2006-2007 Finance & Administration, Vice Chancellor

Section	Document Name
Fiscal Health	• Admin & Finance.pdf

Mission

Administration and Finance (ADFI) is committed to delivering exceptional customer service. Policies, practices and procedures are designed with our customers´ needs in mind. Through this commitment to service excellence, ADFI supports IUPUI´s vision of being one of the nation´s best urban universities.

Goals and Objectives

1. Increase use of technology to streamline processes

+ Collaborate with University Library Archives to develop combined drawing database.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2004-05

Actions taken for 2006-2007:

Have shared drawing. Archives database cleaned up. Deveoped one database with search capabilities.

Evidence of Progress for 2006-2007:

IUPUI Archives has data necessary to perform their function and knows what additional information CFS has in FIMS.

Activities planned for 2007-2008:

Review UL and CES database. Will share record documents and bid documents.

+ Conduct business process reviews

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Identify methodology for business process review; investigate use of Appreciative Inquiry methodology.

Evidence of Progress for 2006-2007:

Process are documented.

Activities planned for 2007-2008:

Pilot use of Appreciative Inquiry in student financials offices.

+ Consider use of SIS 3C´s, creating a new category for collections, to assist in tracking and statistical analysis.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07

Actions taken for 2006-2007:

Develop structure for 3C, create in test instance.

Evidence of Progress for 2006-2007:

Metrics available to indicate success of specific letters, phone calls, etc.

Activities planned for 2007-2008:

Create structure in PRD; create process guides; revise IUIE reports, if needed.

+ 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 2006-2007:

Create workplan to adopt IUPay.

Evidence of Progress for 2006-2007:

Increased payments received by web.

Activities planned for 2007-2008:

Write process guides; communicate with customers.

+ Develop and implement website for payment online and departmental account referral submission.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07 thru FY 2007-08

Actions taken for 2006-2007:

Create workplan for website development in conjunction with ADFI Technology and ADSV Systems and Analysis Team.

Evidence of Progress for 2006-2007:

Increase in departmental referrals electronically submitted.

Activities planned for 2007-2008:

Create website and publicize seervices available; continued review of process for possible upgrades/enhancements.

+ Develop performance management system using the "expectation development worksheet".

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Identify methodology for performance management.

Evidence of Progress for 2006-2007:

Performance evaluations/assessments are conducted yearly.

Activities planned for 2007-2008:

Develop assessment criteria for each position.

+ Develop systems for coordinating various activities with customer.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS

Sub Unit: CPS
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

Building Services has begun meetings with key customers. Surveys were done by Utility group. Construction Management has agreed to do written schedules on large projects and share them with the customer.

Evidence of Progress for 2006-2007:

Planned facility activites will be scheduled at times appropriate to the customer´s needs.

Activities planned for 2007-2008:

Assess and document customers operational hours and specific needs. Use zone managers to schedule work.

+ Enhance website to offer as many on-line serevices/ordering as possible
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: IKON
Time Frame: FY 2006 and on-going

Actions taken for 2006-2007:

Redesign of website to stay abreast of IU/IUPUI.

Evidence of Progress for 2006-2007:

Increase in on-line usage and ordering.

Activities planned for 2007-2008:

Continue to work with IUPUI Communications.

+ Enhance/upgrade website to increase "hits" and usage by meeting planners.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2004 and ongoing

Actions taken for 2006-2007:

Begin evaluation of current website and discussions for mapping new site along with information needed for

enhancements/upgrades.

Evidence of Progress for 2006-2007:

Increase in business and/or inquiries that can be attributed to the website.

Activities planned for 2007-2008:

Activate new website and keep track of "hits"; track business sources and inquiries.

+ 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 2006-2007:

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

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

Continually review and improve.

+ 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 2006-2007:

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

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

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

+ Explore ways to improve our commitment ot serving our customers and departmetns.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Listen to customers, discuss with other universities.

Evidence of Progress for 2006-2007:

Quick and accurate collections of debts for customers.

Activities planned for 2007-2008:

null

+ Facilitate and assist with transition of all student financials documentation to the appropriate SharePoint site.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services - Systems Analysis and Integration
Time Frame: FY 2006-07 FY 2007-08

Actions taken for 2006-2007:

Promote the use of sharepoint with other Administrative Services offices; testing and using the sharepoint technology on teh SAI team.

Evidence of Progress for 2006-2007:

Eleminate use of server for storage of documents.

Activities planned for 2007-2008:

Provide training to bursar and delinquent account services staff; assist with transfer of docs.

+ 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 2006-2007:

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

Evidence of Progress for 2006-2007:

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 2007-2008:

Begin campus committee. Implement winter and sumer setbacks. Install electric meters on 75% of campus building. Develop strategic plan for reducing energy expenditures. Develop website.

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

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services - Systems Analysis nd Integration
Time Frame: FY 2006-07 FY 2007-08

Actions taken for 2006-2007:

Create workplan; investigate technology in use at IUPUI and options.

Evidence of Progress for 2006-2007:

reduced/eliminate need for hard copy files.

Activities planned for 2007-2008:

Prepare documents for archiving; create timeline and process guides.

+ Implement the utilization of JagTV in our marketing iniatives.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstores
Time Frame: FY 2007

Actions taken for 2006-2007:

none

Evidence of Progress for 2006-2007:

none

Activities planned for 2007-2008:

none

+ Improve Online Application System.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: HRA
Time Frame: FY2004 ongoing

Actions taken for 2006-2007:

Identified system gaps; created list of enhancements.

Evidence of Progress for 2006-2007:

Cycle time for filling vacant positions; increased ease of use; job candidates are better informed of application status.

Activities planned for 2007-2008:

Refine automated system, enhancing features. Standardize comment codes; add information about application processing and status.

+ Increase on-line registration for conferences

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

Continue to evaluate the convenience and ease of on-line registration.

Evidence of Progress for 2006-2007:

Increase in sales/revenue generated by this service.

Activities planned for 2007-2008:

Stronger marketing effort to acquaint customers with this service.

+ Investigate additional transaction processing opportunities using iOpus macro scripting software (robot).
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services - Systems Analysis and Integration
Time Frame: FY 2006-07 FY 2007-08

Actions taken for 2006-2007:

Investigate software; purchase software.

Evidence of Progress for 2006-2007:

Reduced manual posting to SIS SF.

Activities planned for 2007-2008:

Pilot program with Title IV autho forms (bursar office; testing; process guide and user training.

+ Investigate additional transaction processing opportunities using iOpus.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07 thru FY 2007-08

Actions taken for 2006-2007:

Investigate software; purchase and deploy software.

Evidence of Progress for 2006-2007:

Evidence of Progress for 2006-2007:

Reduced manual posting to SIS SF.

Activities planned for 2007-2008:

Pilot program with Title IV autho forms (bursar office); testing; process guide and user training.

+ On-line refund process.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: JagTag
Time Frame: FY 2007

Actions taken for 2006-2007:

Progress has been made to create the on-line process.

Evidence of Progress for 2006-2007:

Departments are utilizing the on-line refund process for quicker refunds/credits to customer JagTags.

Activities planned for 2007-2008:

Testing of the process with departments; Setup the departmental routing approval process.

+ Participate in imaging project deing pursued by the SAI team to reduce archival files.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07 thru FY 2007-08

Actions taken for 2006-2007:

Create workplan; investigate technology in use at IUPUI and options.

Evidence of Progress for 2006-2007:

Reduce/elminate need for hard copy files.

Activities planned for 2007-2008:

Prepare documents for archiving; create timeline and process guides.

+ Participate in the SIS V8.9/9.0 upgrade as SF functionality analysts. Targeted implementation date is February 2008 with analysis work to begin in September of 2006.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07 thru FY 2007-08

Actions taken for 2006-2007:

Participate in the SF V8.9 development meetings.

Evidence of Progress for 2006-2007:

Successful, smooth implementation of SIS SF 8.9/9.0.

Activities planned for 2007-2008:

Fit-gap testing; process guides; design review presentations with all bursars.

+ Promote use of Blade PCs.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Technology Support
Time Frame: FY 2006-07 and ongoing

Actions taken for 2006-2007:

Established several small units as pilot centers and promoted the product in place of standalone PC purchases.

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

Continue to partner with other departments to promote use and savings in reduced longterm costs.

+ 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 2006-2007:

Introduced the product to several departments as a pilot.

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

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

+ 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 2006-2007:

Develop prototype for solicitation.

Evidence of Progress for 2006-2007:

Streamlined process for fee submittion.

Activities planned for 2007-2008:

Pilot use of tool with specific schools, document process and implement.

+ Provide leadership, project management expertise and business analysis review on the SIS Upgrade team (V8.9/9.0). Targeted implementation date is February 2008.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services
Time Frame: FY 2006-07 2007-08

Actions taken for 2006-2007:

Provide systems development, testing, analysis, and end user training; Provided leadership, organizational structure, and ongoing support during and after the implementation; SAI team members acted as the SF Functional Lead and Business Analysts.

Evidence of Progress for 2006-2007:

The SIS Student Financials implementations go smoothly and the system continues to run smoothly with the bursars experiencing full support in terms of systems development, training and facilitation.

Activities planned for 2007-2008:

Provide systems development, testing, analysis, and end user training; Provided leadership, organizational structure, and ongoing support during and after the implementation. Participate as members of the SIS SF; Tansitional Team.

+ Redisign website to gain more visibility on campus and acquaint customers with products and services.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Food Service
Time Frame: Fy 2005 - on-going

Actions taken for 2006-2007:

Website redesigned (IUPUI one of several beta for this new design).

Evidence of Progress for 2006-2007:

Increase in sales and website "hits".

Activities planned for 2007-2008:

Offer on-line ordering (pick-up).

+ Relocate all servers on ICTC server farm.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Technology Support
Time Frame: FY 2006-07

Actions taken for 2006-2007:

Preparation and planning for relocating all servers.

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

Prepare for necessary racks and electrical support for the relocation process.

+ Transfer all DAS documentation to the appropriate SharePoint site.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07

Actions taken for 2006-2007:

Investigate and test sharepoint software.

Evidence of Progress for 2006-2007:

Leess dependency on server based storage; all documents on sharepoint.

Activities planned for 2007-2008:

Testing, training staff on use of software.

+ Update website and semester newsletters. Learn and use technical University resources. Adopt internal office attendance policy. Self-service. Electronic Billing. Remote capture for check processing.
Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: Bursar
Time Frame: FY 06-07

Actions taken for 2006-2007:

Electronic billing now in place. Training date set for share point. New attendance polidy has been presented to HRA. Met with Treasury to begin the remote capture process.

Evidence of Progress for 2006-2007:

Approval of our attendance policy. Complete spring 2007 newsletter structure. Implement new website update methods.

Activities planned for 2007-2008:

Conduct tech group dialogue for website update processes. Develop spring 2007 newsletter and post electronically. Implement TIME (payroll system) or be able to use computer log-in/log-out functionality for timekeeping.

+ Upgrade Department technical capabilities and equipment.
Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: Police
Time Frame: Ongoing Dec. 2007

Actions taken for 2006-2007:

 Working with other IUPUI Units to find resources looking for grants.

Evidence of Progress for 2006-2007:

Purchased equipment for departmetn vehicles with non-departmental funding. Collaborated with IU Foundation and ADFI to purchase AED´s for department vehicles.

Activities planned for 2007-2008:

Teams of department personnel researching new software to replace old. Met with Marion County Representatives to discuss new radio system.

+ Use more MMS documentation applications:
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

Manual systems are in place. MMS is now used for payment authorization for contracted services. On-line MMS reports for customers have been created. Access databases house infrastructure PM info.

Evidence of Progress for 2006-2007:

Less unscheduled down time from breakdowns of building systems. More efficient, planned maintenance.

Activities planned for 2007-2008:

Complete development of component identification and move data to electronic format. Hire a PM coordinator to work on HVAC maintenance implementation. Use Grounds managers winter downtime to work on grounds-related items. Pilot to use "push-to-talk" devices for wireless workorder management.

+ 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 2006-2007:

computerized general inventory classroom preventive maintenance program. Met a couple of times with Registrar and UITS. Used UITS system to automate file of pictorial room set ups. Developed posting methodology for pictorial room setups.

Evidence of Progress for 2006-2007:

Classroom conditions will be reliably improved.

Activities planned for 2007-2008:

Fully implemented system to inspect/document classroom conditions and set ups. Review scheduling software with Registrar Office to determine best system for documentation. Suppor Learning Environments Committee and their various classroom upgrade projects.

2. Enhance customer service in ADFI units

+ Add several vending machines on campus. Explore non-consumagle items that can be sold.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Food Service
Time Frame: Third quarter, FY 2005

Actions taken for 2006-2007:

Actions taken for 2005-06: Partnered with Bookstore to select and purchase items.

Evidence of Progress for 2006-2007:

Increase in revenue.

Activities planned for 2007-2008:

Monitor and track non-food items that are selling.

+ All conference managers will obtain Certified Meeting Planner designation.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2003 and ongoing

Actions taken for 2006-2007:

New hires have occurred and the expectations made that certification will occur.

Evidence of Progress for 2006-2007:

Completed for 2 managers.

Activities planned for 2007-2008:

Will continue to offer.

+ 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 2006-2007:

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

Evidence of Progress for 2006-2007:

Less time spent per on-line transaction by curstomers.

Activities planned for 2007-2008:

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

+ Complete plan and implement a comprehensive mentoring and professional development program for the student financials

+ Complete plan and implement a comprehensive mentoring and professional development program for the student financials professional staff.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Identify resources, develp plan.

Evidence of Progress for 2006-2007:

Staff is more informed; broadened skill set of employees.

Activities planned for 2007-2008:

Conduct retreats; training sessions; and specialized career plan for indivuals.

+ Conduct IUPUI SF user group "symposium" with break out sessions.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services - Systems Analysis and Integration
Time Frame: FY 2006 - and beyond

Actions taken for 2006-2007:

Brainstorming on structure, timing, content, etc.

Evidence of Progress for 2006-2007:

Meeting occurs with audience in attendance.

Activities planned for 2007-2008:

Publicize to academic units, fiscal officers, etc.; "own" and facilitate the meetings.

+ Continue process analysis from an objective, creative perspective.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Continued brainstorming of ways to improve processes.

Evidence of Progress for 2006-2007:

more efficient use of resources; resources available for additional services.

Activities planned for 2007-2008:

null

+ Continue to provide assistance and consulting services to regional campuses relative to the DAS processes.
Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Be available to regional campus bursar offices for consulting on collections process, collection agencies and system setup.

Evidence of Progress for 2006-2007:

Possible standardization of collections process for IUPUI and retionals.

Activities planned for 2007-2008:

Communicate all initiatives and process improvements to IU bursar offices.

+ Continued growth and expansion of JagPerks program.
Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: JagTag
Time Frame: On-going

Actions taken for 2006-2007:

Reviewed current contracts and signed on new vendors.

Evidence of Progress for 2006-2007:

Number of vendors signing up for the discount program. Area vendors contacting us to be placed on JagPerks website.

Activities planned for 2007-2008:

Target new vendors aroung the Indianapolis area; Utilize customer surveys for ideas and suggestions; Redo JagPerks signage for merchant windows and JagPerks website.

+ Createe and build partnerships within ADFI, other University departments and third-party merchants to help achieve shared goals.

Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: JagTag
Time Frame: On-going

Actions taken for 2006-2007:

Met with several vendors for more joint promotions.

Evidence of Progress for 2006-2007:

More partnership and promotion opportunities are available for customers.

Activities planned for 2007-2008:

More regularly scheduled meetings with all JagTag vendors for Merchant of the Month discount program; Continue JagsBookstores JagTag Featured item of the Month; Work more closely with Chartwells for joint promotions.

+ Develop a guide for customers moving into new or newly renovated campus space including information regarding how to deal with warranty issues and other start-up problems.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

Internal process for dealing with Uniiversity Architect Office on warranty issues has been developed. R1-R2 and BRTC occupants received a "move-in" brochure. Done informally for ICTC. Needs more formalization.

Evidence of Progress for 2006-2007:

Customers will be satisfied with new facility occupancy.

Activities planned for 2007-2008:

Further develop written document and web codument in collaboration with UAO. "Move-in" meeting will be conducted at MISB and appropriate materials will be distributed.

+ 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 2006-2007:

A template has been identified to utilize for development of the department SOPs.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

Finalize template. Upload dcuments and databases on EHS webpage to assist departments with the development of their SOPs.

+ 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 2006 and on-going

Actions taken for 2006-2007:

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 2006-2007:

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

---

Activities planned for 2007-2008:

Finalize contractor safety and hazard communications training and upload to EHS website.

+ Develop systems for coordinating various activities with customer

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY2002 and on-going

Actions taken for 2006-2007:

Building Services has begun meetings with key customers. Surveys were done by Utility group. Construction Management has agreed to do written schedules on large projects and share them with the customer

---

Evidence of Progress for 2006-2007:

Planned facility activities will be scheduled at times appropriate to the customer´s needs.

Activities planned for 2007-2008:

Assess and document customers operational hours and specific needs

+ Enhance and grow the business by offering new services, selections, savings and satisfactions.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstores
Time Frame: FY 2007

Actions taken for 2006-2007:

none

Evidence of Progress for 2006-2007:

none

Activities planned for 2007-2008:

none

+ Expand our collections services to include the IUPUI FIS accounts receivable.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07 thru FY 2007-08

Actions taken for 2006-2007:

Develop process, process guide in collaboration with Director of budgeting, Director of Accounting Services, Admin Service fiscal officer. Implement process.

Evidence of Progress for 2006-2007:

Reduced IUPUI FIS accounts receivable.

Activities planned for 2007-2008:

Pilot program with JagTag or CYC.

+ Explore and adopt use of additional ourside collection agencies and their services.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07

Actions taken for 2006-2007:

Interview additional collections agencies on contract with IU.

Evidence of Progress for 2006-2007:

Reduced SIS accounts receivable.

Activities planned for 2007-2008:

Based on interviews, referrals and statistics, choose agency and setup processes and purchase order.

+ Explore ways to improve current customer services and new services for SAI customers.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services - Systems Analysis and Integration

Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Continued review of processes and use of emerging technologies.

Evidence of Progress for 2006-2007:

More informed students/staff/faculty.

Activities planned for 2007-2008:

null

+ Fully develop GIS capabilities.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

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.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

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.

+ Hire and train a weekend housekeeping staff member.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: complete by 9/30/2006

Actions taken for 2006-2007:

Contact Jag Jobs to post the position.

Evidence of Progress for 2006-2007:

completed

Activities planned for 2007-2008:

completed

+ Implement Voice of Customer customer satisfaction assessment program in Building Services as a component of a comprehensive customer satisfaction measurement program.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

Customer service surveys administered and reviewed annually during last three years. Reviewed customer assessment tool (Voice of the Customer) currently used and determined not to use it Will assess customer satisfaction as an input to the decision.

Evidence of Progress for 2006-2007:

Documented, regularized, comprehensive input is garnered from customers and benchmarks are established. Consistent focused attention of CFS management team on shared view of customer service.

Activities planned for 2007-2008:

Will implement Sightlines customer service assessment and supplement with other methodologies.

+ Improve Customer Service.

Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: Bursar
Time Frame: FY 06-07 and ongoing

Actions taken for 2006-2007:

Working with internal and external areas to improve customer service. SallieMae/Campus Assist has begun answering our initial phone calls. Discussions with Financial Aid staff on collaborative approach. Meetings

with Administrative Services directors to review all processes.

Evidence of Progress for 2006-2007:

Complete business practice process guides. Receipt of MasterCheck rather than paper checks. On-going collaboration with FA and Campus Assist with a shared weekly meeting. Cross training with FA begins. Shared processes within Administrative Services complete.

Activities planned for 2007-2008:

Work with SAInTs for the final process guides and training. Work with SallieMae concerning MasterCheck for the current paper check process and with Campus Assist. Outline process and training with Financial Aid for cross-training, weekly meetings, customer service audits for greater student satisfaction. Possible sharing of duplicate processes within Administrative Services.

+ Increase JagTag usage, awareness and new services.
Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: JagTag
Time Frame: On-going

Actions taken for 2006-2007:

New vendors: Pay for print, Subway, Rolly Poly, Bistro, JagCart and UH Cafe; Formed user group; Bacame sponsor for IUPUI Athletics; Created real-time deposits; Luca Pizza offering 10% off all the time.

Evidence of Progress for 2006-2007:

Higher customer counts; Number of vendors accepting JagTag increase; More readers on-line; Number of new partnerships created increases; Number of new usages for the card increase.

Activities planned for 2007-2008:

Move to Campus Center; Install Additional cash to card machines; Sign on Hubbard and Cravens, Wishard Subway, Bursar Office in CA, Indianapolis Eye Clinic, Additional vending; More ads in Sagamore; New brochures.

+ 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 2006-2007:

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

Evidence of Progress for 2006-2007:

Project completion and increased security within the garage.

Activities planned for 2007-2008:

Bidding process will occur and construction will commence.

+ Lead the effort to develop Campu and Department Emergency Plans.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Environmental Health and Safety
Time Frame: FY 2006 and on-going

Actions taken for 2006-2007:

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

Evidence of Progress for 2006-2007:

Drafts of Campus and Department Emergency Plans have been written.

Activities planned for 2007-2008:

Finalize drafts of Campus and Department Emergency Plans. Develop training and conduct drills.

+ Partner with UAO to develop architectural/engineering consultant review proces.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

Informal discussions have occured.

Evidence of Progress for 2006-2007:

Quality consultants will get more work on campus than those who do not perform well.

Activities planned for 2007-2008:

A documented process through the UAO is not likely. However, proactive assessment of consultant performance will continue to be provided to the UAO University Engineer.

+ Partner with UAO to refine design standards.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

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

Evidence of Progress for 2006-2007:

Implementation of design standards that are consistent with efficient and effective IUPUI building operations.

Activities planned for 2007-2008:

Continue to provide information for amending standards to be more consistent with campus operational needs.

+ Position University Place as the facility of choice for administrative/academic/sport departments of IUPUI, IU, Purdue, and affiliated campuses.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2001 and ongoing

Actions taken for 2006-2007:

Market University Place Conference Center to IU and Purdue planners.

Evidence of Progress for 2006-2007:

Number of conferences booked from these institutions.

Activities planned for 2007-2008:

Continue to make contacts with IU and Purdue planners.

+ Provide "heads up: notice to departments in March of potential write-off volumes.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Set intention to provide more information about write-off.

Evidence of Progress for 2006-2007:

More informed departments who can budget more accurately their bad debt expense.

Activities planned for 2007-2008:

Send notification in March/April to write-off departments.

+ Provide better transportation services for the campus community.
Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: Parking
Time Frame: On-going

Actions taken for 2006-2007:

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

Evidence of Progress for 2006-2007:

Campus community will have better transportation options.

Activities planned for 2007-2008:

Setting the routes and marketing the new service.

+ Rebirth of the sales/marketing effort.
Campus Planning Theme: Best Practices
Secondary Goals:

Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2005-06

Actions taken for 2006-2007:

Ongoing training of sales staff; several new hires; changes in markets to find best fit for the sales managers.

Evidence of Progress for 2006-2007:

Increase in sales revenue and number of conferences gooked for both the short term and long term.

Activities planned for 2007-2008:

Ongoing training; prospect former customers; set specific goals for weekly number of contacts and site visits; increase visibility through trade shows and out of city/state sales calls.

+ Recruit and retain high quality staff and afford opportunities for professional development as identified within the 5-Year Strategic Plan

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Center for Young Children
Time Frame: 2003/2004 and on-going

Actions taken for 2006-2007:

staff engages in ongoing professional development

Evidence of Progress for 2006-2007:

Goals identified within the 5-Year Strategic Plan met

Activities planned for 2007-2008:

Add assistant teacher level positions to classrooms, provide individualized professional developement plans for all staff, develop tools for inclusive evaluations that involve all stakeholders for each position, establish a recruitment, retention and recognition plan for staff members

+ 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 2006-2007:

Creating and revising job descriptions.

Evidence of Progress for 2006-2007:

Completion of review by Human Resources.

Activities planned for 2007-2008:

Review positions with Human Resources.

+ Revise our mission, vision, and values statement. Review organizational structure in order to reorganize work teams to improve response time and total customer service.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bursar
Time Frame: FY 06-07

Actions taken for 2006-2007:

Management team is complete. One on one discussions of individual clerical job duties have been done.

Evidence of Progress for 2006-2007:

Complete and document work team assessment. Complete updated Organizational chart.

Activities planned for 2007-2008:

perform an assessment of current work teams. Determine the best working mix of teams for physical locations. Will realign reporting structure as needed.

+ Student, faculty, and staff surveys in product and service.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Food Service
Time Frame: FY 2002 and on-going

Actions taken for 2006-2007:

Comment cards; focus groups; department and school visits and presentations.

Evidence of Progress for 2006-2007:

Monthly review of survey results.

Activities planned for 2007-2008:

Continue with focus groups but target more specific markets such as students/meal plan participants, faculty, and staff.

+ Transaction hitory available on-line.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: JagTag
Time Frame: FY 2008

Actions taken for 2006-2007:

Scheduled for infrastructure upgrade in December, 2006.

Evidence of Progress for 2006-2007:

Customers are utilizing the on-line transaction history and deactivating lost or stolent JagTags on-line.

Activities planned for 2007-2008:

Test server needed to implement and monitor process before going 'live'.

+ Work with financial aid to incorporate financial aid-related opportunities in communications to account holders.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07

Actions taken for 2006-2007:

Initiate convrsations with Director of Financial Aid to obtain buy in; facilitate meetings to draft and adopt wording.

Evidence of Progress for 2006-2007:

SIS past due account holders are more informed on financial options.

Activities planned for 2007-2008:

Develop text referring to financial aid opportunities; incorporate into DAS communications.

3. Promote IUPUI identity

+ Collaborate with Career Center and University College 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 2006-2007:

Identify target areas for student employment.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

Will continue to collaborate with Student areas to identify potential student employment opportunities; partner with IMIR to gather baseline data and evaluate program effectiveness.

+ Community Service

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Intercollegiate Athletics
Time Frame: FY 06-07 and ongoing

Actions taken for 2006-2007:

Teams identify community service projects.

Evidence of Progress for 2006-2007:

Numbers of hours performed.

Activities planned for 2007-2008:

Identify projects on and off campus.

+ Continue to provide training on the IUPUI collections process.

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Be available to IUPUI departments and academic units for consulting on collections process, best practices, etc.

Evidence of Progress for 2006-2007:

More informed staff/faculty at IUPUI about collections process resulting in better customer service to our students (SIS account holders).

Activities planned for 2007-2008:

Attend the SAI Team Quarterly meeting and present overview of collections process; provide collections overview at APPC (and other groups).

+ Continue to provide training the all SF and SF IUIE users.

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: Administrative Services - Systems Analysis and Integration
Time Frame: FY 2006-07 and beyond

Actions taken for 2006-2007:

Be available to all SIS SF users, IUPUI departments/academic for consulting on SIS SF systems, business process review and best practices.

Evidence of Progress for 2006-2007:

More informed staff/faculty at IUPUI about collections process resulting in better customer service to our students (SIS account holders).

Activities planned for 2007-2008:

Schedule training with SF users at IUPUI; new and continuing users.

+ 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

Actions taken for 2006-2007:

Identified key areas of service and strategic support..

Evidence of Progress for 2006-2007:

Greater awareness and utilization of HR consulting services.

Activities planned for 2007-2008:

Collaborate with campus administration and units.

+ Develop student financials joint website to promote a cohesive image of the Office of the Bursar, Delinquent Account Services and SAI Team.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services - Systems Integration and Analysis
Time Frame: FY 2006-07 FY 2007-08

Actions taken for 2006-2007:

Provide clear, concise information or "map" of where to get Student Financials information.

Evidence of Progress for 2006-2007:

Number of "hits" on the website.

Activities planned for 2007-2008:

Publicize to students, staff and faculty.

+ 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 2006-2007:

Implement enhancements in web-based benefits administration.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

Collaborate with UHRS to improve self-service. Promote "Benefits change connection" website.

+ Improve IU Police Cadet Program. Hire more Cadets, focusing on minority recruitment.
Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Police
Time Frame: FY 2007

Actions taken for 2006-2007:

Met with various University Administrators to solicit assistance with recruiting ways to increase or obtain funding.

Evidence of Progress for 2006-2007:

Verbal commitments from University Administrators to assist.

Activities planned for 2007-2008:

Improve Planning - Talk with Administrators to increase students awareness of the Cadet Program and opportunities for students in the life services area.

+ Increase Jaguars Athlitics Club participation to 500 unique contributors.
Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Intercollegiate Athletics
Time Frame: FY 06-07 and ongoing

Actions taken for 2006-2007:

Increased visibility on IUPUI Athletics Website, Charged Jaguars Athletics Club Board with task. Challenged Coaches to participate through their constituent groups.

Evidence of Progress for 2006-2007:

Increased membership in the Club.

Activities planned for 2007-2008:

Recruitment events during the year.

+ Increase our involvement in committees and give every staff member the opportunity to volunteer and contribute to the university community.

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: Fy 2006 and beyond

Actions taken for 2006-2007:

Register with Center for Service Learning as staff volunteer.

Evidence of Progress for 2006-2007:

Increeased participation in volunteer activities.

Activities planned for 2007-2008:

Review volunteer opportunities posted on the CSL website and get involved.

+ Negotiate additional referral contracts within ADFI and throughout the campus.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Information of our availability.

Evidence of Progress for 2006-2007:

More department contracts.

Activities planned for 2007-2008:

null

+ Present at the Alliance Conference, Oracle/PeopleSoft Users Group Conference.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services - Systems Analysis and Integration
Time Frame: FY 2006-07 and beyond

Actions taken for 2006-2007:

Submit multiple proposals for presentations.

Evidence of Progress for 2006-2007:

One or more IUPUI SF-related presentations at the yearly Alliance Conference.

Activities planned for 2007-2008:

Prepare and present at the conference.

+ Re-name the Indianapolis Tennis Center to the IUPUI Tennis Center.

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: complete by 6/30/2007

Actions taken for 2006-2007:

Have begun getting initial acceptance of the idea from Uinversity officials.

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

Have discussed internally, and researched what would be needed.

+ Re-write all departmental Policies and Procedures. Accreditation Preparation.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Police

Time Frame: Ongoing Dec. 2007

Actions taken for 2006-2007:

Written domestic violence policy.

Evidence of Progress for 2006-2007:

Acquired Accreditation Standards (450) from CALEA reviewing models from other accredited Campus Police Departments.

Activities planned for 2007-2008:

Establish departmental committee to re-write/develop policies and procedures.

+ Send Conference Center staff to market in "feeder cities" in Great Lakes area cities.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2001 and ongoing

Actions taken for 2006-2007:

Target "feeder cities: in the Great Lakes area cities for marketing opportunities.

Evidence of Progress for 2006-2007:

Number of conferences booked from these areas.

Activities planned for 2007-2008:

Will continue to plan marketing projects for the "feeder cities".

+ Serve as a collaborative partner for campus community initiatives.
Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

Provide warehouse services for Race for the Cure packet distribution and Backpack attack. Provide services for

other campus priorities such as Explore IUPUI, Rock the Vote, etc.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

Continued support.

4. Development of Facilities for IUPUI

+ Adequate parking facilities for students, faculty, staff and visitors

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Parking
Time Frame: On-going

Actions taken for 2006-2007:

Currently under construction to be completed Fall 2004. Opening will occur with start of Fall Semester.

Evidence of Progress for 2006-2007:

Increased satisfaction in student and staff surveys.

Activities planned for 2007-2008:

Construction completion and assume control of Barnhill Parking Garage.

+ Adequate parking facilities for students, faculty, staff, and visitors.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Parking
Time Frame: On-going

Actions taken for 2006-2007:

Currently assessing on and off campus parking needs for new and renovated buildings.

Evidence of Progress for 2006-2007:

Increased satisfaction in student and staff surveys.

Activities planned for 2007-2008:

Lease and renovate property close to MISB location.

+ Begin redesign phase of the existing food court.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2006 and ongoing

Actions taken for 2006-2007:

Existing leases have been rewritten to reflect a maximum term through September, 2007

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

Will have exit plan for existing food court tenants in place as well as design work completed and construction contract awarded to begin renovation in the November/December, 2007 timeframe.

+ Collaborate with other IUPUI/IU entities and City of Indianapolis to meet Phase II storm water regulations.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2004-05

Actions taken for 2006-2007:

A university steering committee has been appointed and has met. Outside Counsel has been retained. A couple of meetings have been held. Investigating the possibility of joining with City´s permit. Completed summary of activities for the City.

Evidence of Progress for 2006-2007:

Data accumulated, entities responsibilities outlined and legal requirements fulfilled.

Activities planned for 2007-2008:

Continue drain marking program, sewer mapping efforts, additional public outreach and additional record keeping. Pursue another certification for next year.

+ Complete the riewing area counter area.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: complete by 9/30/2007

Actions taken for 2006-2007:

Began looking at counter tops.

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

null

+ Continued enhancement of Conference Center to maintain world-class status for IUPUI.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2001 and ongoing

Actions taken for 2006-2007:

New carpet/wallcovering scheduled for first floor; new carpeting in 2nd floor outer hallway.

Evidence of Progress for 2006-2007:

Ability to continue to attract high level leadership converences and positive customer feedback.

Activities planned for 2007-2008:

Meeting room upgrades to include carpet, wallcovering and furniture as needed.

+ Continued enhancement of Conference Center to maintain world-class status for IUPUI.

Campus Planning Theme: Best Practices

Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2001 and ongoing

Actions taken for 2006-2007:

New carpet/wallcovering scheduled for first floor; new carpeting in 2nd floor outer hallway.

Evidence of Progress for 2006-2007:

Ability to continue to attract high level leadership converences and positive customer feedback.

Activities planned for 2007-2008:

Meeting room upgrades to include carpet, wallcovering and furniture as needed.

+ Develop 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 2006-2007:

Building Services benchmarks have been established. Utilities benchmarks have been established. Grounds benchmarks will be established.

Evidence of Progress for 2006-2007:

Data will be available for evaluating building operational performance.

Activities planned for 2007-2008:

A strategy for developing Maintenance benchmarks will be developed. Tie metrics to strategic plan.

+ Implement the Campus Center Bookstore build-out bid submittals and complete the Camus Center bookstore transition planning.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstores
Time Frame: FY 2007

Actions taken for 2006-2007:

none

Evidence of Progress for 2006-2007:

none

Activities planned for 2007-2008:

none

+ Improve phusical working conditions for athletics staff.

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Intercollegiate Athletics
Time Frame: FY 06-07 and ongoing

Actions taken for 2006-2007:

Consolidate athletics staff into one facility and improve training room conditions.

Evidence of Progress for 2006-2007:

Move into new quarters.

Activities planned for 2007-2008:

Met with Facilities Programming, Identified building and training room space. Met with IUF to determine feasibility study.

+ Investigate the cost to extend a fence from the first outdoor upper court to the parking arm.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: complete by 9/30/2006

Actions taken for 2006-2007:

Contact a fence vendor for an estimate.

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

null

+ Paint the Indoor Women´s locker room.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: complete by 8/31/2006

Actions taken for 2006-2007:

Buy paint and meterials needed.

Evidence of Progress for 2006-2007:

Completed

Activities planned for 2007-2008:

Completed

+ Re-do the indoor front entrance door.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: complete by 9/30/2006

Actions taken for 2006-2007:

Contact a door vendor for an estimate.

Evidence of Progress for 2006-2007:

Contacted a door vendor and awaiting an estimate.

Activities planned for 2007-2008:

Design an entrance to make it easier to enter/exit the building.

+ Re-do the walkway from the parking lot to the Indoor Facility.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: complete by 6/1/2007

Actions taken for 2006-2007:

Designed a walkway plan.

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

Met with a handyman to review what needs to be done to complete the project.

+ Remove two trees next to outdoor courts.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: complete by 6/1/2007

Actions taken for 2006-2007:

CFS has been contacted to view the trees being considered for removal.

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

Have spoken with CFS about the removal process.

+ Temporary fences installed on the Grand Stand Court.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: 8/31/2007

Time Frame: 8/31/2007

Actions taken for 2006-2007:

Cost estimates have been received.

Evidence of Progress for 2006-2007:

null

Activities planned for 2007-2008:

Met with the fence vendor to discuss needs.

+ 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 2006-2007:

Facilites audit.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

2007 Special R&R plan has been developed and is being implemented.

5. Increased collaboration within IUPUI and with community

+ Assist with TIME implementation for biweekly staff.
Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: HRA
Time Frame: FY 2006-2007

Actions taken for 2006-2007:

Participated in planning phase of revised electronic timekeeping process.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

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

+ Consistently maintain a NCAA Graduation Success Rate of at least 80% and an Academic Progress Rate of 950.

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: Intercollegiate Athletics
Time Frame: FY 06-07 and ongoing

Actions taken for 2006-2007:

Hire Full-Time Academic Advisor and Increase the academic staff, Involve Admisors from each school, charge athletics staff with supporting the initiative.

Evidence of Progress for 2006-2007:

Increased APR and GSR.

Activities planned for 2007-2008:

Regular meetings with Academic A-Team, Regular monitoring by coaches and academic staff.

+ Continue the Collaboration Initiative project within our unit; provide assistance and/or leadership with division-wide collaborations.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Identify all tasks performed by the administrative services offices; identify tasks for potential collaboration opportunity.

Evidence of Progress for 2006-2007:

More efficient use of resources; resources available for additional services.

Activities planned for 2007-2008:

Prioritize tasks and implement a collaborative process or use of resources.

+ Develop a business partnership with Clarian Health Partners to hos/sponsor book signings and other events.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstores
Time Frame: FY 2007

Actions taken for 2006-2007:

none

Evidence of Progress for 2006-2007:

none

Activities planned for 2007-2008:

none

+ Develop a business partnership with the IU-Kenya Partnership for resale of Imani merchandise.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstores
Time Frame: FY 2007

Actions taken for 2006-2007:

none

Evidence of Progress for 2006-2007:

none

Activities planned for 2007-2008:

none

None

+ Develop a masters certificate curriculum in select areas.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: HRA
Time Frame: FY2004 and ongoing

Actions taken for 2006-2007:

Attend nationally recognized programs on these topics and refine content for certificate program.

Evidence of Progress for 2006-2007:

A masters certificate program is developed and ready for implementation.

Activities planned for 2007-2008:

Research and identify program content related to communications, conflict and negotiations.

+ Develop a pre-retirement program for employees.

Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: HRA
Time Frame: FY 2006-2007

Actions taken for 2006-2007:

Identify content, speakers, and target audiences.

Evidence of Progress for 2006-2007:

Present program in spring of 2007.

Activities planned for 2007-2008:

Follow-up with presenters to refine content and market program to emplyees within a year of retirement.

+ Develop first drafts of best business practice process guides. Develop a staff performance metric, and internal awards and recognition program, and review and update all staff job descriptions.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bursar
Time Frame: FY 06-07 and ongoing

Time Frame: FY 06-07 and ongoing

Actions taken for 2006-2007:

Have obtained list of possible process guides for additions and prioritization to begin first drafts.

Evidence of Progress for 2006-2007:

Involving the staff in this collaboration effort.

Activities planned for 2007-2008:

Will investigate possible rewards and recognition avenues and compile current job descriptions for the updating process.

+ 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 2006-2007:

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

Evidence of Progress for 2006-2007:

Reliable, documented conditions. Employee accountability.

Activities planned for 2007-2008:

Maintenance will deveop strategy for QC Grounds and Building Services will continue to enhance use of quality control data.

+ Develop stronger business relationships with IUPUI faculty, staff, administrators, and students.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstores
Time Frame: FY 2007

Actions taken for 2006-2007:

none

Evidence of Progress for 2006-2007:

none

Activities planned for 2007-2008:

none

+ Implement Compensation Plan for Professional Staff.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: HRA
Time Frame: FY 2006-2007

Actions taken for 2006-2007:

Preliminary communication with units about classification results; ongoing review of unit job rankings.

Evidence of Progress for 2006-2007:

New compensation/classification system is documented and communicated across campus.

Activities planned for 2007-2008:

Finalize all positions with departments, communicate new policies related to the project, convert all jobs from previous to new classification systems.

+ Improve process of obtaining network access for new hires.
Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: HRA
Time Frame: FY 2006-2007

Actions taken for 2006-2007:

Met with UITS to explore current process.

Evidence of Progress for 2006-2007:

New users gain quick access to university systems and are more productive in early weeks of work.

Activities planned for 2007-2008:

Eliminate some steps and automatic approval process as much as possible.

+ Improve training for supervisory of Police personnel

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Police
Time Frame: Ongoing

Actions taken for 2006-2007:

Development of departmental supervisory training program with HRA.

Evidence of Progress for 2006-2007:

Developed a new complaint procedures for internal and external complaints.

Activities planned for 2007-2008:

Seeries of training sessions with new and existing supervisors.

+ 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 2006-2007:

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

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

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

+ Increase the numbr and quality of educational, Training and Community Programs offered to students, faculty, and staff.

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Police
Time Frame: Ongoing

Actions taken for 2006-2007:

Narrow departmental focus on programs that interest the community.

Evidence of Progress for 2006-2007:

New personnel certified to instruct in a variety of topics.

Activities planned for 2007-2008:

Discussing means of tracking the programs presented by departmental personnel.

+ Involve National Art Museum of Sport with currounding cultural institutions.

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: University Place
Time Frame: FY 2001 and ongoing

Actions taken for 2006-2007:

Continue to pursue activities to collaborate with currounding institutions.

Evidence of Progress for 2006-2007:

Increased events and projects; increase in contributions.

Activities planned for 2007-2008:

Expand fund raising contact lists; develop additional materials to be used by NAMOS; add biographies and images of artists to the NAMOS website.

+ New building project support.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2001 and ongoing

Actions taken for 2006-2007:

Continue to provide support to building projects from CFS, Environmental Health and Other ADFI units; Drawings reviewd. Punchlist involvement by Zone Managers. Will support the opening of ICTC in August 2004.

Evidence of Progress for 2006-2007:

Success of building projects.

Activities planned for 2007-2008:

Will continue to assist with building projects. Will support opening of MISB 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 2006-2007:

Participate in Diversity meetings and professional development events.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

Continue to participate in Central Indiana committees.

+ Partner with Clarian to improve outside appearance of University and Riley.
Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2002 and ongoing

Actions taken for 2006-2007:

Identification of problem. Meetings held. Regular walkthroughs scheduled. Improved maintenance plan elements discussed and adopted.

Evidence of Progress for 2006-2007:

Improved appearance of University and Riley which adds to the campus curb appeal.

Activities planned for 2007-2008:

Evaluate improvements. Continue walkthroughs and activities consistent with enhanced maintenance plan.

+ Present a balanced budget at the end of each fiscal year.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Intercollegiate Athletics
Time Frame: FY 06-07 and ongoing

Actions taken for 2006-2007:

In depth analysis of budget, secure additional external and internal funding.

Evidence of Progress for 2006-2007:

Balanced Budget

Activities planned for 2007-2008:

Monthly budget meetings with campus fiscal officer, regular meetings with athletics staff, quarterly tracking of expenses.

+ Promote alternative work options.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: HRA
Time Frame: FY 2006-2007

Actions taken for 2006-2007:

Research information incorportated; analyze fit with IUPUI policies and audiences.

Evidence of Progress for 2006-2007:

Alternative work options are documented and communicated.

Activities planned for 2007-2008:

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

+ Provide continued diversity training.

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: Intercollegiate Athletics
Time Frame: FY 06-07 and ongoing

Actions taken for 2006-2007:

Continue to offer diversity sessions for athletics staff and students.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

Meet with Campus Diversity Officer and set agenda.

+ Provide input and content for student financials joint website being developed by SAI team. Include FAQ´s to reduce phone calls and email inquires.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07 thru FY 2007-08

Actions taken for 2006-2007:

Collaborate with SAI Team and Bursar to develop FAQs relative to collections.

Evidence of Progress for 2006-2007:

More informed account holders; less inquiries about the general information related to collections.

Activities planned for 2007-2008:

Create FAQ´s for collections.

+ Provide learning opportunities for students.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2001 and ongoing

Actions taken for 2006-2007:

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 guest lectured in E&T classes.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

Continue to hire students whenever possible and to engage in classroom instruction whenever possible.

+ Provide New Leader Transition Process.
Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: HRA
Time Frame: FY 2006-2007

Actions taken for 2006-2007:

Offered facilitated process to several new leaders in fall 2006.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

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

+ Pursue partnerships with other Administrative Services offices to share resources, reduce processing redundancy and provide DAS the opportunity to focus on core processes.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2006-07 and beyond

Actions taken for 2006-2007:

Participate in the Admin Services "Collaboration Initiative" project.

Evidence of Progress for 2006-2007:

More efficient use of resources; resources available for additional services.

Activities planned for 2007-2008:

Review all processes to determine if they are aligned with our "core process" of collections.

+ Pursue partnerships with other Administrative Services offices to share resources, reduce processing redundancy and provide opportunity to focus on core processes.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Administrative Services - Systems Analysis and Integration
Time Frame: FY 2006 and beyond

Actions taken for 2006-2007:

Identify all tasks performed by the Administrative Services offices; identify tasks for potential collaboration opportunity.

Evidence of Progress for 2006-2007:

More efficient use of resources; resources avialable for additional services.

Activities planned for 2007-2008:

Prioritize tasks and implement a collaborative process for use of resources.

+ Refine New Employee Orientation (NEO)

Campus Planning Theme: Collaboration
Secondary Goals:
Sub Unit: HRA
Time Frame: FY 2006-2007

Actions taken for 2006-2007:

Collaborate with Communications & Marketing and Campus Center to upgrade NEO.

Evidence of Progress for 2006-2007:

New content and locations help new hires succeed with onboading support.

Activities planned for 2007-2008:

Revise format to best meet the needs of new hires and provide NEO in best setting possible.

+ Revisit plans to provide IUPUI textbook services to Kelley Direct students.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstores
Time Frame: late FY 2005-06

Actions taken for 2006-2007:

Net with Kelley Direct to discuss textbook services.

Evidence of Progress for 2006-2007:

Completed initial meeting.

Activities planned for 2007-2008:

Draft proposal due March 2007.

+ Secure plant expansion funding for University fecilities.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2001 and ongoing

Actions taken for 2006-2007:

Worked with University Administration and the State to justify plant expansion funding. Refined operating cost data from which exrapolations of new building operating costs are drawn.

Evidence of Progress for 2006-2007:

Adequate plant expansion funding for operating new buildings.

Activities planned for 2007-2008:

Will continue to work wit University Administration and the State to justify plant expansion funding and to make sure that request for funding is accurate.

+ 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 2006-2007:

Regularly offer Diversity Awareness workshops.

Evidence of Progress for 2006-2007:

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

Activities planned for 2007-2008:

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

Fiscal Health

Reallocation Plan

Other Question(s)

1) *Diversity*. In the past year (July 1, 2006-June 30, 2007) what actions have you taken and what results have you achieved in retaining and graduating a diverse student body; enhancing diversity in research, scholarship, and creative activity; and recruiting, developing, and supporting diverse faculty and staff?

2) *International activities*. Over the past year, in what international projects and activities have your faculty, staff, and students engaged? What new efforts have been undertaken to internationalize the curriculum?