increases by 3% by June 2013

Activities planned for 2012-2013:

Actively seek out vendors to join Jagtag Payment Program; Actively seek vendors to participate in the Jagperks program; Expand ticket sales and investigate other possible items/services that can be sold via the Jagtag Office;

☒ Identify and reduce to the greatest extent possible inefficient processes that create delays in the hiring process.

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Human Resource Administration Employment & Compensation

Time Frame: 2011-2012; 2012-2013.

Actions taken for 2011-2012:

Continued participation in regular meetings with the Office of Equal Opportunity to review recruitment objectives and turn-around goals.

Evidence of Progress for 2011-2012:

Fewer failed searches. Fewer overall position postings per hire.

Activities planned for 2012-2013:

Continue efforts at more clearly advertising department needs to reduce the percentage of failed searches. Explore available selection process options that provide more flexibility in getting the right person on the busâ€ versus an over-reliance on job attributes only.

☒ Implement exciting and convenient enhancements to the existing services

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Campus Card Services

Time Frame: On-going

Actions taken for 2011-2012:

1. Automated the Jagtag Deduct program so employees can sign up on-line
 2. Began replacement of old readers to newer IP addressable readers providing more reliability and less down time
 3. Completed stage 1 of the Service with Distinction training
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Evidence of Progress for 2011-2012:

1. Less phone calls from students and parents making account balance inquiries
 2. Number of hits for on-line chatting increases
 3. Jagtag sales increase
 4. Number of positive survey results continue to increase
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Activities planned for 2012-2013:

1. Create an alternate logon feature for parents via the Manage My Jagtag website
2. Investigate 'on-line chatting' whereby students and employees can ask 'live' questions of our staff
3. Investigate and possibly implement an automated 'low balance' email feature
4. Create an app allowing students to make deposits via their smart phones
5. Continued replacement and upgrading of antiquated card equipment and readers
6. Complete stage 2 and finalize and implement the Service with Distinction culture

☒ Implement EZ Deposit Option to increase total deposits to \$500K

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals:

Sub Unit: Auxiliary Services

Time Frame: On-going

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Total deposits increased to \$500K the 1st year; number of participants increase, overall Jagtag sales increase with an emphasis on textbook sales.

Activities planned for 2012-2013:

Establish deposit amounts, time period deposits will be available and posted to Jagtag account; Collaborate with FIAD Tech and Bursars Office; Prepare operational plan, communication and promotion plan; Initiate program.

☑ Implement revenue processing reviews

Campus Planning Theme: Best Practices

Secondary Goals: none

Sub Unit: Finance, Budget Office

Time Frame: 2011-12, 2012-13

Actions taken for 2011-2012:

Instituted on-site quarterly reviews of all custodial funds at IUPUI.

Evidence of Progress for 2011-2012:

Increased level of compliance with revenue processing policies.

Activities planned for 2012-2013:

Establish standard review process for all revenue processing units and implement on-site reviews.

☑ Implement Service with Distinction program.

Campus Planning Theme: Best Practices

Secondary Goals: People

Sub Unit: Administrative Services & Office of Technology

Time Frame: 2011-12, ongoing

Actions taken for 2011-2012:

Conducted Customer Survey

Evidence of Progress for 2011-2012:

Customer survey results are more positive.

Activities planned for 2012-2013:

Review survey results with staff; conduct Service with Distinction training.

- ☑ Increase camp enrollment and Natatorium swim programs by 5% annually.

Campus Planning Theme: Best Practices, Civic Engagement, Collaboration

Secondary Goals: Resources, People, Partnership

Sub Unit: Auxiliary Services, IU Natatorium

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

Created a more resilient marketing plan to identify new opportunities. Seek new markets of interest: Sponsorships - companies looking for exposure in the university environment; Programming and events – expanded customer base with additional sporting events.

Evidence of Progress for 2011-2012:

Increased enrollment in camps; facility usage and program attendees numbers increase.

Activities planned for 2012-2013:

Evaluate and change current camp structure to exceed current and future methodology and trends; Identify and partner with campus departments to include new camp programming; Target, promote and capture 5 new Indianapolis area markets; Implement incentive program for corporate & campus members; Build city wellness program to reach 10K by end of 2013; Launch cross & team training.

- ☑ Increase current internal business yielding \$12K annually.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Resources; Partnership

Sub Unit: Auxiliary Services, IUPUI Mail Services

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

Acquired official data relative to other College / University business structures and revenue generating methodologies.

Evidence of Progress for 2011-2012:

Extension and growth of internal business; Increased numbers of accounts; Increased revenue from internal clients.

Activities planned for 2012-2013:

Develop/enhance strategic partnerships throughout campus outside of Auxiliary Services portfolio; Identify and communicate with principle decision makers in University schools/departments to extend business forward;

- ☒ Increase Jagtag presence campus wide via weekly communications and quarterly promotions.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Transparency; Resources

Sub Unit: Auxiliary Services, Campus Card Services

Time Frame: On-going

Actions taken for 2011-2012:

Recognized that many employees do not know of the many perks and benefits available to them. Created partnerships with many departments to speak at their new employee orientations and department staff meetings.

Evidence of Progress for 2011-2012:

Increased number of hits to Jagperks website; Increased number of employees participating in Jagtag deduct; Use of Jagtag increases resulting in increased revenue.

Activities planned for 2012-2013:

Team with Housing, University College, Food Services and Barnes & Noble on events, promotions and advertising opportunities; Be present at numerous campus wide events to promote and create awareness of Campus Card Services benefits;

- ☒ Increase lower cost choices for course materials for students by increasing availability of course materials information, rental options, used books and digital materials.

Campus Planning Theme: Teaching and Learning

Secondary Goals:

Sub Unit: Barnes and Noble Bookstore

Time Frame: Throughout fall and spring semesters.

Actions taken for 2011-2012:

Started rental program and increased rental options.

Evidence of Progress for 2011-2012:

Increase in the percentage of course requests that are received before student scheduling and buyback period. Amount of rental and digital titles on list and sold; increased requests from faculty for ebooks and rentals; added marketing opportunities to present message about ebooks and rentals.

Activities planned for 2012-2013:

Collaborate with students, administration and faculty in campus initiative for earlier course materials request to positively impact timeliness of students receiving information, ability for the bookstore to increase lower cost alternatives and increase HEOA compliance. Increase the title list available for rental titles offered. Continue to Partner with Nookstudy and B&N.com to provide a list of titles that are offered as ebooks for IUPUI courses. Increase marketing (in-store and during buyback in particular, campus events and website); provide prominent shelf tags for ebooks, rentals and student choice. Notify departments of ebook and rental options; work with course pack providers to have digital codes available in store for students; provide ebooks that are a rental option. Engage with students and parents to discuss both rentals and ebooks. Add point of sale system to make the rental and digital options more convenient and efficient for students to participate in.

- ☒ Increase retail revenue annually by \$350K

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Resources; Partnership

Sub Unit: Auxiliary Services, IUPUI Food Service

Time Frame: Ongoing

Actions taken for 2011-2012:

Refreshed concepts and menu items at food court such as partnered with national food chain Papa John's™s to replace Flatbreads Pizza; Created soup station using Au Bon Pain products; Expanded Chick-fil-A menu to include spicy chicken; Ran a trial faculty/staff rewards program to gauge effectiveness.

Evidence of Progress for 2011-2012:

Improved sales; improved customer satisfaction and feedback; Faculty/Staff reward program launched; additional voluntary meal plan launched; new food location built.

Activities planned for 2012-2013:

Introduce 6th concept at CE; Upgrade Mexican concept to Asian stir-fry concept; Implement strategic pricing adjustments; Add new voluntary flex only meal plan; Introduce call ahead ordering at Mondo Subs; Introduce a long term Faculty/Staff Rewards Program; Build out 1 new food location based on Campus Food Plan analysis.

- ☒ Increase stadium rental income by \$70K in 2013.

Campus Planning Theme: Best Practices, Civic Engagement, Collaboration

Secondary Goals: Resources, People, Partnership

Sub Unit: Auxiliary Services, Carroll Track & Soccer Stadium

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

Carroll Stadium underwent a major capital improvement with the installation of an NCAA approved turf field in an effort to expand customer base with additional sporting events.

Evidence of Progress for 2011-2012:

New events are booked at Carroll Stadium

Activities planned for 2012-2013:

Probe, target and promote to other user groups to obtain additional events; Book 5 Indiana Soccer events; Book 3 new Track events; Book 3 new Non-profit events; Book 1 Indiana Lacrosse event; Book 1 Marching Band Competition or Band Practice event.

- ☒ Increase the education and participation of the campus recycling program.

Campus Planning Theme: Best Practices

Secondary Goals: Partnerships

Sub Unit: Environmental Health & Safety , Sustainability, Office of

Time Frame: 2011-12, on-going

Actions taken for 2011-2012:

Reinvigorated the campus recycling committee. Conducted a survey of campus constituents to identify recycling barriers. Developed a consistent recycling message to promote across campus. Evaluated converting the campus recycling process to single stream. Conducted pilot programs of new recycling message and process within Housing, Campus Center, University Library, and Lockefield Village

Evidence of Progress for 2011-2012:

Committee meetings held and documented. Priorities of committee identified. Extensive review of bids for Recycling and Trash contract was completed. Decision to convert to single stream recycling was made.

Activities planned for 2012-2013:

Implement single stream recycling in all buildings.

- ☒ Increase value options and choices for students.

Campus Planning Theme: Teaching and Learning, Best Practices, Collaboration

Secondary Goals: Resources

Sub Unit: Auxiliary Services Barnes and Noble Bookstore

Time Frame: 2012-13

Actions taken for 2011-2012:

Collaborated with students, administration and faculty in campus initiative for earlier course materials request to positively impact timeliness of students receiving information about book availability; provided ebooks that are a rental option. Engaged with students and parents to discuss both rentals and ebooks. Added point of sale system to make the rental

and digital options more convenient and efficient for students to participate in.

Evidence of Progress for 2011-2012:

Increase in the percentage of course requests that are received before student scheduling and buyback period. Amount of rental and digital titles on list and sold; increased requests from faculty for ebooks and rentals; added marketing opportunities to present message about ebooks, used and rentals.

Activities planned for 2012-2013:

Outline where value options can be enhanced in course materials; Assess what value options students are interested in; Continue to pursue early adoptions to assist in the growth of used books and rental programs; Reach out to USG cabinet to continue this conversation; Develop an external outreach and marketing plan for each value options as well as in-store marketing and presentation options; Educate internal staff, campus contacts and students on Nookstudy to enhance support to students that are interested in digital books.

☒ Introduce Convenience Copier Fleet into specific departments/buildings for student use, including Jagtag and Coin Op features.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Resources; Partnership

Sub Unit: Auxiliary Services, RICOH

Time Frame: 2013 - 2014

Actions taken for 2011-2012:

Marketed additional services.

Evidence of Progress for 2011-2012:

Increased Print on Demand use resulting in increased revenue.

Activities planned for 2012-2013:

Identify Key locations on campus where students need High Speed Document Output devices; Install such devices.

☒ Launch TRAC/RICOH Copier Program to increase income and customer service.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Resources; Partnerships

Sub Unit: Auxiliary Services, RICOH

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

Creation of WIP (Work in Progress) Report inside of current software that allows for more accurate minute to minute tracking

Evidence of Progress for 2011-2012:

Quicker and easier Job Submission to RICOH Center; Revenue increases with use of TRAC/RICOH

Activities planned for 2012-2013:

Engagement and communication with each Departmental administrator and University IT to recognize Key Users

☒ Migrate all files from ADFI-4400 file server to SharePoint server.

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Campus Facility Services

Time Frame: 2012-2014

Actions taken for 2011-2012:

Conducted conversation with UITS about SharePoint and proper approach for file migration.

Evidence of Progress for 2011-2012:

Files migrated to SharePoint; load on ADFI-4400 will reduce

Activities planned for 2012-2013:

1. 1. Develop migration plan
2. 2. Communicate with customers & provide training on SharePoint
3. 3. Migrate files

☒ Online Project request form and project tracking

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Transparency

Sub Unit: Administrative Services & Office of Technology

Time Frame: 2012-2013, 2013-14

Actions taken for 2011-2012:

Initial discussions and brainstorming.

Evidence of Progress for 2011-2012:

Online project request form is available to customer on the FIAD Office of Technology website. Initial project/program specifications are completed for a project tracking system.

Activities planned for 2012-2013:

Develop and implement online project request form with input from the FIAD Technology Advisory Group (TAG).
Initiate development of an online project tracking system.

- ☒ Optimize square footage space via the addition of customer-valued retail and/or service operations.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Resources, Partnerships

Sub Unit: Auxiliary Services Barnes and Noble Bookstore

Time Frame: 2012 - 2013

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Once new retail store is chosen and in place, measure increase of store traffic, service customers and sales. Measure increased revenue.

Activities planned for 2012-2013:

Develop and secure a business marketing plan with retail or other service-focused businesses; Engage with all parties involved and outline expectation and commitments; Determine if physical space alterations are needed and determine funds for build out; Develop marketing plan and increase campus community and hospital community engagement for announcement of new retail or service operation.

- ☒ Participate in FIAD Employer of Choice initiative and evaluate departmental efforts.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Campus Facility Services

Time Frame: New goal

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Diverse, qualified workforce hired efficiently.

Activities planned for 2012-2013:

1. Utilize approved external recruiting sources to address identified gaps in affirmative action hiring goals. Gaps include:
A. Females in skilled trades and professional level positions. B. Hispanics in professional level positions.
2. Work with HRA Organizational Development to improve hiring practices, increasing recruitment efficiency and effectiveness.
3. Secure appropriate funding to reinstate past employee recognition activities.

☑ Promote FIAD's commitment to "Service with Distinction"

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Information Technology; Partnerships

Sub Unit: Tech Services

Time Frame: On-going

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Zendesk Support Request issue tracking system is implemented; 3rd party assessment is complete; On-going InfoShare sessions are conducted and FIAD users are more informed.

Activities planned for 2012-2013:

Propose a metrics-based Service Level Request application for the division. Contract with 3rd party for service assessment/analysis and recommendations. Initiate InfoShare sessions for FIAD users.

☑ Relocate all systems/servers with no virtual environment capability to a centralized, secure location in ICTC building.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Administrative Services – Office of Technology

Time Frame: 2012-2013

Actions taken for 2011-2012:

Initiated conversations with customer, CFS, about moving the servers to more secure location.

Evidence of Progress for 2011-2012:

Servers are located at ICTC and functioning appropriately.

Activities planned for 2012-2013:

Develop action plan; discuss with customer; relocate server to ICTC.

- ☒ Relocate the CFS Building Automation Systems to a secured facility/virtual environment.

Campus Planning Theme: Best Practices

Secondary Goals: Information Technology; Resources

Sub Unit: Tech Services

Time Frame: 2011-2012

Actions taken for 2011-2012:

Full network audit of CFS IT functions. Implementation of SANS 15 Security Controls.

Evidence of Progress for 2011-2012:

Fiber feasibility study ongoing. Double-Take licenses acquired for new servers. Work breakdown structure and scope statement created. Relocation plan developed and communicated.

Activities planned for 2012-2013:

Relocation of BAS servers with virtualization capability to IU's Intelligent Infrastructure. Relocate all systems with no virtual environment capability to a centralized, secured facility (ICTC).

- ☒ Strategic Planning - Best Practices, by June 30, 2015, 100% implementation within Finance and Administration of selected Best Practices

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Environment, Partnership, People, Resources, Transparency

Sub Unit: Office of the Vice Chancellor Finance & Administration

Time Frame: 2012-2015

Actions taken for 2011-2012:

Strategic Planning Retreat to determine priorities for our plan. Development of Wildly Important Goals (WIGS) and Action Plans to achieve our goals. Established teams for three individual WIGs.

Evidence of Progress for 2011-2012:

Team has identified four key Best Practices to address and produced Best Practice Initiative Statements and key criteria

for each one.

Activities planned for 2012-2013:

Continued meetings of the Best Practices Team to develop action plan for implementation to include research, analysis, and finally feasibility / validation.

- ☒ Vice Chancellor Dawn Rhodes - One year Presidency of the Central Association of College and University Business Officers. This presidency will assist in making IUPUI more well known in the region and nationally.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals:

Sub Unit: Office of the Vice Chancellor Finance & Administration

Time Frame: 2012-2013

Actions taken for 2011-2012:

VC Rhodes became President of CACUBO in October of 2012, and begins her period in office with the first facilitated Strategic Planning meeting.

Evidence of Progress for 2011-2012:

Activities planned for 2012-2013:

The President will attend all regional annual meetings for 2013 as well as represent CACUBO with the National Association of College and University Business Officers.

- ☒ Work with IU Bloomington to implement handheld devices to better track maintenance work at the employee level.

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

Establish meetings to review the use of Notebook computers for real time MMS interface

Evidence of Progress for 2011-2012:

Improved reporting and efficiencies.

Activities planned for 2012-2013:

1. Meet to identify appropriate tools and to develop implementation plan.

2. Analyze, test and evaluate for possible implementation.

☒ Work with University Bursar to complete development of a new student account statement and implement an updated online bill.

Campus Planning Theme: Best Practices

Secondary Goals: Partnership

Sub Unit: Finance, Office of the Bursar

Time Frame: 2011-12, 2012-13

Actions taken for 2011-2012:

Continued participation with the University Bursar working group to evaluate current presentation of bursar statement of account. Initiated prototype development and specifications.

Evidence of Progress for 2011-2012:

Completion of new student account statement prototype and development of plan to move this to “in-house”

Activities planned for 2012-2013:

Determine process for migrating the bill presentment out of the third party online payment system.

▣ **2. Transparency** Promote two way communication and understanding of campus and university finances and other administrative policies and procedures. Develop policies and procedures that ensure compliance and safeguards university assets while eliminating obstacles to the maximum extent possible.

☒ Create a Technology Advisory Group, TAG. Start meeting regularly to assess and prioritize project requests within our division to include discussion of IT initiatives.

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Administrative Services “ Office of Technology

Time Frame: 2012-13, ongoing

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Meetings occur and projects are mutually prioritized.

Activities planned for 2012-2013:

Solicit from FIAD offices for TAG representatives; Conduct meetings regularly

☑ Enhance reporting for Campus Administration and Responsibility Centers

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Finance Budget Office

Time Frame: 2010-11, 2011-12, 2012-13

Actions taken for 2011-2012:

Completed preliminary review of account structure for several academic units to allow for reporting for instructional costs versus administrative costs.

Evidence of Progress for 2011-2012:

More accurate reporting for participation in Delaware Study and IPEDS.

Activities planned for 2012-2013:

Determine criteria for reports that would enhance decision making for Campus Administration and Deans. Design and implement reports. Continue to review account higher education function codes to ensure accurate classification.

☑ Implement the SANS Security Controls.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Administrative Services “Office of Technology

Time Frame: 2012-13, ongoing

Actions taken for 2011-2012:

Initiated Discussions and assessment

Evidence of Progress for 2011-2012:

Security Controls are implemented and have been operationalized.

Activities planned for 2012-2013:

Develop project plan and initiate implementation to ensure the SANS Security Controls are in place, to include:

- 1 Data Recovery Capability; Data Loss Prevention

2. Inventory of Authorized and Unauthorized Devices and software
3. Secure Configurations for Hardware and Software on Laptops, Workstations, and Servers ; Secure Configurations for Network Devices such as Firewalls, Routers, and Switches
4. Limitation and Control of Network Ports, Protocols, and Services
5. Controlled Use of Administrative Privileges
6. Continuous Vulnerability Scans, Assessment and Remediation
7. Maintenance, Monitoring, and Analysis of Security Audit Logs
8. Malware Defenses and Application Software Security
9. Wireless Device Controls
10. Incident Response Plan and Capability
11. Security Skills Assessment and Appropriate Training to Fill Gaps

☒ Install metering to provide energy use per building data on website.

Campus Planning Theme: Best Practices

Secondary Goals: Environment

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

1. Installed chilled water meters at Science, Engineering and Technology.
 2. Installed steam meters at Cavanaugh and Science buildings.
-

Evidence of Progress for 2011-2012:

Meters are operational and providing data so website can be updated regularly.

Activities planned for 2012-2013:

1. Install steam meters at Taylor Hall and Dental School.
2. Install chilled water meter at Lecture Hall.

☒ 3. People Develop and implement strategies for making IUPUI an employer of choice within the city, state, nation, and world with an engaged, competent, and diverse workforce.

- ☑ Become an early adopter of the University-wide e-Train Enterprise System.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Campus Facility Services

Time Frame: New goal

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Team created and review completed. Implementation with workforce training monitored for compliance based upon job.

Activities planned for 2012-2013:

1. Meet with CFS' eTrain contact about the possibility of incorporating CFS database functionality and structure to eTrain system.
2. Develop team to review compliance raining and responsible parties.

- ☑ Build awareness of various cultures.

Campus Planning Theme: Campus Climate for Diversity

Secondary Goals: Partnerships

Sub Unit: Human Resource Administration Work Life

Time Frame: 2012-13

Actions taken for 2011-2012:

Wrote section called "Becoming More World/Culture Wise" for each monthly Work/Life e-newsletter. Each month, the section included information about nationality heritage months and information about ethnic holidays and on- and off-campus events.

Evidence of Progress for 2011-2012:

Work/Life e-newsletter continued to offer section called, "Becoming More World/Culture Wise."

Activities planned for 2012-2013:

Section called "Becoming More World/Culture Wise" will continue to be included in each monthly Work/Life e-newsletter.

- ☑ Communicate with employees about their workplace.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Campus Facility Services

Time Frame: New goal

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Employees openly discuss their concerns with management, thus strengthening each group's relationship and understanding of each other.

Activities planned for 2012-2013:

Management will conduct regular town hall meetings.

- ☑ Continuation of expansion and improvement in our outreach efforts.

Campus Planning Theme: Campus Climate for Diversity, Collaboration

Secondary Goals: Partnership

Sub Unit: Human Resource Administration Employment & Compensation

Time Frame: Ongoing

Actions taken for 2011-2012:

Meetings continue on every other month basis; Metric report generated monthly that tracks minority and gender applicant flow as compared to availability for all classifications;

Evidence of Progress for 2011-2012:

Metrics generated through a partnership with the Office of Equal Opportunity continue to reflect our exceeding availability metrics for the campus related to female and minority applicant flow data.

Activities planned for 2012-2013:

Develop a diversity index metric report that reflect staff diversity based on several factors related to objectives. Work collaboratively with the Office of Equal Opportunity to develop complimentary processes related to minority recruitment.

- ☑ Continue Service with Distinction implementation with the development of a departmental performance management process

Campus Planning Theme: Best Practices

Secondary Goals: none

Sub Unit: Finance Office of the Bursar

Time Frame: 2011-12, 2012-13

Actions taken for 2011-2012:

Developed performance surveys for leadership staff, distributed those to all staff members and compiled results. Reviewed results with leadership as input into the salary review process.

Evidence of Progress for 2011-2012:

Completion of Performance Management deliverables and implementation of process for all staff positions.

Activities planned for 2012-2013:

Develop performance management instrument for all staff in the department.

- ☒ Create a dynamic website for the Office of Sustainability.

Campus Planning Theme: Teaching and Learning

Secondary Goals: Value

Sub Unit: Environmental Health & Safety , Sustainability, Office of

Time Frame: 2011-12

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

A live Office of Sustainability website was developed and training was completed. Completed <http://sustainability.iupui.edu>. Created additional social media applications, i.e. Facebook Page, Twitter.

Activities planned for 2012-2013:

Collaborate with the Office of Communications and Marketing to create and build the website. Develop content for the website. Create social media applications to include in the website. Attend a UITS training session on the Cascade Server Web content Management System (WCMS).

- ☒ Develop a campus-wide Intergroup Dialogue program.

Campus Planning Theme: Campus Climate for Diversity

Secondary Goals: Collaboration, Partnerships

Sub Unit: Human Resource Administration, Training & Organizational Development

Time Frame: 2011-2014

Actions taken for 2011-2012:

HRA continues to partner with the IU School of Liberal Arts to plan for the development of a campus-wide IGD program. To date, a number of other schools, departments and units have joined a campus-wide community to develop IGD programming involving curricular, co-curricular, staff, faculty, and community outreach activities. An IGD facilitator training session has been scheduled for July/August, 2012 which will be facilitated by representatives from the University of Michigan Program on Intergroup Relations. The intent of this training is to develop IDG facilitators on campus so that we can begin to facilitate IGD dialogues and related programs and activities, beginning fall, 2012.

Evidence of Progress for 2011-2012:

The proposal for a campus-wide IGD program is submitted. Appropriate support is provided from campus administration. Pilots are implemented. A model for facilitating dialogues for staff and developing staff dialogue facilitators is developed and facilitated.

Activities planned for 2012-2013:

HRA will continue to take a leadership role through its partnership with the School of Liberal Arts in convening constituents across campus for on-going planning efforts. Dan Griffith is partnering with Margo Foreman, Office of Equal Opportunity, to develop an intergroup dialogue focused on either race or gender for fall, 2012. As an outcome of the IGD facilitator training referenced above, HRA will continue to support efforts across campus concerning the development of IGD processes. A proposal will also be developed and presented to campus administration concerning support needed to develop a sustained Intergroup Dialogue program, which includes both academic and non-academic components.

☑ Develop a caring, connected, competent staff.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

1. Monthly training is underway.
 2. New employee orientation program is used for makeup sessions for all employees.
-

Evidence of Progress for 2011-2012:

Engaged, better trained employees.

Activities planned for 2012-2013:

The following activities are planned for 2012-2013: New employee orientation program and a staff development program focused on intergroup dialogue.

Utilize new reporting system to assure training occurs and is tracked appropriately to identify compliance training gaps.

☒ Develop an Occupational Health Program for Animal Users

Campus Planning Theme: Best Practices

Secondary Goals: Environment

Sub Unit: Environmental Health & Safety

Time Frame: 2011-2012, ongoing

Actions taken for 2011-2012:

Approved written program. Outlined elements of the approval process. Designed and start developing a computer-based program to collect data and manage all required

Evidence of Progress for 2011-2012:

Program implemented and monitoring in progress.

Activities planned for 2012-2013:

Implement program. Monitor the program using metrics currently in place. Prepare an evaluation of findings.

☒ Develop and implement a campus-wide plan for assessing and improving the campus climate of civility.

Campus Planning Theme: Campus Climate for Diversity

Secondary Goals: Collaboration, Partnerships

Sub Unit: Human Resource Administration, Training & Organizational Development

Time Frame: 2011-2013

Actions taken for 2011-2012:

HRA has partnered with the Office of Equal Opportunity (OEO) and the Equal Opportunity Council to encourage the reinstatement of the Statement on Civility. They have further developed a preliminary action plan for a three-year focus on the topic of campus civility. This includes assessment activities and the development of appropriate programs and activities that encourage campus- wide conversations and focus on improving the climate of civility at all levels. HRA also partnered with the Office of Equal Opportunity and other offices and individuals to support Dr. Khadija Khaja, Associate Professor, School of Social Work, in the development of a proposal for the 2013- 15 Common Theme. The proposed topic is Find Your Voice Civil Discourse. This proposal was accepted which will further assist HRA, OEO and the EO Council to advance an agenda for focusing on campus civility in coming years. (Note: These activities encompass a broader scope than simply developing a one-time program or event as initially proposed for this objective.)

Evidence of Progress for 2011-2012:

Assessment activities (focus groups, etc.) are implemented to assess the current climate of civility. Programs and activities are developed to further the goals of the three-year plan and the Common Theme.

Activities planned for 2012-2013:

HRA will continue to partner with OEO, the Equal Opportunity Council, and the Chancellor on the development of the appropriate assessment activities, programs and events focused on engendering campus-wide dialogue on the topic of campus civility. HRA will be involved in planning efforts in support of Dr. Khadija Khaja to implement the 2013-15 Common Theme. The three-year action plan will be further developed and initial assessment activities will be implemented

☑ Develop and implement an exit interview process

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Human Resources Administration Employee Relations & Benefits

Time Frame: 2012-2014

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

HR is conducting exit interviews using new process

Activities planned for 2012-2013:

1. Obtain “ownership” of exit interview process for staff employees
2. Research best practices and determine approach
3. Develop a procedure for handling exit interviews
4. Determine how to identify before termination date
5. Determine how data will be captured and reported
6. Develop implementation and communication plans

☑ Develop on-line training modules focused on relevant staff and management professional development topics.

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Human Resource Administration Training & Organizational Development

Time Frame: 2011-2013

Actions taken for 2011-2012:

HRA Training and Organization Development and Employee Relations have developed content for an on-line modules on the topic of workplace bullying

Evidence of Progress for 2011-2012:

The on-line module on workplace bullying is available on- line.

1. Assess the services and priorities for the Training and Organization Development function and reconstitute the function, including resources and personnel needed, accordingly.
 2. Develop a function or office supporting services, programming and long-range planning with respect to campus-wide initiatives involving Intergroup Dialogue, conflict resolution, campus civility and related matters.
-

Activities planned for 2012-2013:

HRA Training and Organization Development and Employee Relations will finalize the module on workplace bullying. Development of additional on-line training will be explored once the Training and OD Consultant positions have been filled.

- ☒ Empower staff and faculty to make effective personal decisions in planning for retirement.

Campus Planning Theme: Best Practices

Secondary Goals: Partnerships

Sub Unit: Human Resources Administration Employee Relations & Benefits

Time Frame: 2012-2014

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Mini-Retirement symposium is planned and retirement rep visits are planned.

Activities planned for 2012-2013:

1. Explore programming for mid-career faculty and staff to plan for retirement
2. Plan a “mini-retirement” symposium focusing on healthcare, social security, Medicare
3. Plan department-specific retirement representative visits

- ☒ Enhance the new employee orientation experience

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Human Resources Administration Employee Relations & Benefits

Time Frame: 2012-2013

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Evaluation Form is being used. New Benefits comparison handout is available for faculty. The follow-up emails are being sent.

Activities planned for 2012-2013:

1. Assess the benefits overview/orientation session and refresh if necessary
2. Design and implement an evaluation form for the benefits overview session
3. Develop a side-by-side handout of benefits for dually employed faculty with contact information for each side
4. Develop and implement a follow up email (send 60-90 days) to check in and see if the new employee has any questions, etc.

☑ Ensure best practices in handling internal investigations

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Human Resources Administration Employee Relations & Benefits

Time Frame: Ongoing

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Internal Investigation policy/procedures are developed and being operationalized.

Activities planned for 2012-2013:

1. Develop an HRA operation policy and procedure on handling investigations
2. Determine process for handling HRA/OEO overlap
3. Develop a communication and implementation plan

4. Begin using documented investigation process

5. Evaluate operational policy and modify as necessary after 2-3 investigations

☒ Given the research that makes it clear that productive, effective organizations require engaged employees and that one of the key components for building employee engagement is work/life balance, we will offer a myriad of work/life related supports to staff, faculty and students

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Human Resource Administration Work Life

Time Frame: 2012-2013

Actions taken for 2011-2012:

Built awareness of need for nursing mothers' rooms, served as point person for nursing mothers on campus, offered a workshop on the how-to's and health benefits of breastfeeding and assisted with the establishment of four new campus rooms in addition to spearheading move of Union Building Nursing Mothers' room to Lockefield. Built awareness of flexible work arrangements, met with three persons to discuss FWA's for their departments (including SON dean and executive team) and conducted a survey of departments to determine availability of FWA's in departments. Built awareness of management skills that build engagement and facilitated activities (managers' training on flexible work arrangements, etc) to address those needs. Offered a Care Fair (formerly called Eldercare Fair but was expanded to care of those with disabilities) in conjunction with the IUPUI Health & Benefits Fair. Offered personal, financial management education and information about free campus and community events. Did a work/life presentation at Indiana CUPA-HR conference.

Evidence of Progress for 2011-2012:

IU Health Engagement activities were communicated and supported. Contacts were received in regard to nursing mothers' rooms. Flexible work arrangements and management skills that build engagement and facilitate activities were addressed. Care Fair was offered. Personal financial management education and information about free campus and community events was provided.

Activities planned for 2012-2013:

Continue to build awareness of need for nursing mothers' rooms, flexible work arrangements and management skills that build engagement and facilitate activities to address those needs. Offer Care Fair. Offer personal financial management education and information about free campus and community events.

☒ Implement a new performance management system for Staff, using clearly defined processes and guidelines so employees and managers can more competently evaluate performance and develop their careers.

Campus Planning Theme: Best Practices

Secondary Goals: none

Sub Unit: Administrative Services "Office of Technology

Time Frame: 2012-13, ongoing

Actions taken for 2011-2012:

Initiated preliminary performance management plans for management.

Evidence of Progress for 2011-2012:

Team will get consistent reviews of their performance to help guide future performance.

Activities planned for 2012-2013:

1. Solicit input from all staff
2. Prepare draft for review by staff, HRA rep and director
3. Finalize mutually-agreed upon performance criteria
4. Schedule/perform regular performance feedback sessions

☑ Improve employee development at all levels by expanding opportunities from training resources.

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

Implemented FOS+ training in concert with HRA.

Evidence of Progress for 2011-2012:

Better supervision skills are demonstrated by those who complete the training.

Activities planned for 2012-2013:

Continuing Covey 7 Habits training for new professional staff, and expanding upon Covey-offerings (i.e. Speed of Trust).

☑ Improve hiring practices and workplace environment to ensure opportunity for all.

Campus Planning Theme: Campus Climate for Diversity

Secondary Goals: None

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

1. All new CFS employees receive training through required new employee orientation on the following topics:
 - a. Personal & Interpersonal Effectiveness (emphasis on importance of diversity in the workplace);
 - b. HR Compliance Training with a focus on Affirmative Action and equal opportunity.
 2. All CFS employees involved in the interviewing process have received training through the Office of Equal Opportunity.
-

Evidence of Progress for 2011-2012:

More diverse work force.

Activities planned for 2012-2013:

- ☒ Integrate EHS training requirements into campus training system.

Campus Planning Theme: Collaboration

Secondary Goals: Environment

Sub Unit: Environmental Health & Safety

Time Frame: 2011-2012, ongoing

Actions taken for 2011-2012:

Collaborated with Human Resources to identify EHS training requirements based on employee job titles. Developed and integrated EHS training programs into the E-Train system.

Evidence of Progress for 2011-2012:

1. Hired person to identify training needs for each position.
2. Implemented new training system for at least 2 units.
3. Developed for OnCourse Skid Steer Training (Bobcat), Hazard Communications
4. Implemented an on-line, campus-wide training system (ETrain)
5. Converted training modules to a new format and incorporated all EHS training that was previously on OnCourse to ETrain (80% complete)
6. Department staff provided regularly scheduled training in: a. New Employee Safety Orientation (weekly) b. Blood borne Pathogen (bi-weekly) c. Laboratory Safety (monthly) d. Biosafety (monthly).
7. Number of employees trained by class as well as online: a. New Employee Orientation 337 b. Bloodborne Pathogen

Activities planned for 2012-2013:

Create additional training modules.

- ☒ Invest more time in education and development of managers and supervisors on all facets of best practices in recruitment and selection.

Campus Planning Theme: Campus Climate for Diversity

Secondary Goals: Value

Sub Unit: Human Resource Administration Employment & Compensation

Time Frame: Ongoing

Actions taken for 2011-2012:

Informal training provided to departments on a requested basis.

Evidence of Progress for 2011-2012:

Fewer failed searches. Manager feedback documented. Participation of managers in hiring effectiveness training.

Activities planned for 2012-2013:

Obtain specific feedback from hiring managers on revised posting template implemented in 2012. Develop sound pre-posting guidelines that focus more time up front on the recruitment and selection process. Focus on training recently hired or promoted managers who are new to the IUPUI hiring process.

- ☒ Launch student program creating positions to allow students real work experience.

Campus Planning Theme: Teaching and Learning, Best Practices, Collaboration

Secondary Goals: Partnership; Value

Sub Unit: Auxiliary Services Carroll Track & Soccer Stadium & IU Natatorium

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Rewrite internship job descriptions to include significant professional duties that impact on strategic plans for both Carroll and Natatorium units. Hire student marketing intern; hire student Service Desk/ Membership intern; Hire student fitness instructors.

Activities planned for 2012-2013:

Develop internship program with concentrations in wellness, marketing, finance & administration; All managers attain J.A.G.U.A.R. certificate; Identify & secure funding source

- ☒ Offer wellness-related education and opportunities in support of the IU health engagement initiative and in order to build employee engagement and health.

Campus Planning Theme: Best Practices

Secondary Goals: Partnerships, Resources

Sub Unit: Human Resource Administration Work Life

Time Frame: 2012-13

Actions taken for 2011-2012:

Served as point person to offer, in collaboration with the Student Wellness Coalition and Campus Recreation, an ongoing, four-day-per-week, two-level lunch time yoga series. Communicated and supported IU Health Engagement activities and served on the IUPUI Wellness Coalition. Organized a campuswide walking challenge. Did a monthly e-newsletter which included a section on wellness to keep people aware of current health research and health fairs on campus and in the community. Did a monthly e-news piece to our departmental INShape Indiana champions to share with their constituents. Aided a campus caregiver to set up a Caregiver Support Group. Promoted Weight Watchers at Work. Participated in Student Health Fair.

Evidence of Progress for 2011-2012:

Wellness education using various newsletters is done, tang so do is offered in summer and yoga and the walking challenge continue to be offered.

Activities planned for 2012-2013:

Offer, in collaboration with the Intramural & Recreational Sports and the Student Wellness Coalition an ongoing, four-day-per-week, two-level lunch time yoga series. Offer free Tang Soo Do series in summer. Do a monthly e-newsletter which includes a section on wellness. Do a monthly e-news piece to our departmental INShape Indiana champions to share with their constituents. Do a walking challenge. Promote Weight Watchers at Work. Serve on IUPUI Tobacco-Free committee. Do bicycling newsletter.

- ☒ Participate in and launch Service with Distinction program to maintain & build customer base.

Campus Planning Theme: Collaboration

Secondary Goals: Value; Partnership

Sub Unit: Auxiliary Services IUPUI Mail Services

Time Frame: Ongoing

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Survey customer to gain quality baseline of service; Complete Service with Distinction training; Apply relevant changes to customer service; Follow up survey to customer on service experience.

Activities planned for 2012-2013:

Participate in SwD training; Identify specific applications to Mail Services; Implement key changes.

☒ **Performance Management Process**

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Finance Budget Office

Time Frame: 2011-12, 2012-13

Actions taken for 2011-2012:

Progress delayed due to staff turnover.

Evidence of Progress for 2011-2012:

Performance Management implemented in 2012-13.

Activities planned for 2012-2013:

Implement Performance Management for all staff.

☒ **Provide job readiness expertise to Training Inc., Indianapolis, a workforce development organization as part of the campus goal of civic engagement and employment outreach for diversity of staff.**

Campus Planning Theme: Civic Engagement

Secondary Goals: Partnerships

Sub Unit: Human Resource Administration Employment & Compensation

Time Frame: Ongoing

Actions taken for 2011-2012:

An Employment consultant has been registered as a volunteer resource for Training Inc.; HRA has participated in resume review and mock interviews and job search skills sessions; provided support to Training Inc. graduates as applicants to IUPUI positions.

Evidence of Progress for 2011-2012:

Outreach efforts to trained graduates of the program can increase the pool of applicants for some biweekly and hourly positions.

Activities planned for 2012-2013:

Ongoing programmatic support and outreach to Training Inc. graduates as applicants to IUPUI positions.

☑ Train campus staff on new Kualī system

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Finance Office of Financial Services

Time Frame: 2012-13

Actions taken for 2011-2012:

New goal.

Evidence of Progress for 2011-2012:

Successful implementation of Kualī system.

Activities planned for 2012-2013:

Train staff on modules of Kualī to be implemented I in FY 2013 including Cash Receipts, A/R, CAMS.

▣ 4. **Environment** Ensure the safety of students, employees and visitors. Ensure that the facilities and grounds are well maintained and safe such that they add to the attraction and retention of students and employees. Be environmentally responsible.

☑ Biological Safety, Create and promote a university-wide refresher course for Biological Safety.

Campus Planning Theme: Teaching and Learning

Secondary Goals: Best Practices

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Online modules will be available.

Activities planned for 2012-2013:

Create new online modules for university-wide use, for Biosafety refresher. Promote the training through campus venues.

☒ Biological Safety, Create and promote a university-wide blood borne Pathogen (BBP) Training for research and clinical staff, and non-laboratory workers.

Campus Planning Theme: Teaching and Learning

Secondary Goals: Best Practices

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

Created draft of BBP in new format

Evidence of Progress for 2011-2012:

A draft of a BBP training module for Research and Clinical Workers has been beta tested on E Train.

Activities planned for 2012-2013:

Create new online modules for two different audiences within the university: Research and Clinical Staff, and Non-laboratory workers. Promote the training through campus venues

☒ Biological Safety, create and promote an online training course for Institutional Biosafety Committee for Principal Investigators and Research Staff

Campus Planning Theme: Teaching and Learning

Secondary Goals: Best Practices

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Online modules will be available.

Activities planned for 2012-2013:

Create new online modules for two different audiences within the university: Research and Clinical Staff, and Non-laboratory workers. Promote the training through campus venues

Create new online modules for Institutional Biosafety Committee training for PIs and researchers. Promote the training through campus venues.

- ☑ Convert EHS training into the E Train system and begin to use the system.

Campus Planning Theme: Best Practices

Secondary Goals: People

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

A portion of standard online training modules were updated to Adobe Captivate 5.5 software; the E Train program was beta tested with multiple training modules.

Evidence of Progress for 2011-2012:

The online training will be available via E Train.

Activities planned for 2012-2013:

Update all online presentations/training modules; incorporate within E Train; promote the training through OneStart and in- person training.

- ☑ Develop additional laboratory safety training for faculty, staff and students.

Campus Planning Theme: Teaching and Learning

Secondary Goals: Best Practices

Sub Unit: Environmental Health & Safety

Time Frame: Ongoing

Actions taken for 2011-2012:

Developed online training for non-laboratory workers such as CFS personnel. Created exam to ensure staff understand key elements of training. Both the training and exam were placed on OnCourse.

Evidence of Progress for 2011-2012:

FY 10 – 11. Since online laboratory safety training has been offered over 650 faculty, staff and students have taken the training and passed the exam. FY 11- 12 New training program developed and on OnCourse Complete New training has been developed for Laboratory Animal Allergens, Pyrophorics, Hydrogen, Nanoparticles, Laboratory Refresher.

Activities planned for 2012-2013:

Develop Air Reactives and Hydrogen Safety online training

- ☑ Develop additional Laboratory Safety training for faculty, staff and students.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New Goal

Evidence of Progress for 2011-2012:

The current training materials are updated.

Activities planned for 2012-2013:

Review current Laboratory Safety Training material, and update to incorporate industry policy and best practices.
Develop training on additional topics where applicable.

- ☑ Develop an Accident Investigation and Near Miss Program.

Campus Planning Theme: Best Practices

Secondary Goals: Collaboration

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New Goal

Evidence of Progress for 2011-2012:

New Goal

Activities planned for 2012-2013:

Develop a committee representing departments on campus that will be affected by the program. Develop a written program and assist departments in implementing the necessary practices.

- ☑ Develop and implement procedures to ensure IUPUI Schools/Departments and Units are in compliance with the Policy on Programs Involving Children.

Campus Planning Theme: Best Practices

Secondary Goals: Partnerships, People, Transparency
Sub Unit: Office of Vice Chancellor for Finance and Administration
Time Frame: 2011-13, ongoing

Actions taken for 2011-2012:

Provided feedback to Chancellor Bantz regarding the interim IU Policy regarding Programs Involving Children

Evidence of Progress for 2011-2012:

IUPUI is in compliance with the Policy for Programs Involving Children; regular reminders to IUPUI Departments, Schools and Units; regular review of the Protect IU listing for IUPUI

Activities planned for 2012-2013:

Act as IUPUI liaison with VP for Public Safety and Institutional Assurance; Provide feedback on the policy; Review the Protect IU, IUPUI list of Programs Involving Children to gauge comprehensiveness; communicate policy on a regular basis to IUPUI Schools/Departments and Units. Develop and implement procedures for IUPUI.

- ☒ Develop EHS's Hazard Communication Program to be consistent with the Global Health System (GHS) Program.

Campus Planning Theme: Best Practices

Secondary Goals: Collaboration

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New Goal

Evidence of Progress for 2011-2012:

New Goal

Activities planned for 2012-2013:

Review current IUPUI EHS materials against GHS policies. Update EHS Program, as necessary, and convey to staff. Promote the updated program within the university.

- ☒ Develop ground and storm water components for Departmental website under the Environmental Health Management Section

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Discussed with subcommittee of Office of Sustainability: Land and Air.

Activities planned for 2012-2013:

Develop content and populate EHS website.

☒ Develop new training for E Train on Personal Protective Equipment (PPE); Cold Stress; Heat Stress, including Sun Protection; Asbestos; Hearing Conservation specific to police; and Cryogenic safety.

Campus Planning Theme: Teaching and Learning

Secondary Goals: Best Practices

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New Goal

Evidence of Progress for 2011-2012:

The online modules will be on E-train.

Activities planned for 2012-2013:

Create new online modules for E Train in the six topics listed above.

☒ Develop policy for the use of corridors and unassigned spaces.

Campus Planning Theme: Best Practices

Secondary Goals: Collaboration

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New Goal

Evidence of Progress for 2011-2012:

A Policy is developed and distributed.

Activities planned for 2012-2013:

Address the use of corridors and unassigned spaces throughout campus; focus on laboratory use of unassigned space.

☒ Develop the Hazard Assessment for Personal Protective Equipment (PPE) for various departments on campus. Continue to conduct assessments.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

The Hazard Assessment is developed and operationalized.

Activities planned for 2012-2013:

Continue to conduct assessments; work with individual departments to assess specific needs for PPE.

☒ Evaluate the overall condition of campus underground storage tanks installed prior to 1990 which are currently in use. Work with Campus Facility Services to develop a strategy to replace tanks of concern.

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Environmental Health & Safety

Time Frame: 2011-2012, ongoing

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

The four critical action steps specified above to be completed during FY 2011 – 2012 are ongoing. Discussions are

The four critical action steps specified above to be completed during FY 2011 – 2012 are ongoing. Discussions are continuing with Campus Facility Services regarding the need to retrofit the existing tanks. CFS is currently exploring funding opportunities. EHS/CFS met with a reputable tank contractor to provide budgeting estimates for the retrofit projects.

Activities planned for 2012-2013:

1. Secure the support of Campus Facility Services or other appropriate unit, to fund tank tightness testing for tanks located at the University Place Hotel, the Natatorium, The Education/Social Work Building and the Medical Research/Library Building.
2. Secure the services of a qualified contractor to perform tank tightness testing on the above tanks.
3. Work with Campus Facility Services to effectively address any tank or associated piping for which tank tightness testing indicates leakage could be of concern.
4. Work with Campus Facility Services or other appropriate unit to develop a retrofit plan for tanks at the University Place Hotel, the Natatorium and the Education/Social Work Buildings. Further evaluate whether retrofit would be appropriate for the Medical Research/Library Building.

- ☒ Implement new building R&R projects funded by student fees and develop methodology for future deferred maintenance program.

Campus Planning Theme: Best Practices

Secondary Goals: Value, Resources

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

Complete 2011-12 plan

Evidence of Progress for 2011-2012:

Projects completed and blueprint for future planning is agreed upon.

Activities planned for 2012-2013:

1. See appendix I for listing of 2013 R&R projects.
2. Review current deferred maintenance management system and consider options

- ☒ Improve Safe Walk (Safety Escorts) service

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Value, People, Environment

Sub Unit: Police

Time Frame: Ongoing

Actions taken for 2011-2012:

Used Cadets and part-time Police Officers to operate the Campus Safe Walk Program (Safety Escorts) continued to develop the schedule to provide students with the best possible service.

Evidence of Progress for 2011-2012:

There has been an increase in the numbers of students using the service. (Others use the service as well).

Activities planned for 2012-2013:

Obtain funding to continue to provide this service to the university students. Continue to employ students to operate the Safe Walk Program. Maximize the communication efforts to get the word out about Safe Walk.

☒ Industrial Hygiene, Develop an Animal Allergen Exposure Program for Campus

Campus Planning Theme: Best Practices

Secondary Goals: Environment

Sub Unit: Environmental Health & Safety

Time Frame: Ongoing

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

The committee developed and approved a written program. Training has been developed and awaiting implementation with the completion of the Occupational Health Program for Animal Users. New Laboratory Animal Allergen Safety Training module on E Train; program developed; monitoring of lab facilities currently underway.

Activities planned for 2012-2013:

Develop a committee representing departments on campus that will be affected by the program.

Develop a written program and assist departments in implementing the necessary engineering and administrative controls. The program will also initiate the development of an Animal Care and Use Occupational Health and Safety Program (OHS).

☒ Perform building commissioning at BRTC & Coleman Hall.

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Campus Facility Services

Time Frame: New goal

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Improved operational efficiencies

Activities planned for 2012-2013:

Perform building energy audits and re-commissioning.

- ☒ Provide and develop Crime Prevention and training programs for students, faculty and staff.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Partnerships, Value, People

Sub Unit: Police

Time Frame: Ongoing

Actions taken for 2011-2012:

Participated in Campus Sponsored Career Day, Campus Safety Day IUPUI, Street Smart, Backpack Attack. Presented safety information and training on a variety of subjects/topics to over 500 students, faculty and staff.

Evidence of Progress for 2011-2012:

The numbers of safety-related programs provided and participants increased greatly.

Activities planned for 2012-2013:

Continue to develop and provide safety programs and trainings to the university community.

- ☒ Provide leadership, organization and support for the IUPUI Tobacco-Free Committee. Ensure compliance with the Indiana's first statewide smoke-free-air law, House Enrolled Act 1149, effective July 1, 2012. Develop structure, procedures and website to support the Committee's effort and the Indiana State Law.

Campus Planning Theme: Best Practices

Secondary Goals: People, Partnerships

Sub Unit: Office of Vice Chancellor Finance and Administration

Time Frame: 2011-13, ongoing

Actions taken for 2011-2012:

Recruited/Renewed committee membership; Held the initial committee meetings; prepared task list and timeline; prepared communication plan and timeline. Reviewed content of old website and initiated conversion to new website format/content. Participated in meetings led by AVP Public Safety and Institutional Assurance discussing the new Indiana State Law and the compliance requirements.

Evidence of Progress for 2011-2012:

Smoking on campus decreases and is confined to the city-owned streets and sidewalks. IUPUI students, staff, faculty and visitors are in compliance with the State law.

Activities planned for 2012-2013:

Continue committee meeting monthly; Implement communication plan--prepare and distribute communications to students, staff and faculty in a variety of media. Partner with FIAD Tech to complete redesign website and put into production, with ongoing maintenance. Track compliance activities (required signage). Design and display temporary signage throughout the campus during first weeks of Fall, Spring and Summer semesters. Provide Co-Chair leadership for the Committee and associated efforts; Attend a variety of councils/meeting to share the Tobacco-Free IUPUI Policy and the State Law along with Cessation Resources.

- ☒ Provide officers and the university community Active Shooter Training and other advanced training for officers.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: People, Value, Resources

Sub Unit: Police

Time Frame: Ongoing

Actions taken for 2011-2012:

We joined the Central Indiana Law Enforcement Training Council (CILETC). By joining the council, we have enhanced the training of our personnel and saved approximately \$3,000 in training costs, increased the numbers of instructors for Active Shooter and other training topics.

Evidence of Progress for 2011-2012:

The department has increased the number of Active Shooter and total number of trained hours for our officers above the State mandate 24 hours per year for each officer. We currently have 26 certified instructors on the department. If we compute the State standard for instructor costs, \$25 per hour, times the number of hours our instructors teach our officers, we have saved approximately \$10,000 annually. (By not having them attend and pay for outside training.) This also allows us to evaluate quality of training our officers receive more efficiently.

Activities planned for 2012-2013:

Continue to provide Active Shooter and other training for our personnel and for students, faculty and staff.

- ☑ Provide reliable infrastructure for utility services delivery to existing and new buildings.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

1. Add SELB to chilled water contract.
 2. Review chilled water proposal for Neurosciences and negotiate terms for the addition of the building to the campus service contract.
 3. Perform design and engineering for the upgrade of underground electrical service for circuit AE2 in order to benefit electrical reliability in Long Hall, Gatch Clinical, Nursing, Medical Science, Emerson, Medical Research & Library and Wilson Street Garage.
-

Evidence of Progress for 2011-2012:

New buildings have service when required and current buildings have highly reliable service.

Activities planned for 2012-2013:

Continuation of work described above.

- ☑ Relocate hazardous waste operations for IUPUI

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Environmental Health & Safety

Time Frame: 2010 -2012

Actions taken for 2011-2012:

1. Due to cost considerations, efforts to relocate campus chemical waste operations to the Campus Service 4 (CS 4) facility were abandoned. Efforts to locate another appropriate location were initiated. Space at the 1200 Waterway Building was allocated to EHS for the Chemical Waste Management Program.
2. Transitioned campus hazardous waste operations from the Environmental Management Facility to two temporary locations on campus.
3. Secured regulatory interpretation from the Indiana Department of Environmental Management as to whether the 1200 Waterway Blvd facility would be considered as contiguous to the main campus avoiding the need for formal regulatory permitting of the facility.
4. Established and hired a full time employee to be dedicated towards the management of collected chemical wastes.

5. Researched, designed and secured the services of an experienced contractor to construct and install a modular hazardous materials processing/storage unit within warehouse portion of the 1200 Waterway Building.
 6. Secured the appropriate University approvals to allow for the interior installation of the modular hazardous materials unit.
-

Evidence of Progress for 2011-2012:

Six critical action steps were completed during FY 10-11. Final 6 steps were completed during FY 2011 -2012. Fully transition hazardous waste operations to 1200 Waterway Blvd Building. Staff pursued measures to retrofit the 1200 Waterway Boulevard Building to serve as the primary campus interim hazardous waste accumulation area. Staff secured the services of a reputable contractor to construct and install the modular facility. Staff facilitated several upgrades to the Waterway facility to provide for an appropriate level of safety, security and environmental protection.

Activities planned for 2012-2013:

1. Initiate supplemental construction projects to meet safety, security, storage and other operational needs of the chemical waste program at 1200 Waterway Building.
2. Oversee installation of the modular facility and supplemental construction projects.
3. Develop and implement standard procedures appropriate for the safe operation of the facility.
4. Transition services from current interim locations on campus.
5. Initiate emergency preparedness efforts appropriate for the facility. Met with building occupants, representatives of IUPUI Fire Protection Services, Indianapolis Fire Department, the Marion County Health Department and the City's well field protection program.
6. Refine operations to ensure ongoing compliance and safe operation of the facility.

☒ **Revise Campus Waste Disposal Guidelines**

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Guidelines will be revised/updated.

Activities planned for 2012-2013:

Examine and revise campus waste disposal guidelines.

☒ **Revise IUPUI Lab Safety Handbook**

Campus Planning Theme: Best Practices

Secondary Goals: People

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New Goal

Evidence of Progress for 2011-2012:

The Handbook is revised and available to public.

Activities planned for 2012-2013:

Meet with the Laboratory Safety Committee to edit the IUPUI Lab Safety Handbook to include updated information on laboratory safety practices to be included on campus.

☒ **Revise the IUPUI Chemical Hygiene Plan**

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Environmental Health and Safety

Time Frame: 2011-2012

Actions taken for 2011-2012:

New Goal

Evidence of Progress for 2011-2012:

Plan will be revised and submitted to the IUPUI Laboratory Safety Committee for review and comment. The IUPUI Chemical Hygiene Plan was revised. This new revision contains over 100 new pages of text that provide guidance to our laboratory personnel on how to work with hazardous chemicals safely.

Activities planned for 2012-2013:

Revise the IUPUI Chemical Hygiene Plan to include updated information on laboratory safety practices in laboratories

- ☒ Stay involved in sustainability efforts on campus and provide education about environmental responsibility and sustainability and related events.

Campus Planning Theme: Best Practices

Secondary Goals: Resources, Partnerships

Sub Unit: Human Resource Administration Work Life

Time Frame: 2012-13

Actions taken for 2011-2012:

Served on Sustainability “Public Health and Sustainability” Transportation subcommittees. Continued to add to IUPUI bicyclists listserv and did periodic newsletter to them. Led first effort ever to apply to League of American Bicyclists campus-friendly awards program (we got an honorable mention). Did articles related to recycling, energy conservation, public transit, pre-tax commuter benefit and other environmental topics in Work/Life newsletters.

Evidence of Progress for 2011-2012:

Get Back on Your Bike program offered, environmental articles done for newsletter and bicycling newsletter continued.

Activities planned for 2012-2013:

Offer a Get Back on Your Bike program. Collaborate with sustainability office and others to build bicycling program. Do articles related to recycling, energy conservation and other environmental topics in Work/Life newsletters. Promote Tox-Away Day and other events. Serve on one or more of the IUPUI Sustainability committees.

- ☒ Strategic Planning - Quality Physical Environment - By June 30, 2015, identify the top 3 physical environment campus concerns, develop action plans, and initiate execution of action plans.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Partnership, People, Resources, Transparency, Value

Sub Unit: Office of Vice Chancellor Finance and Administration

Time Frame: 2012-2015

Actions taken for 2011-2012:

Strategic Planning Retreat to determine priorities for our plan. Development of Wildly Important Goals (WIGS) and Action Plans to achieve our goals. Established teams for three individual WIGs.

Evidence of Progress for 2011-2012:

Team has established a draft definition of what a Quality Physical Environment is. The definition includes categories such as exterior, interior, and energy.

Activities planned for 2012-2013:

Define physical environment; Survey and Research; Analysis; and Feasibility. Three team meetings have already been scheduled

- ☑ Train all required staff on the topics of the new Hazardous Communication Program (GHS) Program by 12/1/2013.

Campus Planning Theme: Best Practices

Secondary Goals: People

Sub Unit: Environmental Health and Safety

Time Frame: 2012-2013

Actions taken for 2011-2012:

New Goal

Evidence of Progress for 2011-2012:

New Goal

Activities planned for 2012-2013:

Create new presentations to educate and inform staff of the GHS Hazard Communication program using E Train and instructor-led sessions. Promote the training through OneStart and in-person training.

- ☑ Upgrade quality of existing parking facilities per engineering assessments and 10 year capital plan.

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

Contracted Riley Outpatient Center Garage and North Street parking garage structural assessments.

Evidence of Progress for 2011-2012:

Higher quality parking facilities.

Activities planned for 2012-2013:

1. Complete structural problems assessment within Riley Outpatient garage and North Street garage and University Place garage.

2. Begin implementing plan to correct deficiencies.

▣ 5. Resources Develop and implement strategies that result in maximization of financial resources for use at the IUPUI campus and within our division.

▣ Complete review of Special Events processes to ensure operational efficiencies and cost effectiveness.

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Campus Facility Services

Time Frame: New goal

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Review is complete and strategies developed.

Activities planned for 2012-2013:

1. New process should include UBIT compliance and analysis of projected net margin per event.
2. Review special event summary spreadsheet versus flex special event module.
3. Redefine appropriate processes.

▣ Continue review and enhancement of collections processes to increase on-campus collections and decrease dependence on external agencies and decrease the associated costs.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Finance Office of the Bursar

Time Frame: 2011-12, 2012-13

Actions taken for 2011-2012:

Changed collections cycle to hold accounts longer for action by on-campus collections staff. Developed metrics showing campus success.

Evidence of Progress for 2011-2012:

Higher ratio of past due collections by on-campus staff before accounts are referred to external agencies versus prior fiscal periods; lower collection costs in future periods.

Activities planned for 2012-2013:

Develop collections success metrics for all agencies currently used, solicit new agency participation, if warranted, tighten business processes on campus and between campus and external agencies.

- ☒ Convert University Place Hotel & Conference Center into classroom building and student residential building.

Campus Planning Theme: Teaching and Learning

Secondary Goals: Environment

Sub Unit: Campus Facility Services

Time Frame: New goal , Academic building “ January 1, 2013, Residential facility “ May 2013

Actions taken for 2011-2012:

Participation on Conversion Team

Evidence of Progress for 2011-2012:

1. Space used for classes January, 2013.
 2. Tower ready for occupancy by May 2013.
-

Activities planned for 2012-2013:

1. Lead efforts to convert academic building and garage.
2. Participate in efforts to convert hotel space to residential facility.

- ☒ Create greater efficiency in payroll processing in support units.

Campus Planning Theme: Best Practices

Secondary Goals: none

Sub Unit: Finance Office of Financial Services

Time Frame: 2011-12, 2012-13

Actions taken for 2011-2012:

Continue to work with several smaller units to centralize payroll processing for units at the campus level.

Evidence of Progress for 2011-2012:

Reduced number of payroll processor at the campus thereby increasing efficiency.

Activities planned for 2012-2013:

Continue to migrate smaller units into central payroll processing thus creating efficiencies as well as consistency in application of policies.

- ☑ Create Shared Service for central processing of administrative processes for administrative support units.

Campus Planning Theme: Best Practices

Secondary Goals: none

Sub Unit: Finance Budget Office

Time Frame: 2011-12, 2012-13

Actions taken for 2011-2012:

Worked with smaller units to provide administrative services

Evidence of Progress for 2011-2012:

More efficient processing of administrative activities with the campus support units.

Activities planned for 2012-2013:

Continue to expand providing administrative services to administrative support units for HR, Payroll, Purchasing, etc. to maximize efficient use of resources and to promote consistency in application of policies.

- ☑ Develop a notification system and performance assessment tool to be used before the end of the new employee evaluation period

Campus Planning Theme: Best Practices

Secondary Goals: Partnerships

Sub Unit: Human Resources Administration Employee Relations & Benefits

Time Frame: 2012-2014

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Activities completed

Activities planned for 2012-2013:

1. Draft an email reminder notice to supervisors regarding the end of the new employee evaluation period
2. Develop an evaluation form to be used to assess performance during the new employee evaluation period

3. Determine how supervisors will be identified
4. Determine when the reminder email will be sent
5. Determine what, if any, follow up process will be in place
6. Develop HRA webpage resources/tools

☑ Develop and encourage campus to adopt campus energy policy.

Campus Planning Theme: Best Practices

Secondary Goals: Environment

Sub Unit: Campus Facility Services

Time Frame: 2012-13

Actions taken for 2011-2012:

none

Evidence of Progress for 2011-2012:

Energy policy is developed and communicated.

Activities planned for 2012-2013:

1. Policy developed and implemented.
2. Present to campus administration for adoption.

☑ Develop tools for supervisors and employees to manage a reduction in force

Campus Planning Theme: Best Practices

Secondary Goals: Partnerships

Sub Unit: Human Resources Administration Employee Relations & Benefits

Time Frame: 2012-2014

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Activities completed

Activities planned for 2012-2013:

1. Finalize the supervisor guide on managing a reduction in force
2. Complete the employee resource on surviving a layoff
3. Develop an HRA webpage with RIF resources/tools
4. Develop a plan to communicate the new RIF resources
5. Develop a fillable RIF log pdf form for RIF notification to HRA

☒ Enhance campus sustainability.

Campus Planning Theme: Best Practices

Secondary Goals: Environment

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

Coordinated implementation of Qualified Energy Savings Projects. Approximately 1/3 of projects complete.

Evidence of Progress for 2011-2012:

Projects completed. Impact on energy consumption begins.

Activities planned for 2012-2013:

1. Continued coordination of QES projects 2. Implement single stream recycling 3. Implement program to decrease trash liner weight.

☒ Enhance tools available on the HRA website to handle grievances

Campus Planning Theme: Best Practices

Secondary Goals: Partnerships

Sub Unit: Human Resources Administration Employee Relations & Benefits

Time Frame: 2012-2014

Actions taken for 2011-2012:

New goal

Evidence of Progress for 2011-2012:

Activities accomplished

Activities planned for 2012-2013:

1. Revise grievance form based on changes to grievance policy
2. Update grievance instructions in form of an “at a glance” guide for employees
3. Develop a quick reference guide for supervisors on how to handle grievances
4. Determine training needs surrounding grievances
5. Set up ER grievance log for at a glance status update

☒ Execute University Place Food Service transition plan.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Value; Partnership

Sub Unit: Auxiliary Services IUPUI Food Service

Time Frame: Ongoing

Actions taken for 2011-2012:

Planning, committee and subcommittee formed, amendment/contract agreement drafted;

Evidence of Progress for 2011-2012:

Open new Dining Facility in The Hall, 470 seats with 6 distinct dining concepts; Re-use and repurposing of furnishings and other materials determined; Continue restaurant and Faculty Club operations.

Activities planned for 2012-2013:

Signed amendment between University and Chartwells; Weekly meetings with committee leaders; Continual interface with Compass construction and design team; Implement system for mandatory Meal Plans;

☒ Grow pro shop revenue 31% with use of business plan.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Partnership; Value

Sub Unit: Auxiliary Services IU Natatorium

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Revenue increased 31% from 2011 to 2012. New merchandise and services added.

1 target market focus group meets and identifies highly desired retail trends; Conversion from Ecomm to CSI to allow online sales; Increased revenue from pro shop is shown.

Activities planned for 2012-2013:

Devise strategic plan for pro shop; Form target market focus group to identify highly desired retail trends; Engage in strategic partnerships with vendors to guide profitable purchasing decisions; Offer online sales; Cross promote pro shop merchandise to camp families.

- ☒ Increase catering revenue annually by \$22K

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Value; Partnership

Sub Unit: Auxiliary Services IUPUI Food Service

Time Frame: Ongoing

Actions taken for 2011-2012:

Designed/Planned Referral Program; Customer Taste Test Panel held “ changes to product offerings; Value Catering Menu introduced.

Evidence of Progress for 2011-2012:

Gain of 5 new customers per month resulting in a \$10K yield; Increase sales to customers booking a room at CE who do not typically order food yielding a \$10K revenue increase.

Activities planned for 2012-2013:

Implement a Referral Program; Build a Campus Center & Food One Stop Shop; Increase number of OSI events; Add additional catering staff member for customer service inquiry and initial planning.

- ☒ Increase current external business yielding \$60K annually.

Campus Planning Theme: Best Practices, Civic Engagement

Secondary Goals: Value; Partnerships

Sub Unit: Auxiliary Services IUPUI Mail Services

Time Frame: 2012 “ 2013

Actions taken for 2011-2012:

Acquire additional business with City / County / External Administrations.

Evidence of Progress for 2011-2012:

Secure MCCO contract renewal; Increase in number of external contracts; Increase in revenue from external clients.

Activities planned for 2012-2013:

Analyze current contracts for improvement and enhancements in subsequent contract awards for overall increased mail through-put yielding increased revenues; Identify and communicate with principle decision makers in external offices to extend business forward; Negotiate contract with Ice Miller; Negotiate contract with first Merchants Bank.

- ☒ Increase redistribution of surplus items on the IUPUI campus. Explore additional methods to communicate to units about resources that are available in Surplus.

Campus Planning Theme: Best Practices

Secondary Goals: none

Sub Unit: Finance Office of Financial Services

Time Frame: 2012-13

Actions taken for 2011-2012:

Continued to explore alternatives for communicating available items.

Evidence of Progress for 2011-2012:

Increased number of items redistributed on campus.

Activities planned for 2012-2013:

Expand the use of the web to post available items to increase the level of redistribution on campus and maximize resources.

- ☒ Increase resources for non-student accounts receivable collections at the campus.

Campus Planning Theme: Best Practices

Secondary Goals: none

Sub Unit: Finance Office of Financial Services

Time Frame: 2011-12, 2012-13

Actions taken for 2011-2012:

Created and filled new position in Financial Services to increase focus on collections of non-student A/R.

Evidence of Progress for 2011-2012:

Maintaining level of A/R write-off for IUPUI.

Approved by: _____ Date: _____

Activities planned for 2012-2013:

Continue to develop and improve the collection process for non- student A/R. Will also be testing and training on Kualu A/R for the IUPUI campus.

- ☒ Increase sponsorship revenue by \$10K.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Partnership; Value

Sub Unit: Auxiliary Services Carroll Track & Soccer Stadium

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

Expanded new programming on Carroll Stadium field to expand offerings for students, faculty/staff and Athletics department.

Evidence of Progress for 2011-2012:

Increased revenue from new sponsors at Carroll Stadium resulting in increased exposure of new events/programming due to new turf field.

Activities planned for 2012-2013:

Identify 35 potential sponsors; Optimize all areas of stadium and locate all possible sign/ad locations; Enhance current sponsor materials and update with new information; Develop specific presentation for targeted sponsors thru discussions/research with potential sponsors; Hold strategic discussions with 5 or more sponsors.

- ☒ Increase sponsorship revenue by 30%.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Partnership; Value

Sub Unit: Auxiliary Services IU Natatorium

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

Expanded existing and created new programming at IU Natatorium to expand offerings for students, faculty/staff and Athletics department.

Evidence of Progress for 2011-2012:

Increased revenue from new sponsors at IU Natatorium resulting in increased exposure of new events and/or programming.

Activities planned for 2012-2013:

Identify 35 potential sponsors; Optimize all areas of stadium and locate all possible sign/ad locations; Enhance current sponsor materials and update with new information; Develop specific presentation for targeted sponsors thru discussions/research with potential sponsors; Engage in strategic discussions with 5 or more sponsors.

- ☑ Increase student enrollment by 10 families through internal and external engagement.

Campus Planning Theme: Collaboration

Secondary Goals: Value; Partnership

Sub Unit: Auxiliary Services Center for Young Children

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

Meetings were held with the heads of departments of the various programs and schools we collaborate with to discuss their staff's use of this campus resource.

Evidence of Progress for 2011-2012:

Increased percentage of affiliated families; increase Revenue

Activities planned for 2012-2013:

Promote and hold informational Lunch & Learns to various campus departments; Align to key community and campus calendars; Participate in community festivals such as Indy 500 Festival, and Marion County Fair.

- ☑ Install bi-level occupancy sensor lighting in North Street garage as a pilot program.

Campus Planning Theme: Best Practices

Secondary Goals: Environment

Sub Unit: Campus Facility Services

Time Frame: 2011-2013

Actions taken for 2011-2012:

Installed bi-level occupancy sensor lighting

Evidence of Progress for 2011-2012:

Lighting installed and evaluation of results conducted. We will consider this approach for other applications.

Activities planned for 2012-2013:

Begin assessment of customer feedback.

☒ Migrate FIAD websites to UITS managed web server; Adopt WCMS (web content management system) as standard platform for web content updates.

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Administrative Services - Office of Technology

Time Frame: 2012-2014

Actions taken for 2011-2012:

none

Evidence of Progress for 2011-2012:

FIAD website(s) are migrated and WCMS is being used for web content updates.

Activities planned for 2012-2013:

FIAD staff training on WCMS and testing of software; Migrate FIAD Tech website to WCMS; Tiered migration plan for FIAD departmental websites.

☒ Recycle department's surplus computer hardware and provide storehouse of rebuilt, ready-to-go computers for FIAD departments immediately, specifically to support business continuity plans.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Environment, Partnerships

Sub Unit: Administrative Services - Office of Technology

Time Frame: 2012-13, ongoing

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Computers storehouse/inventory is established and communicated to departments.

Activities planned for 2012-2013:

Partner with FIAD Financial Services-Surplus department in identifying hardware appropriate for recycling; rebuild computers, inventory and store w/peripherals ready to deploy in an emergency, upon departmental requests.

☒ Re-Launch corporate membership program to increase membership by 100%.

Campus Planning Theme: Best Practices, Civic Engagement, Collaboration

Secondary Goals: Partnership; Value
Sub Unit: Auxiliary Services Carroll Track & Soccer Stadium
Time Frame: 2012 – 2013

Actions taken for 2011-2012:

Expanded new programming on Carroll Stadium field to expand offerings for students, faculty/staff and Athletics department.

Evidence of Progress for 2011-2012:

Contact lists created; Six (6) new corporations scheduled for site visits; Site visits completed; Five (5) new corporations booked under new corporate membership model.

Activities planned for 2012-2013:

Identify 25 potential corporate clients & their key contacts; Launch new corporate membership model according to customer needs and goals; Incentives identified & secured; Implement incentive program for corporate & campus members.

- ☑ Replace third-party, leased software (ZenDesk) with IU-standard (and no fees) ticketing system, "Footprints"

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Administrative Services – Office of Technology

Time Frame: 2012

Actions taken for 2011-2012:

Completed

Evidence of Progress for 2011-2012:

Footprints is in production and ZenDesk lease is discontinued saving \$5000/year.

Activities planned for 2012-2013:

1. Prepare fit/gap between ZenDesk and Footprints
2. Develop test site; complete testing
3. Communicate with customers
4. Implement Footprints

- ☑ Review new legal statutes in regards to PO construction work and develop appropriate strategies.

Campus Planning Theme: Collaboration

Secondary Goals: Value

Sub Unit: Campus Facility Services

Time Frame: New goal

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Review is complete and strategies developed.

Activities planned for 2012-2013:

Review small projects process with University Architect's Office.

- ☑ Review parking rates for opportunities to enhance revenue by appropriately charging by "quality" of parking options.

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

Reviewed parking rates and proposed options.

Evidence of Progress for 2011-2012:

Equitable rates established and communicated.

Activities planned for 2012-2013:

1. Evaluate visitor rates.
2. Streamline the number of the different kinds of permits.

- ☑ Work with IUPUI Office of International Affairs to initiate prepayment deposit process for study abroad programs.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: none

Sub Unit: Finance Office of the Bursar

Time Frame: 2012-13

Actions taken for 2011-2012:


Developed basic prepayment procedure for enrollment deposits for all academic areas.


Evidence of Progress for 2011-2012:

Study abroad enrollment deposits received in the Bursar Office for all participants.

Activities planned for 2012-2013:

Work with the Office of International Affairs and their program directors to implement enrollment deposits for all study abroad programs.

-  **6. Partnerships** Develop and maintain partnerships fundamental to the campus mission and advocate for campus priorities.

-  Better connect IUPUI constituents to the community, especially given that this is a focus at IUPUI.

Campus Planning Theme: Civic Engagement

Secondary Goals: People

Sub Unit: Human Resource Administration Work Life

Time Frame: 2012-13

Actions taken for 2011-2012:


Offered information about community volunteer opportunities in each monthly issue of the Work/Life e- newsletter.

Evidence of Progress for 2011-2012:

Information about community volunteer opportunities is offered in each monthly issue of the Work/Life e-newsletter.

Activities planned for 2012-2013:

Offer information about community volunteer opportunities in each monthly issue of the Work/Life e-newsletter.

-  Collaborate with Service with Distinction (SwD) Lead to develop website for Service with Distinction initiative.

Campus Planning Theme: Collaboration

Secondary Goals: People, Value

Sub Unit: Administrative Services & Office of Technology

Time Frame: 2012-13, ongoing

Actions taken for 2011-2012:

Evidence of Progress for 2011-2012:

Website is in production

Activities planned for 2012-2013:

Create new website for Service with Distinction in collaboration with the Service with Distinction HR Lead; implement website into production; provide on-going maintenance

☒ Collaborate with Wishard officials and University administration in managing land swap outcomes so that University objectives can be realized and campus interests are protected.

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Campus Facility Services

Time Frame: On-going until January 2014 when transaction is complete.

Actions taken for 2011-2012:

1. Assured Lockefield and other related facilities were ready for occupants to move from Union Building.
 2. Occupants successfully completed their moves into Lockefield by September 27, 2011.
-

Evidence of Progress for 2011-2012:

Successfully meet conditions of Wishard land swap and develop appropriate plans for displaced university functions.

Activities planned for 2012-2013:

1. Continue to negotiate the terms of the land swap with Wishard on behalf of the University.
2. Review program for Physical Plant building functions and evaluate alternatives.
3. Participate in Task Force, garner campus space requirements.
4. Realign Zone Maintenance in anticipation of additional square footage.

☒ Deploy a newly redesigned website for Auxiliaries

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Value

Sub Unit: Administrative Services “Office of Technology

Time Frame: 2012-13

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Auxiliaries new website is online, in production.

Activities planned for 2012-2013:

Work with Auxiliaries Executive personnel, design new website. Develop and deploy final redesign.

- ☑ Develop and deploy a web form for vendors at the Human Resources Administration Health Benefits Fair.

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Administrative Services “ Office of Technology

Time Frame: 2012-13

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Health Fair Vendors can register online using web form.

Activities planned for 2012-2013:

Collaborate with Human Resource Administration to develop program specs and test program which will enable vendors for the Health Fair to register online. Develop, test and deploy the web form.

- ☑ Develop and implement IUPD Indianapolis “Police Blotter” application to track all incidents reported by Officers, in compliance with state and federal regulations.

Campus Planning Theme: Best Practices

Secondary Goals: Transparency

Sub Unit: Administrative Services “ Office of Technology

Time Frame: 2012-13

Actions taken for 2011-2012:

Initiated conversation with IUPD Indianapolis

Evidence of Progress for 2011-2012:

The IUPD Indianapolis "Police Blotter" is in production and available online.

Activities planned for 2012-2013:

Collaborate with IUPD Indianapolis to complete programming specs and final testing of application. Develop the "police blotter" application, test and implement.

- ☒ Develop pilot program with School of Engineering and Technology related to utility costs within the building and ways that school can participate in the management of energy costs.

Campus Planning Theme: Best Practices

Secondary Goals: Environment

Sub Unit: Campus Facility Services

Time Frame: Ongoing

Actions taken for 2011-2012:

Met with School of Engineering/Technology to discuss current metering and available data.

Evidence of Progress for 2011-2012:

School and CFS better understand energy usage and savings opportunities. The pilot is successful and is expanded to other schools/buildings.

Activities planned for 2012-2013:

Develop preliminary pilot billing format

- ☒ Develop web application for online medical questionnaire and risk assessment used by personnel engaged in live animal exposure, in compliance with national guidelines.

Campus Planning Theme: Collaboration

Secondary Goals: Value

Sub Unit: Administrative Services " Office of Technology

Time Frame: 2012-13

Actions taken for 2011-2012:

Initial conversations with Environmental Health and Safety (EHS); initiated development.

Full Report for 2011-2012

Evidence of Progress for 2011-2012:

Online medical questionnaire and risk assessment in production.

Activities planned for 2012-2013:

Collaborate with EHS staff to develop programming specs and final testing; develop, test and implement the web application.

- ☑ Implement “digital wallet” capabilities for Auxiliaries.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Value

Sub Unit: Administrative Services “ Office of Technology

Time Frame: 2012-14

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Digital Wallet capabilities are available to IUPUI Auxiliaries by June 2014

Activities planned for 2012-2013:

Collaborate with IUPUI Auxiliaries and IU Treasury to investigate “digital wallet” technology; identify obstacles to implementing at IU; develop action plan to resolve issues and proceed to implementation.

- ☑ Implement card system at Kokomo campus, using IUPUI Card Services system.

Campus Planning Theme: Best Practices

Secondary Goals: None

Sub Unit: Administrative Services “ Office of Technology

Time Frame: 2012-13

Actions taken for 2011-2012:

Initial conversation with Card Services

Evidence of Progress for 2011-2012:

Kokomo Campus can issue student/employee cards using the IUPUI Card Service system.

Activities planned for 2012-2013:

Collaborate with Card Services to complete programming specs and final testing to add Kokomo campus card activity to the card system. Enhance Card Services system, programming and test it to support student/employee cards issuance at Kokomo campus.

- ☑ In collaboration with appropriate stakeholders, develop master plan for Indiana Avenue.

Campus Planning Theme: Best Practices

Secondary Goals: Environment

Sub Unit: Campus Facility Services

Time Frame: New goal

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

1. Maximize value of property on Indiana Avenue
 2. Have plan for IUPUI land use that allows good long-term decision making as it relates to gravel parking lot upgrades.
-

Activities planned for 2012-2013:

1. Meet with consultant
2. Gathered stakeholders internal and external to University

- ☑ Launch drop-in program for School of Nursing students and siblings of Riley Hospital patients resulting in increased revenue

Campus Planning Theme: Civic Engagement, Collaboration

Secondary Goals: Resources; Value

Sub Unit: Auxiliary Services Center for Young Children

Time Frame: 2012 – 2013

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Increased revenue from part time children enrolled thru this program.

Activities planned for 2012-2013:

Activities planned for 2012-2013:

Communication and marketing with School of Nursing and Riley Hospital via Lunch & Learn presentations, E-newsletters, personal tours, marketing materials delivered.

- ☑ Migrate Chancellorâ€™s contact database to user-friendly software with desired functionality.

Campus Planning Theme: Best Practices

Secondary Goals: Resources

Sub Unit: Administrative Services â€” Office of Technology

Time Frame: 2012-14

Actions taken for 2011-2012:

Investigated database options; presented different options and functionality to External Affairs; Collaborated with External Affairs to identify Vtiger as preferred option.

Evidence of Progress for 2011-2012:

Chancellorâ€™s contact database successfully migrated to Vtiger

Activities planned for 2012-2013:

Develop project plan; Support External Affairs with data â€œscrubbing â€; Import data into test database; Assist External Affairs testing the data/system; Implement system; develop and conduct user training.

- ☑ Provide Parking and Transportation Services third-party processor (T2) daily data updates with information about parking permit eligibility.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Value

Sub Unit: Administrative Services â€” Office of Technology

Time Frame: 2012-13

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Collaborate with T2 staff to test the daily upload; collaborate with UITS to gain access to HRMS and SIS data; develop application to export and aggregate data and transmit to T2 daily.

Activities planned for 2012-2013:

Data file is transmitted daily to T2

- ☑ Support Tobacco-Free IUPUI Committee with website development and maintenance.

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals: Environment

Sub Unit: Administrative Services “ Office of Technology

Time Frame: 2011-2013, ongoing

Actions taken for 2011-2012:

Participated in first meeting of the Tobacco-Free IUPUI Committee

Evidence of Progress for 2011-2012:

Website in production

Activities planned for 2012-2013:

Create new website for Tobacco-Free IUPUI using old site as template for content. Verify content and links with

- ☑ Upgrade Meal Plan system to include new options.

Campus Planning Theme: Best Practices

Secondary Goals: Value

Sub Unit: Administrative Services “ Office of Technology

Time Frame: 2012-13

Actions taken for 2011-2012:

None

Evidence of Progress for 2011-2012:

Options are available online, in production, and functioning correctly.

Activities planned for 2012-2013:

Upgrade system so that more options could be selected for meal plans

Fiscal Health

Reallocation Plan

Other Question(s)

