

2007-2008 Finance & Administration, Vice Chancellor

Section	Document Name
Fiscal Health	• Finance & Administration.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.

Division Goals: <http://www.finance-admin.iupui.edu/DivisionGoals.aspx>

Goals and Objectives

 1. Increase use of technology to streamline processes

 + Allow customers to set up automatic deductions for tuition from their bank accounts

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Center for Young Children

Time Frame: January 2010

Actions taken for 2007-2008:

none

Evidence of Progress for 2007-2008:

Pilot project in use

Activities planned for 2008-2009:

Survey parents to see how many would want this service Investigate the possibility of doing this and what barriers would need to be overcome Pilot a few parents

☑ + Develop an IUPay site for DAS to provide non-students capability of paying by credit card.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Delinquent Acct Services

Time Frame: FY 2006-07 thru FY 2007-08

Actions taken for 2007-2008:

Create workplan to adopt IUPay.

Evidence of Progress for 2007-2008:

Increased payments received by web.

Activities planned for 2008-2009:

Write process guides; communicate with customers.

☑ + Expand use of Digital Technology to enhance workflow and increase Scope of Services.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: IKON Office Solutions

Time Frame: FY2009

Actions taken for 2007-2008:

IKON updated all Customer Service, Production and Design Computers throughout the Resource Center in 2008. IKON updated and increased software support by adding additional software tools (CS3, In Design, Filemaker, Command Workstation, etc).

Evidence of Progress for 2007-2008:

The inclusion of new, faster PC's and additional software have increased our ability to provide quicker service and additional design capabilities to our customers. A new Digital Copier will not only increase our production speeds and lower our costs, but allow IKON to produce higher quality Brochures/Pamphlets, including gloss, in-house to our customers. Retention of customers. Increased sales by expansion of services (scanning, gloss brochures, large format production).

Activities planned for 2008-2009:

IKON will upgrade our in-house Color Production capabilities by adding a new Canon CLC 550 to our line of production machines. IKON will be reinvesting time and money into the upgrade of our website. IKON Corporate is currently working on additional scanning services that can and will be provided to interested departments at IUPUI. Additionally, IKON will continue to provide and support all Fleet Services on campus by providing avenues for departments to upgrade/replace copiers/printers in their department with newer gear that better matches their daily needs.

☑ + Expand Web site to offer more comprehensive HR services

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: HRA

Time Frame: FY 2004 and ongoing

Actions taken for 2007-2008:

Revamped web site format; added additional work/life content.

Evidence of Progress for 2007-2008:

Updated versions of Web content and HR forms; additional resources available.

Activities planned for 2008-2009:

Complete new Web site will be rolled-out in 2009.

☑ + Expanded use of digital technology for conferences.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: University Place

Time Frame: FY 2001 and ongoing

Actions taken for 2007-2008:

Customers are continually exposed to the technology available with suggestions how to enhance their conferences.

Evidence of Progress for 2007-2008:

Customer satisfaction with improved technology and increase in use/sales.

Activities planned for 2008-2009:

Will continue to train sales and conference managers on the use of technology and how customers benefit.

☒ + Implement appropriate metering and energy management program. Develop funding strategy in collaboration with the campus community.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: CFS

Time Frame: FY 2002 and ongoing

Actions taken for 2007-2008:

Implemented many energy savings projects. Developed draft energy policy and plans. Developed estimate for meter installation program and installed a few meters as budget was available. Revised building operating cost data with estimates.

Evidence of Progress for 2007-2008:

Building specific data will be collected and used to evaluate energy management programs. Energy savings will occur. Reduce consumption by 10% in 3 years.

Activities planned for 2008-2009:

Begin campus Sustainability Steering Committee sub-committee. Continue winter and summer setbacks. Continue implementation of metering and energy management projects with appropriate returns on investment.

☒ + Implement EPIC Vendors to use electronic invoicing

Campus Planning Theme: Collaboration

Secondary Goals:

Sub Unit: Accounts Payable

Time Frame: FY 2008-09

Actions taken for 2007-2008:

Identify high volume vendors that have the capability to be set up for electronic invoicing.

Evidence of Progress for 2007-2008:

Increased productivity and quicker processing.

Activities planned for 2008-2009:

Continued monitoring of high volume vendors. Make recommendation to transition to an e-invoicing format.

☒ + Implement imaging system for student financials offices with services available to all the Administrative Services departments.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Student Account Services

Time Frame: FY 2006-07 FY 2007-08

Actions taken for 2007-2008:

Created workplan; developed indexing/naming structure. Prepared documents for archiving; created timeline and process guides

Evidence of Progress for 2007-2008:

Eliminate need for hard copy files and reduce (and ultimately eliminate) need for off-site storage.

Activities planned for 2008-2009:

Conduct staff training; begin scanning/indexing documents.

☒ + Implement Remote Capture for Banking Services.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Banking Services

Time Frame: FY 2008-09

Actions taken for 2007-2008:

Require that all IUPUI departments use remote capture as a means to deposit checks.

Evidence of Progress for 2007-2008:

Currently using Remote Capture for Accounts Receivable and Banking Services.

Activities planned for 2008-2009:

Asses which departments receive and deposit checks. Install equipment, provide training and implement remote capture.

☒ + Implement the new Accounts Receivables & Capital Assets Management

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Accounts Receivable & Capital Assets Management

Time Frame: FY 2009-10

Actions taken for 2007-2008:

Testing the usability with various departments obtaining their input and identify performance flexibility.

Evidence of Progress for 2007-2008:

Currently in the initial testing phase.

Activities planned for 2008-2009:

Prepare guidelines and training to all departments at IUPUI and administer AR in Capital Assets in Kuali.

☒ + Promote use of Sharepoint as a standard for communication and collaboration.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Technology Support

Time Frame: FY 2006-07 and ongoing

Actions taken for 2007-2008:

Introduced the product to several departments as a pilot. Upgraded to most robust software version.

Evidence of Progress for 2007-2008:

Completed pilot. Have increased the number of users.

Activities planned for 2008-2009:

Plan infoshare sessions with other departments. Establish some baseline training. Use the product for more mainstream processes.

- ⌵ + Provide customer's self-service opportunities through mail services website enabling one to track departmental charges and mail delivery.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Mail Services

Time Frame: Ongoing

Actions taken for 2007-2008:

Developed programming initiating first step of the above process

Evidence of Progress for 2007-2008:

Mail customer's are currently able to track departmental charges via mail website

Activities planned for 2008-2009:

Completion of aforementioned goal

- ⌵ + provide IUIE access to departments for payroll reports.

Campus Planning Theme: Teaching and Learning

Secondary Goals:

Sub Unit: Payroll

Time Frame: FY 2008-09

Actions taken for 2007-2008:

Identified What information should be available and developed training curriculum.

Evidence of Progress for 2007-2008:

Scheduled ongoing monthly training series. Communicated availability and benefits of having access.

Activities planned for 2008-2009:

Pilot access and use of IUI reports.

- ⌵ + Provide leadership in obtaining approval and adopting a simplified fee solicitation process.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Administrative Services

Time Frame: FY 2006 and beyond

Actions taken for 2007-2008:

Develop prototype for solicitation. Established working group; designed several models; tested models for revenue generation; vetted models with leadership groups across effected schools and departments; submitted recommendation to campus administration; forwarded preferred models for university/trustee approval. The process yielded additional simplification process for a number of our school-based fees.

Evidence of Progress for 2007-2008:

Vetted models and other recommendations have been finalized and forwarded for approval - to commence with the Fall Semester 2009.

Activities planned for 2008-2009:

Once the approval status of submitted recommendations is known, other potential simplification considerations will be reviewed for future enhancements.

- ☑ + Work with Registrar and Learning Environment Committee to improve informal and formal learning environments.

Campus Planning Theme: Teaching and Learning

Secondary Goals:

Sub Unit: CFS

Time Frame: FY 2002 and ongoing

Actions taken for 2007-2008:

Improved the CFS Classroom Inventory Survey Form to document and use as a tool to generate work tickets to improve classroom conditions. Actively participated in the ET202 classroom renovation project and in the campus Learning Environment Committee.

Evidence of Progress for 2007-2008:

Classroom conditions will be reliably improved.

Activities planned for 2008-2009:

Increase classroom inspections and provide summary reports, prioritize more significant work needed, and continue to partner with the campus Learning Environment Committee for overall classroom improvements.

- ☑ Develop/publish SIS Student Financials online training.

Campus Planning Theme: Collaboration

Secondary Goals:

Sub Unit: Student Account Services

Time Frame: FY 07-08, 08-09

Actions taken for 2007-2008:

Initiated conversations with SES Training Team to assist in development of the online training and publishing of documentation on the SES Training website.

Evidence of Progress for 2007-2008:

Expedite the process to obtain security to SIS SF for new IUPUI users. Less inquiries about processes for which training guides are online.

Activities planned for 2008-2009:

Update the existing SIS Student Financials training guides and quick guides. Collaborate with the SES Training Team to translate the content into the standard SES Training guide format. Publish training guides and quick guides; notify the SIS SF users of the availability of the training guides.

- ☒ Redesign website to promote the new Student Account Services organization, to provide simplified views and navigation, focusing on the Bursar information.

Campus Planning Theme:

Secondary Goals:

Sub Unit: Student Account Services

Time Frame:

Actions taken for 2007-2008:

Office of Bursar initiated a review of their website and continued simplification. Office of Bursar added an announcement splash area on the front page and used it throughout the year.

Evidence of Progress for 2007-2008:

Ability to access a simple point and click format for our website.
Discontinue the use of outside storage vendor and need for file cabinet space.
Reports and Audits done more timely and efficiently.

Activities planned for 2008-2009:

Develop and publish a Student Accounts Services website, with triage to the three departments. Office of Bursar, Office of Delinquent Account Services and Office of Systems Analysis and Integration. Finalize development of and publish simplified Office of Bursar website.

- ☒ Upgrade Department technical capabilities and equipment.

Campus Planning Theme: Collaboration

Secondary Goals:

Sub Unit: Police

Time Frame: 2008-2009 – Ongoing

Actions taken for 2007-2008:

Purchased new radios and new dispatch equipment that allows for interoperability with the county-wide radio system and other agencies.


Evidence of Progress for 2007-2008:

Equipment upgrades in communications center, computer aided dispatch (CAD) and new radios for patrol vehicles and hand held radios.

Activities planned for 2008-2009:

Continue to upgrade all departmental technical capabilities and equipment as resources allow

 **2. Enhance customer service in Finance and Administration units**

 + Better service for faculty, staff, and students.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Parking

Time Frame: FY 2006-07

Actions taken for 2007-2008:


Investigated and purchased new software to upgrade the departments Permit, Enforcement, Access Control, and Revenue Control systems.

Evidence of Progress for 2007-2008:

Less time spent per on-line transaction by customers.

Activities planned for 2008-2009:

Integration, installation, and training of staff for new software.

 + Fully develop GIS capabilities.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: CFS

Time Frame: FY 2002 and ongoing

Actions taken for 2007-2008:

Potential applications reviewed. Preliminary base map developed with some features; i.e., disabled parking located. Part time funding allocated for updating exterior map. Base map developed. Convened meeting with campus constituencies to discuss campus maps and mapping data management.

Evidence of Progress for 2007-2008:

Layers of useful, accurate, geographic and database data will be available for use.

Activities planned for 2008-2009:

Continue collaboration to use GIS capabilities for other units such as Police, Parking, etc. Continue collection of utilities data. Support Center for Earth and Environmental Sciences Tree Stewardship program. Further develop GIS student employees.

☒ + Increase safety by upgrading lighting in the largest garage facility on campus.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Parking

Time Frame: FY 2006-07

Actions taken for 2007-2008:

Request for Service was submitted to Campus Administration and design documents were generated.

Evidence of Progress for 2007-2008:

Project completion and increased security within the garage.

Activities planned for 2008-2009:

Bidding process will occur and construction will commence.

☒ + Partner with UAO on design in order to build better new buildings and better renovated spaces.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: CFS

Time Frame:

Actions taken for 2007-2008:

UAO has drafted standards. CFS has provided input in recent meetings. More revisions planned. Meetings and refinements continue.

Evidence of Progress for 2007-2008:

New buildings and renovated spaces operate more efficiently, effectively and sustainably.

Activities planned for 2008-2009:

Continue to provide information for amending standards to be more consistent with campus operational needs. Work with UAO on the implementation of LEED design standards where appropriate.

☑ + Provide better transportation services for the campus community.

Campus Planning Theme: Collaboration

Secondary Goals:

Sub Unit: Parking

Time Frame: On-going

Actions taken for 2007-2008:

Negotiating with Indygo to bring additional bus service to the campus.

Evidence of Progress for 2007-2008:

Campus community will have better transportation options.

Activities planned for 2008-2009:

Continue to market routes and services of IndyGo to students. Review and implement other TDM (Transportation Demand Management) initiatives as appropriate.

☑ + Review organizational chart and assess staffing needs.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Parking

Time Frame: FY 2006-07

Actions taken for 2007-2008:

Creating and revising job descriptions.

Evidence of Progress for 2007-2008:

Completion of review by Human Resources.

Activities planned for 2008-2009:

Continue to evaluate key positions to help with the merger to CFS.

☑ + Strengthen parental participation

Campus Planning Theme: Best Practices, Civic Engagement, Collaboration

Secondary Goals:

Sub Unit: Center for Young Children

Time Frame: On going

Actions taken for 2007-2008:

Worked with core parents to reorganize and energize parent group Involved parents in classroom, and center wide activities

Evidence of Progress for 2007-2008:

More parental participation New and/or different events and ways for families to participate

Activities planned for 2008-2009:

Continue to collaborate with new Parent Association Continue current classroom and Center events involving parents
Look for new and creative ways to involve parents

☑ Conduct IUPUI SF user group "symposium".

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Student Account Services - Systems Analysis and Integration

Time Frame: FY 2007 - and beyond

Actions taken for 2007-2008:

Initiated conversations on the structure, timing, content, etc. for a student financials informational meeting, "symposium".

Evidence of Progress for 2007-2008:

Meeting occurs with audience in attendance; Positive feedback from the audience.

Activities planned for 2008-2009:

Develop presentations and communications. Publicize to academic units, fiscal officers, etc.; "own" and facilitate the meeting.

☒ **Develop Blue Ribbon Customer Service Certification**

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: HRA

Time Frame: FY 2008 and ongoing

Actions taken for 2007-2008:

Offered standard and tailored customer service training.

Evidence of Progress for 2007-2008:

Utilization of training by campus units, and more satisfied internal and external customers.

Activities planned for 2008-2009:

Develop an expanded customer service certification program, offering to campus units desiring an elevated level of attention and responsiveness to customers.

☒ **Develop department SOPs to respond to all types of campus emergencies.**

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Environmental Health and Safety

Time Frame: FY 2006 and on-going

Actions taken for 2007-2008:

A template has been developed to utilize for creating the department SOPs and several SOPs for emergency response have been completed.

Evidence of Progress for 2007-2008:

The types of emergencies to plan for have been identified. Initial databases have been developed to manage departmental information collected. Several SOPs have been drafted.

Activities planned for 2008-2009:

Finalize SOPs. Upload documents and databases on EHS webpage and/or WebEOC to utilize during emergency incidents.

- ☑ Develop several training programs to meet and exceed regulatory compliance requirements. Develop web based training when possible.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Environmental Health and Safety

Time Frame: FY 2007 and on-going

Actions taken for 2007-2008:

Training programs in the following areas have been created including: Anesthetic Gas Safety, Bloodborne Pathogens, Formaldehyde Hazard Communication, Laser Safety, N95 Respiratory Protection, personal Protective Equipment, and Respirator Protection.

Evidence of Progress for 2007-2008:

Various training programs are posted on the EHS website at http://www.ehs.iupui.edu/ehs/training_program.asp

Activities planned for 2008-2009:

Finalize contractor safety, cart safety and hazard communications training and upload to EHS website. Develop new training presentations for: Compressed Gas Cylinder Safety, Aerial Lift Use and Proper Hand Washing.

- ☑ Implement new laboratory inspection, inventory and permitting program.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Environmental Health & Safety

Time Frame: FY 2008 -09 and on-going

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:

Hire 3 new technicians, implement inventory software program, inspect labs, inventory and properly organize chemicals, dispose of unused chemicals, install new hall sign and issue a permit for the lab. Implement program in at least 50% of the labs during FY 08 -09.

- ☑ Lead the effort to develop Campus and Department Emergency Plans.

Campus Planning Theme: Best Practices

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Environmental Health and Safety

Time Frame: FY 2006 and on-going

Actions taken for 2007-2008:

An Emergency Planning Committee has been established. EHS has participated in several meetings and training regarding emergency planning.

Evidence of Progress for 2007-2008:

Drafts of Campus and Department Emergency Plans have been written.

Activities planned for 2008-2009:

- ☑ Purchase of Fingerprinting and printer equipment.

Campus Planning Theme: Civic Engagement, Collaboration

Secondary Goals:

Sub Unit: Police

Time Frame: 2008-2009 – Ongoing

Actions taken for 2007-2008:

The department with assistance from the School of Medicine purchased a \$16,000 state-of-the-art Fingerprinting and printer equipment.

Evidence of Progress for 2007-2008:

Equipment needed to do printing purchased by the School of Medicine that resides at the Police Department.

Activities planned for 2008-2009:

Work with other schools in the University to provide fingerprinting service for those who need it for certifications.
Develop programs to fingerprint kids at various locations on and off campus, including the Center for Young Children.

- ☑ Replace Laboratory Safety Hall Signs with Computer Generated and Bar Coded Signs

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Environmental Health & Safety

Time Frame: FY 2008 -09 and on-going

Actions taken for 2007-2008:

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Evaluate labs through inspections and determine hazards of labs, generate appropriate new sign, install sign outside lab door in hall, ensure emergency contact information is correct for the lab.

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:

 3. Promote IUPUI identity



Campus Planning Theme:
Secondary Goals:
Sub Unit:
Time Frame:

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:



Campus Planning Theme:
Secondary Goals:
Sub Unit:
Time Frame:

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:



Campus Planning Theme:
Secondary Goals:
Sub Unit:
Time Frame:

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:



Campus Planning Theme:

Secondary Goals:

Sub Unit:

Time Frame:

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:



Campus Planning Theme:

Secondary Goals:

Sub Unit:

Time Frame:

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:



Campus Planning Theme:

Secondary Goals:

Sub Unit:

Time Frame:

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:



Campus Planning Theme:

Secondary Goals:

Sub Unit:

Time Frame:

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:



Campus Planning Theme:

Secondary Goals:

Sub Unit:

Time Frame:

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:

+ Always promote and highlight IUPUI through ITC

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Indianapolis Tennis Center

Time Frame: Ongoing

Actions taken for 2007-2008:

1. There was a mention of 'the campus of IUPUI' or 'The IUPUI Sport Complex' in all ITC publications and info. 2. Hung IUPUI Jaguars banners at ITC 3. Newsletter stories about Jag tennis teams and their accomplishments

Evidence of Progress for 2007-2008:

Increased presence on campus through electronic newsletters, press releases, etc.

Activities planned for 2008-2009:

1. Promote Jaguars men's and women's tennis teams 2. Continue to provide the best ITC instructors for the IUPUI PE classes.

☑ + Continue on National Campus Coalition for Campus Children's Centers Board

Campus Planning Theme: Civic Engagement, Collaboration

Secondary Goals:

Sub Unit: Center for Young Children

Time Frame: March 2009 thru March 2012

Actions taken for 2007-2008:

Submitted name and materials for nomination

Evidence of Progress for 2007-2008:

Seated and listed as a board member

Activities planned for 2008-2009:

Will serve if elected.

☑ + Continue to highlight and promote the university at every opportunity

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Natatorium

Time Frame: Ongoing

Actions taken for 2007-2008:

Prior to 2008 US Olympic Diving Trials at, the Natatorium replaced the IUPUI flag in the facility so a bright, new flag would be seen on the nation-wide NBC television broadcast. Also, repainted the diving tower to include the IUPUI letters and 'Jag Head' logo- which hadn't previously been on the tower- so the university would receive more promotion on the television broadcast.

Evidence of Progress for 2007-2008:

Positive response from colleagues within IUPUI Communications and Marketing Dept, who felt that the university was represented well in the broadcast, as well as year-round at the Sport Complex.

Activities planned for 2008-2009:

Continue to use the 'IUPUI' letters every time we refer to our facilities- in all written and published materials.

- ☑ + Continue to participate in state and local child care groups
Campus Planning Theme: Civic Engagement, Collaboration
Secondary Goals:
Sub Unit: Center for Young Children
Time Frame: on going
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Actions taken for 2007-2008:

Involved in various professional groups, some with leadership responsibilities

Evidence of Progress for 2007-2008:

Membership of various groups

Activities planned for 2008-2009:

Continued participation in professional groups

- ☑ + Develop effective marketing plan to ensure that administrators, staff, faculty, and students are aware of HR services.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: HRA
Time Frame: FY2004 and on-going
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Actions taken for 2007-2008:

Identified key areas of service and strategic support..

Evidence of Progress for 2007-2008:

Greater awareness and utilization of HR consulting services.

Activities planned for 2008-2009:

Collaborate with campus administration and units.

- ☑ + Reach out to other city organizations to facilitate mail services in addition to our current Outreach programs to include Clarian Health Partner's, Inc.

Campus Planning Theme: Collaboration

Secondary Goals:

Sub Unit: Mail Services

Time Frame: Ongoing

Actions taken for 2007-2008:

Maintained ongoing negotiations, discussions, and joint board relationships with Clarian. Outreach efforts to mail mail-house operations throughout the city

Evidence of Progress for 2007-2008:

Restructure of business models of current relationships with other mail businesses to include Clarian

Activities planned for 2008-2009:

Continue above goal

- ☑ + Serve as a collaborative partner for campus community initiatives.

Campus Planning Theme: Civic Engagement

Secondary Goals:

Sub Unit: Parking

Time Frame: FY 2008 and ongoing

Actions taken for 2007-2008:

Hired Special Events Coordinator in Parking and Transportation Services. Provided services as needed to campus events to ensure success of the events.

Evidence of Progress for 2007-2008:

Campus will be able to interface with community in a mutual beneficial fashion.

Activities planned for 2008-2009:

Continued support.

- ☑ Collaborate with Student Employment Services to promote student employment at IUPUI

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: HRA

Time Frame: FY2004 and on-going

Actions taken for 2007-2008:

Identify target areas for student employment.

Evidence of Progress for 2007-2008:

Increase in the number of student employees which will lead to improved student retention.

Activities planned for 2008-2009:

Will continue to collaborate with campus units to identify potential student employment opportunities; partner with IMIR to evaluate program effectiveness.

☒ Commission for Accreditation for Law Enforcement Agencies

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Police

Time Frame: 2008-2009 – 2012 (Ongoing)

Actions taken for 2007-2008:

Obtained application from CALEA, Commission for Accreditation for Law Enforcement Agencies. Completing re-writing all departmental policies and procedures.

Evidence of Progress for 2007-2008:

Approximately half of policies and procedures are re-written, evidence room is being upgraded. Purchased new bar coding system for evidence and property.

Activities planned for 2008-2009:

Complete writing policies and procedures and sign contract with CALEA.

☒ Expand Employee Benefits to include self-service

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: HRA

Time Frame: FY2004 and on-going

Actions taken for 2007-2008:

Promote enhancements in web-based benefits administration.

Evidence of Progress for 2007-2008:

Faculty and staff having ability to make changes to benefits online.

Activities planned for 2008-2009:

Collaborate with UHRS to improve self-service. Expand use of online open enrollment changes.

☑ Increased collaboration within IUPUI and with Community for Emergency Preparedness

Campus Planning Theme: Best Practices, Civic Engagement, Collaboration

Secondary Goals:

Sub Unit: Emergency Preparedness

Time Frame: 2009-2010

Actions taken for 2007-2008:

Obtained a \$400,000 plus grant from the U.S. Department of Education for Emergency Preparedness.

Evidence of Progress for 2007-2008:

New Initiative

Activities planned for 2008-2009:

Conduct a tabletop Emergency Preparedness exercise which includes; scenario, funding, personnel, training and seminars prior to exercise. Conduct a full-blown Emergency Preparedness exercise that will include the University Administration, Faculty, Staff, Students and other Agencies in Marion County.

▶ **4. Development of Facilities for IUPUI**

☑ + Continued facility renovations.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Natatorium

Time Frame: Ongoing

Actions taken for 2007-2008:

1. Began installation of new Ultraviolet Pool System. This system will help disinfect and treat the pool water, to create a safer and healthier environment for pool users. 2. Concrete repair to diving tower and stairwell, as well as new paint job.

Evidence of Progress for 2007-2008:

Through the efforts of many groups (both IUPUI groups and external), the Natatorium & Carroll Stadium have continued to raise funds for repairs as well as raised awareness of the need for these projects. All proceeds from the 2008 Megazone Swimming Championships will be donated to the Natatorium. As of June 30, 2008, over \$70,000 has already been raised.

Activities planned for 2008-2009:

1. Repair moveable floor in Natatorium 2. Install Field Turf at Carroll Stadium

☑ + Develop East Side of Food Court

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Campus Food Service

Time Frame: 2009

Actions taken for 2007-2008:

- Survey customers on menu options and variety interests

Evidence of Progress for 2007-2008:

Increase traffic and revenues

Activities planned for 2008-2009:

- Develop themed weeks/months to serve at a station in the east end of the Food Court

☑ + Maintain high-level competitive tennis facility

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Indianapolis Tennis Center

Time Frame: 2009

Actions taken for 2007-2008:

Various facility and grounds projects: roof repairs, improved indoor lighting, landscaping/flowers, painting, parking lot resurfacing, new windscreens for outdoor courts.

Evidence of Progress for 2007-2008:

ITC has continued to maintain excellent facilities that satisfy and help retain our customers as well as attract new business. The Indianapolis Tennis Championships, presented by Lilly continues to hold their tournament at ITC.

Activities planned for 2008-2009:

Resurface 8 tennis courts, and install new indoor carpeting

☑ + Maintain internal benchmark indicators for building operation performance.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: CFS

Time Frame: FY 2002 and ongoing

Actions taken for 2007-2008:

Sightlines has been assisting with providing qualified benchmark information.

Evidence of Progress for 2007-2008:

Data will be available for evaluating building operational performance.

Activities planned for 2008-2009:

Review data provided by Sightlines to assist in the assessment of organizational effectiveness.

☑ + Replace carpet through out the building

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Center for Young Children

Time Frame: March 2009

Actions taken for 2007-2008:

Worked with University Architect Office to choose carpet Secured funding and bid project

Evidence of Progress for 2007-2008:

Carpet installed

Activities planned for 2008-2009:

Re-secure funding, re-bid project and install carpet

☑ + Update playgrounds and landscaping

Campus Planning Theme: Teaching and Learning, Best Practices

Secondary Goals:

Sub Unit: Center for Young Children

Time Frame: July 2009

Actions taken for 2007-2008:

Worked with University Architect for playground design Secured funding for north playground

Evidence of Progress for 2007-2008:

Both playgrounds re-landscaped

Activities planned for 2008-2009:

Finish north playground Identify and secure funding for south playground

☑ + Use Facilities Audit data to develop R&R plan and decrease deferred maintenance.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: CFS

Time Frame: FY 2006 and ongoing

Actions taken for 2007-2008:

Implemented several deferred maintenance projects utilizing R&R funds. Projects were derived from previously performed condition assessment.

Evidence of Progress for 2007-2008:

An automated facilities audit is complete and the amount and nature of campus deferred maintenance is understood and decreased over time.

Activities planned for 2008-2009:

Update condition assessment and consider alternatives for systemically updating renewal documentation.

▣ 5. Increased collaboration within IUPUI and with community

▣ + Develop quality control (QC) protocols for all CFS divisions.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: CFS

Time Frame: FY 2002 and ongoing

Actions taken for 2007-2008:

Building Services has developed and trained and provided format for other CFS departments. Ground has developed and implemented inspection protocols for landscaping and snow removal.

Evidence of Progress for 2007-2008:

Reliable, documented conditions. Employee accountability.

Activities planned for 2008-2009:

Maintenance will develop strategy for QC Grounds and Building Services will continue to enhance use of quality control data. Parking Facilities will be included in quality control program.

▣ + New building project support.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: CFS

Time Frame: FY 2001 and ongoing

Actions taken for 2007-2008:

Continue to provide support to building projects. Included Environmental Health and Safety as well as other Finance and Admin units as appropriate. Reviewed and marked up drawings. Punchlist involvement by Zone Managers.

Evidence of Progress for 2007-2008:

Successful occupancy of new buildings.

Activities planned for 2008-2009:

Will continue to assist with building projects. Will support opening of Research III in December.

- ☑ + Participate in Diversity Roundtable of Central Indiana.
Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: HRA
Time Frame: FY2004 and on-going
-

Actions taken for 2007-2008:

Participate in Diversity meetings and professional development events.

Evidence of Progress for 2007-2008:

Increased awareness of diversity issues. Stronger relationships with community organizations.

Activities planned for 2008-2009:

Continue to participate in Central Indiana committees.

- ☑ + Partner with IUPUI units for mutual benefit, whenever possible
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Indianapolis Tennis Center
Time Frame: Ongoing
-

Actions taken for 2007-2008:

1. Free tennis lessons to IUPUI community 2. Worked with the Sport Complex to once again offer summer tennis camps 3. Attended more campus events 4. Provide discounts to IUPUI faculty/staff/students 5. Promote and serve IUPUI tennis club

Evidence of Progress for 2007-2008:

Highest revenue and attendance for tennis camps in 2008.

Activities planned for 2008-2009:

Continue to enhance presence and identity on campus

- ☑ + Partner with Local Restaurants
Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Campus Food Service
Time Frame: 2009

Actions taken for 2007-2008:

- Identified diversity requests
-

Evidence of Progress for 2007-2008:

Increased revenues and customer satisfaction

Activities planned for 2008-2009:

- Contact local ethnic restaurants for partnership opportunities in the Food Court

☑ + Promote alternative work options.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: HRA

Time Frame: FY 2006-2007

Actions taken for 2007-2008:

Research information incorporated; analyze fit with IUPUI policies and audiences. Activities planned for 2008-2009: Pilot alternative work options with several campus units and refine all documentation.

Evidence of Progress for 2007-2008:

Alternative work options are documented and communicated.

Activities planned for 2008-2009:

Pilot alternative work options with several campus units and refine all documentation.

☑ + Provide learning opportunities for students.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: CFS

Time Frame: FY 2001 and ongoing

Actions taken for 2007-2008:

Hired students. Engaged students in energy audits in additional buildings as their class project. Students have been hired to work in Engineering/Maintenance/Construction and in Accounting. Members of engineering staff have been hired in Engineering/Maintenance/Construction.

staff have guest lectured in ExCamp, 1 classes.

Evidence of Progress for 2007-2008:

Improved student retention. CFS staff is enriched by students' skills and enthusiasm.

Activities planned for 2008-2009:

Continue to hire students whenever possible and to engage in classroom instruction whenever possible. Review for appropriateness of the use of current students in Human Resources and Engineering

☑ + Provide New Leader Transition Process.

Campus Planning Theme: Collaboration

Secondary Goals:

Sub Unit: HRA

Time Frame: FY 2006-2007

Actions taken for 2007-2008:

Offered facilitated process to several new leaders.

Evidence of Progress for 2007-2008:

New Leader Transition Process occurs for all new campus leaders at IUPUI who desire this support.

Activities planned for 2008-2009:

Offer New Leader Transition Process for administrators within first month of their new role..

☑ + Strengthen diversity initiatives related to recruitment and retention.

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: HRA

Time Frame: FY2004 and on-going

Actions taken for 2007-2008:

Regularly offer Diversity Awareness workshops.

Evidence of Progress for 2007-2008:

Increased numbers of under-represented groups are hired and retained; climate for diversity is improved

Activities planned for 2008-2009:

Increase professional development opportunities on diversity topics; provide additional support and consultation to hiring managers. Focus on civility and communication.

☒ + Worked in conjunction with many units on campus

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit: Natatorium

Time Frame: Ongoing

Actions taken for 2007-2008:

1. Once again partnered with 4 Academic units on campus to offer expanded summer camp programming: School of Music, School of Science, School of Liberal Arts, Herron School of Art & Design. 2. Natatorium staff worked hand-in-hand with several auxiliary units on various projects; Center for Young Children, Campus Print and Mail, Bookstore, University Place Hotel. 3. Worked with other aquatic facilities and organizations in the community to help promote swimming & water safety programs.

Evidence of Progress for 2007-2008:

1. We have built great relationships with all of our partner units. The academic units have benefitted greatly from being a part of our summer camp program and continue to return each year to participate. 2. A continual, on-going relationship with Indiana Swimming which helps to bring major events to the Natatorium.

Activities planned for 2008-2009:

1. Continue to partner with IUPUI units whenever possible, to not only benefit the Sport Complex, but provide support and assistance to other areas of the campus. 2. Increase collaboration with community partners.

☒ Assist with TIME implementation for biweekly staff.

Campus Planning Theme: Collaboration

Secondary Goals:

Sub Unit: HRA

Time Frame: FY 2006-2007

Actions taken for 2007-2008:

Participated in planning phase of revised electronic timekeeping process.

Evidence of Progress for 2007-2008:

IUPUI campus units will gradually incorporate appointed biweekly staff into the TIME system.

Activities planned for 2008-2009:

Help communicate new TIME system, help resolve any policy issues.

☑ Develop a pre-retirement booklet for employees.

Campus Planning Theme: Collaboration

Secondary Goals:

Sub Unit: HRA

Time Frame: FY 2008-2009

Actions taken for 2007-2008:

Identify content, format and final document, partnering with UHRs.

Evidence of Progress for 2007-2008:

For those nearing retirement, the pre-retirement booklet is received by spring 2009.

Activities planned for 2008-2009:

Finalize and distribute pre-retirement booklet to employees within a year of retirement.

☑ Develop Greening IUPUI Program

Campus Planning Theme: Best Practices, Collaboration

Secondary Goals:

Sub Unit: Environmental Health & Safety

Time Frame: FY2008 – 09

Actions taken for 2007-2008:

Evidence of Progress for 2007-2008:

Activities planned for 2008-2009:

Establish Greening IUPUI Program, with: Application Forms, Application Directions, Establishment of an Awards Committee, Guidelines and Publicity of the program.

☑ Increase Organizational Development consulting skills for HRA staff members.

Campus Planning Theme: Best Practices

Secondary Goals:**Sub Unit:** HRA**Time Frame:** FY2004 and ongoing

Actions taken for 2007-2008:

Monthly sessions with OD facilitator; specialty training conferences attended by several HRA consultants.

Evidence of Progress for 2007-2008:

Campus units take advantage of OD facilitation for accelerated process improvement and other organizational enhancements.

Activities planned for 2008-2009:

Provide ongoing regular OD training for HRA consultants; partner with PAII on process improvement.

☒ **Promote performance management for staff.****Campus Planning Theme:** Best Practices**Secondary Goals:****Sub Unit:** HRA**Time Frame:** FY2008 and ongoing

Actions taken for 2007-2008:

Establish online performance management resources.

Evidence of Progress for 2007-2008:

More employee and supervisor satisfaction with the performance management process.

Activities planned for 2008-2009:

Increase consultation with campus units, so that performance management processes are tailored for effective practices within the unit.

Fiscal Health**Reallocation Plan****Other Question(s)**

1. If you had to implement a budget reduction of 3-5% in your base general fund budget, a) what would be your budget priorities and b)

example in all of our units and to provide campus leadership through our Human Resource functions and through the Vice Chancellor's office.