

# 2001-2002 Finance & Administration, Vice Chancellor

Section

Document Name

## 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

☑ 01. Encourage vendors to submit invoices electronically

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** Fiscal Year 2000 and on-going

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**Actions taken for 2001-2002:**

Several vendors are currently submitting invoices electronically.

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**Evidence of Progress for 2001-2002:**

The number of electronic invoices can be monitored from year to year and compared against the number of traditional paper invoices.

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**Activities planned for 2002-2003:**

Discussions will continue with other large vendors to encourage the submission of electronic invoices.

☑ 02. Encourage use of the Procurement Card for purchases.

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** Fiscal Year 2000 and on-going

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**Actions taken for 2001-2002:**

Promote the use of procurement cards as electronic processes have been created which reduce manual processing.

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**Evidence of Progress for 2001-2002:**

Monitor number of procurement card transactions

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**Activities planned for 2002-2003:**

Continue to meet with University departments to identify potential areas of use for Procurement Cards.

☒ 03. Development of new systems for Accounts Payable and Check writing.

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** Fiscal Year 2000 through FY2003

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**Actions taken for 2001-2002:**

Participate with University Administration to implement an integrated Accounts Payable and Check writing System.

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**Evidence of Progress for 2001-2002:**

Phase 1 of the checkwriting implementation is complete and work will continue on Phase 2 which is implementation of ACH payments to vendors.

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**Activities planned for 2002-2003:**

Continue to work with committees on development and implementation of these new University-wide systems.

☒ 04. Implementation of Maintenance Management System (MMS)

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001

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**Actions taken for 2001-2002:**

A new maintenance management system was implemented to assist with the management of maintenance activities at IUPUI.

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**Evidence of Progress for 2001-2002:**

Implementation of new system

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**Activities planned for 2002-2003:**

Additional development will occur to provide even greater information associated with a variety of maintenance activities.

⌵ 05. Electronic registration for Human Resources workshops and training

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001

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**Actions taken for 2001-2002:**

An on-line registration system was created to allow employees to electronically register for HR training sessions

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**Evidence of Progress for 2001-2002:**

Monitor the number of electronic registrations

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**Activities planned for 2002-2003:**

Expand electronic registration for additional workshops

⌵ 06. Automated Applicant Management System

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 through FY2002

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**Actions taken for 2001-2002:**

Research of options was initiated for an automated applicant management system. This will streamline the current manual process.

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**Evidence of Progress for 2001-2002:**

Cycle time for filling vacant positions

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**Activities planned for 2002-2003:**

Identification and implementation of automated system

⌵ 07. New Human Resource Management System (HRMS)

**Campus Planning Theme:** Best Practices



**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

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**Actions taken for 2001-2002:**

Purchase of PeopleSoft system as well as development has begun on the new HRMS system.

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**Evidence of Progress for 2001-2002:**

Progress of new system

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**Activities planned for 2002-2003:**

Implementation of HRMS is planned for December 2002

☑ 08. TIME system for hourly employees

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and FY2002

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**Actions taken for 2001-2002:**

The system was completed and pilot departments began using the system in September 2001.

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**Evidence of Progress for 2001-2002:**

Number of employees using electronic timekeeping system. Departments were encouraged to join TIME before the end of September, 2002 because training will shift to HRMS/Peoplesoft training.

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**Activities planned for 2002-2003:**

System is planned for production in Fall 2001.

☑ 09. On-line Business Card Ordering System

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001

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**Actions taken for 2001-2002:**



Implemented On-line ordering system for business cards.

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**Evidence of Progress for 2001-2002:**

Number of orders processed on-line

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**Activities planned for 2002-2003:**

Continue to provide enhancement for additional service

☑ 10. On-line Parking Permit Purchases

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and FY2002

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**Actions taken for 2001-2002:**

Faculty and Staff were able to request parking permit renewals on-line in FY2001 for payroll deduction

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**Evidence of Progress for 2001-2002:**

Number of permits being processed electronically

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**Activities planned for 2002-2003:**

Allow for purchase of permits using credit cards on-line

☑ 11. New Purchasing system

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

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**Actions taken for 2001-2002:**

Assist University departments with the implementation of a new Purchasing System which will be integrated with the Financial Management System

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**Evidence of Progress for 2001-2002:**



Status of project

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**Activities planned for 2002-2003:**

Continue to work with implementation groups to facilitate transition to the new Purchasing system

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⌵ 12. Encourage use of electronic Purchasing system

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

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**Actions taken for 2001-2002:**

Contacts are made with departments still processing paper requisitions to encourage the use of electronic system

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**Evidence of Progress for 2001-2002:**

Number of paper requisitions will decline

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**Activities planned for 2002-2003:**

Will continue to contact departments who are submitting paper requisitions

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⌵ 13. New Student Information System

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

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**Actions taken for 2001-2002:**

1.0 FTE has been committed to this project for FY2001

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**Evidence of Progress for 2001-2002:**

Progress of project

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**Activities planned for 2002-2003:**

1.5 FTE has been committed to this project for FY2001 and FY2002

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14. Direct Deposit of Student Refunds

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

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**Actions taken for 2001-2002:**

Direct deposit of refunds initiated in FY2000

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**Evidence of Progress for 2001-2002:**

Direct deposit refunds more than doubled from 1st year. Total for FY2001 was \$19.2M

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**Activities planned for 2002-2003:**

Will continue to promote the use of direct deposit by working on automation of enrollment.

15. Increase e-commerce activities with vendors

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

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**Actions taken for 2001-2002:**

Development of e-commerce activities with vendors to maximize efficiency

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**Evidence of Progress for 2001-2002:**

Number of e-commerce transactions processed

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**Activities planned for 2002-2003:**

Will continue to promote e-commerce activities with vendors

16. Expand Website to offer more comprehensive HR services

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and on-going



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**Actions taken for 2001-2002:**

Revamped website format

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**Evidence of Progress for 2001-2002:**

updated versions of web contents and HR forms.

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**Activities planned for 2002-2003:**

Expand work/life section, add policies and all forms in electronic format.

- ☒ 17. Use more MMS documentation applications: payment authorization for contracted services, bar coding technology integration, grounds equipment preventive maintenance, preventive maintenance for various HVAC components, infrastructure preventive maintenance, and project notes documentation.

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

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**Actions taken for 2001-2002:**

Manual systems developed

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**Evidence of Progress for 2001-2002:**

Less down time from breakdowns. More efficient, planned maintenance.

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**Activities planned for 2002-2003:**

complete development of component identification and move data to electronic format

- ☒ 18. Design and develop new systems for attendance tracking, supplier performance/contract management and goal tracking.

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002

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**Actions taken for 2001-2002:**

Needs assessed and processes developed. Supplier performance system is developed



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**Evidence of Progress for 2001-2002:**

Systems developed that function for stated needs.

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**Activities planned for 2002-2003:**

Databases developed

☑ 19. Fully develop GIS capabilities

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

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**Actions taken for 2001-2002:**

Potential applications reviewed. Preliminary base map developed with some features; i.e., disabled parking located

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**Evidence of Progress for 2001-2002:**

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

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**Activities planned for 2002-2003:**

Complete base map development, develop landscape layer, develop strategy for utilities layer development

☑ 20. Increase on-line registration for conferences

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

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**Actions taken for 2001-2002:**

Develop on-line registration process

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**Evidence of Progress for 2001-2002:**

Number of conferences that avail themselves on this service

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**Activities planned for 2002-2003:**

Develop on-line registration process

- ☒ 21. Implementation of On-Line Print Ordering  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2002-2004
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**Actions taken for 2001-2002:**

Research and benchmark other online ordering systems such as IUB Printing Services

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**Evidence of Progress for 2001-2002:**

Implementation of On-Line Print Ordering

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**Activities planned for 2002-2003:**

Cost Analysis to be completed along with request for proposal from vendors

- ☒ 22. Increase e-commerce activities with university community  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY 2002 ongoing
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**Actions taken for 2001-2002:**

Further expand on-line offerings, enhance website, make website more user-friendly

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**Evidence of Progress for 2001-2002:**

Number of transactions processed

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**Activities planned for 2002-2003:**

Continue to promote website and its offerings to university community

- ☒ 23. Update Bookstore POS/Computer system - enhance performance and capabilities  
**Campus Planning Theme:** Best Practices



**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 ongoing

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**Actions taken for 2001-2002:**

Establish bookstore steering committee and System Requirement Task Force to examine requirements and system options

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**Evidence of Progress for 2001-2002:**

Upgrade or install new system this fiscal year

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**Activities planned for 2002-2003:**

Select system

⌵ 24. Establish objective model for venue usage at track and soccer, swimming and tennis

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

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**Actions taken for 2001-2002:**

creating indicators/framework

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**Evidence of Progress for 2001-2002:**

Increased revenue

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**Activities planned for 2002-2003:**

Establish master schedule and priorities

⌵ 25. Increase customer service and revenue by implementing e-commerce

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

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**Actions taken for 2001-2002:**



Instructional programs and camp registrations available on line

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**Evidence of Progress for 2001-2002:**

Increased revenue

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**Activities planned for 2002-2003:**

Add pro-shop and ticket sales

- ☑ 26. On-Line order on Chartwell's weubsite  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY 2002 and ongoing
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**Actions taken for 2001-2002:**

Website under construction

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**Evidence of Progress for 2001-2002:**

Completion -- fully tested and in use

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**Activities planned for 2002-2003:**

Add Chartwell's click to website

- ☑ 27. Submit monthly vendor OneCard reports to vendors electronically  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY 2002
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**Actions taken for 2001-2002:**

Some vendors receiving reports electronically

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**Evidence of Progress for 2001-2002:**

The number of reports mailed and faxed is declining



**Activities planned for 2002-2003:**

Complete upgrade and training of new system to enable all reports to be sent electronically internally and externally

28. Complete e-commerce activities so customers can add monies to their OneCard accounts via our website

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

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**Actions taken for 2001-2002:**

Development and testing of the website

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**Evidence of Progress for 2001-2002:**

Number of e-commerce transactions processed

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**Activities planned for 2002-2003:**

Will continue to promote and market the use of the website to add funds electronically to OneCard accounts

29. Enabling Bursar credits to transfer to OneCard Accounts

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

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**Actions taken for 2001-2002:**

None

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**Evidence of Progress for 2001-2002:**

Number of OneCard patrons requesting their Bursar credits be transferred to their OneCard accounts

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**Activities planned for 2002-2003:**

Discussions of technology and how to implement the idea



30. Computerized sign-in and out- of children  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY 2002 and on-going

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**Actions taken for 2001-2002:**

Investigate current program for this ability

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**Evidence of Progress for 2001-2002:**

Parents using system daily

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**Activities planned for 2002-2003:**

Obtain and up-grade computers

31. Continue pursuit of web-based payment and bill presentment.  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY 2002-03

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**Actions taken for 2001-2002:**

Have worked with UA and BL representatives to identify possible vendors. Have met with vendors to review service capabilities.

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**Evidence of Progress for 2001-2002:**

Number of service enrollees, measure of payments by type.

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**Activities planned for 2002-2003:**

Define needs for student accounts processes, select vendor, work on design, and begin offering the service.

2. Enhance customer service in ADFI units

01. Develop on-line textbook sales for students  
**Campus Planning Theme:** Teaching and Learning  
**Secondary Goals:**  
**Sub Unit:** n/a



**Time Frame:** Fiscal Year 2000

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**Actions taken for 2001-2002:**

System was developed to allow for purchases of textbooks with credit cards on-line

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**Evidence of Progress for 2001-2002:**

Number of orders processed electronically

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**Activities planned for 2002-2003:**

Will continue to refine system and promote its expanded use.

- ☑ 02. Identify new sources for used textbooks for student savings

**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

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**Actions taken for 2001-2002:**

Have identified several sources of used textbooks which creates savings for students

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**Evidence of Progress for 2001-2002:**

Sales of increased used textbooks

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**Activities planned for 2002-2003:**

Continue to identify additional sources

- ☑ 03. Have 100% of all textbooks in stores at beginning of the semester

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

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**Actions taken for 2001-2002:**

Continue to work with professors to process orders timely to ensure delivery prior to the start of the semester



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**Evidence of Progress for 2001-2002:**

Number of out-of-stock transactions at the start of the semester

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**Activities planned for 2002-2003:**

Will continue to sponsor sessions with faculty and support staff to educate on the need for timely submission of textbook requirements

☑ 04. Expand open-to-the-public work hours of the Bursar Office

**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

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**Actions taken for 2001-2002:**

Analyzing effects of expanding hours. Have implemented new expanded public hours - a.m., p.m., and Saturdays.

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**Evidence of Progress for 2001-2002:**

Transactions processed during extended hours, customer responses and comments.

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**Activities planned for 2002-2003:**

Prepare plan to expand public hours

☑ 05. Reorganized staff to better respond to customers

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001

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**Actions taken for 2001-2002:**

Staff responsibilities were restructured to allow for ability to be more responsive to customer requests

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**Evidence of Progress for 2001-2002:**

Customer Service survey responses

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Activities planned for 2002-2003:

null

06. Reformatted conference evaluation for more concise tracking of responses

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

Actions taken for 2001-2002:

Preliminary designs are being evaluated

Evidence of Progress for 2001-2002:

Ability to consolidate survey responses

Activities planned for 2002-2003:

Will implement use of new format in FY2002

07. Expansion of Child Care facility

**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001

Actions taken for 2001-2002:

New facility opened in August 2000.

Evidence of Progress for 2001-2002:

The number of child care openings increased from 58 to approximately 150

Activities planned for 2002-2003:

null

08. Part-time Child Care Services

**Campus Planning Theme:** Teaching and Learning



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**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001

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**Actions taken for 2001-2002:**

Part-time program was initiated with opening of new facility in August 2000

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**Evidence of Progress for 2001-2002:**

Number of part-time slots filled in the facility

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**Activities planned for 2002-2003:**

Continue to promote the part-time program

☑ 09. Expanded use of digital technology for conferences

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001

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**Actions taken for 2001-2002:**

Have expanded the use of digital technology in the Conference Center

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**Evidence of Progress for 2001-2002:**

Customer satisfaction with improved technology

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**Activities planned for 2002-2003:**

Will continue to explore the use of Wireless technology and fiber optics in the Conference Center

☑ 10. Comprehensive training program for Conference Center Managers

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and FY2002

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**Actions taken for 2001-2002:**



Preliminary development of training procedures for conference managers to advance knowledge and assure the highest level of customer service

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**Evidence of Progress for 2001-2002:**

Customer satisfaction surveys

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**Activities planned for 2002-2003:**

Implement training procedures

- ⌵ 12. Increased service from IUPUI One Card  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2001 and on-going
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**Actions taken for 2001-2002:**

Continue to expand services of One Card. Sales increased 68% from prior year. Additional terminals were added in Parking and Bookstores.

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**Evidence of Progress for 2001-2002:**

Number of One Card transactions and vendors accepting the OneCard

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**Activities planned for 2002-2003:**

Will continue to promote the use of the One Card throughout campus.

- ⌵ 13. Reduce cycle time to fill vacant positions  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2001 and on-going
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**Actions taken for 2001-2002:**

Reviewed processes and reduced the total average time to fill vacant positions from 54 days to 36 days

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**Evidence of Progress for 2001-2002:**



Total Cycle times for filling positions

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**Activities planned for 2002-2003:**

Will continue to review processes

☒ 14. Development of University Wide Waste Disposal Guidelines

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and FY2002

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**Actions taken for 2001-2002:**

Preliminary draft of guidelines has been developed to assist with waste disposal

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**Evidence of Progress for 2001-2002:**

Accurate waste disposal processes

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**Activities planned for 2002-2003:**

Will finalize document and distribute to University committee

☒ 15. Improved communication for Special Events to reduce impact on Campus Community

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001

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**Actions taken for 2001-2002:**

Established committee to review processes for special events and development appropriate notification processes

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**Evidence of Progress for 2001-2002:**

Adequate notification of Special Events on campus

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**Activities planned for 2002-2003:**

Will continue to monitor the Special Events on campus to ensure continued communication



⌵ 16. Review of Campus Emergency Phones for remote monitoring

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

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**Actions taken for 2001-2002:**

Reviewing hardware for compatibility issues.

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**Evidence of Progress for 2001-2002:**

Reduced downtime for emergency phones

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**Activities planned for 2002-2003:**

Goal is to allow for remote monitoring of equipment to ensure working conditions to provide the highest level of service

⌵ 17. Work with Registrar and Learning Environment Committee to improve informal and formal learning environments

**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

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**Actions taken for 2001-2002:**

Computerized general inventory classroom preventive maintenance program and set up meetings with Registrar

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**Evidence of Progress for 2001-2002:**

Classroom conditions will be reliably improved

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**Activities planned for 2002-2003:**

Develop systems to inspect/document classroom conditions and set up

⌵ 18. Implement "one-call" facility problem reporting and analyze data recorded

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

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**Actions taken for 2001-2002:**

First notifications have gone to customers. Data has begun to be recorded

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**Evidence of Progress for 2001-2002:**

Customer can easily report problems and data will be available regarding frequent problem areas

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**Activities planned for 2002-2003:**

More publicity to customers and training for zone personnel. Regular data analysis planned

⌵ 19. Implement cleaning and project schedules and provide to customer

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

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**Actions taken for 2001-2002:**

Cleaning schedules developed. Some project schedules developed. Some cleaning schedules implemented.

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**Evidence of Progress for 2001-2002:**

Both employees and customer will know for which cleaning duties an employee is responsible. Designated breaks and most recent inspection results will also be made available to the customer

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**Activities planned for 2002-2003:**

Cleaning schedules and project schedules will be available on CFS website

⌵ 20. Develop quality control (QC) protocols for all CFS divisions

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

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**Actions taken for 2001-2002:**

Building Services has developed and trained and provided format for other CFS departments

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**Evidence of Progress for 2001-2002:**

Reliable, documented conditions. Employee accountability

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**Activities planned for 2002-2003:**

Grounds will develop and implement protocol. Maintenance will develop strategy for Q.C.

- ☑ 21. Develop systems for coordinating cleaning activities and utility shutdowns with customer

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

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**Actions taken for 2001-2002:**

Began meetings with key customers

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**Evidence of Progress for 2001-2002:**

Planned cleaning and utility outtages will be scheduled at times specified by the customer as the best ones

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**Activities planned for 2002-2003:**

Assess and document customers' operational hours and specific needs

- ☑ 22. Implement "Voice of the Customer" customer satisfaction assessment program in Buiding Services as a component of a comprehensive customer satisfaction measurement program

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

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**Actions taken for 2001-2002:**

Customer service surveys administered and reviewed annually during last three years

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**Evidence of Progress for 2001-2002:**

Documented, regularized, comprehensive input is garnered from customers

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**Activities planned for 2002-2003:**

Review customer assessment tool currently used and "Voice of the Customer" tool used by ServiceMaster

☑ 23. Implement well-defined charging process for customer-funded Grounds work

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

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**Actions taken for 2001-2002:**

Service line definitions complete. Manual data on landscape features gathered

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**Evidence of Progress for 2001-2002:**

Customers will clearly understand for what they are charged as will others within CFS

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**Activities planned for 2002-2003:**

Communication of methodology

☑ 24. 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:** n/a

**Time Frame:** FY 2002

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**Actions taken for 2001-2002:**

Internal process for dealing with University Architect's Office on warranty issues has been developed. Assessment that was done for Cancer Research Institute by outside consultants will be reviewed

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**Evidence of Progress for 2001-2002:**

Customers will be satisfied with new facility occupancy

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**Activities planned for 2002-2003:**

Develop written document and web document



25. All Conference Managers will obtain Certified Meeting Planner designation

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and ongoing

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**Actions taken for 2001-2002:**

One received certification, one completed course-work

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**Evidence of Progress for 2001-2002:**

Successful completion for all meeting planners

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**Activities planned for 2002-2003:**

Will continue to offer

26. All a/v technicians to obtain International Communications Association, Inc. designation

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and ongoing

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**Actions taken for 2001-2002:**

All current technicians have received designation

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**Evidence of Progress for 2001-2002:**

Successful completion of training

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**Activities planned for 2002-2003:**

Will continue to offer

27. Enhance the food service at Union Buiding, University College and Cavanaugh with renovated facilities to provide better service

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002

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**Actions taken for 2001-2002:**

Architectural and engineering plans approved for Cavanaugh restoration

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**Evidence of Progress for 2001-2002:**

Renovation completion

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**Activities planned for 2002-2003:**

Submit architectural and engineering plans to Univ Architects Office/Campus Facility Services for University College and the Union Building cafeteria.

☑ 28. Add Riley and University Hospital cafeterias as new OneCard Service Provider

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002

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**Actions taken for 2001-2002:**

Preliminary discussions to provide information regarding the OneCard program

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**Evidence of Progress for 2001-2002:**

Cafeterias accepting the OneCard as payment

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**Activities planned for 2002-2003:**

Continue to discuss compatibility of systems and benefits of the program

☑ 29. Increase awareness of IUPUI OneCard

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and On-going

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**Actions taken for 2001-2002:**

Continuous marketing and promotion of OneCard services offered

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**Evidence of Progress for 2001-2002:**

Number of patrons increasing and the number of vendors accepting the OneCard as payment or as identification for discounts

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**Activities planned for 2002-2003:**

Will continue to promote and market the several options and services available with the OneCard

- ☑ 30. Promote IUPUI Jaguar identity by incorporating Jaguar logo onto OneCards.

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002

---

**Actions taken for 2001-2002:**

Preliminary templates of new card

---

**Evidence of Progress for 2001-2002:**

Number of patrons possessing new card

---

**Activities planned for 2002-2003:**

Promote and market new design of OneCard

- ☑ 31. Develop web-based ACH Payment process.

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002

---

**Actions taken for 2001-2002:**

Preliminary design

---

**Evidence of Progress for 2001-2002:**

Number of enrollees, users, and measure of shift from credit card usage.

---



Activities planned for 2002-2003:

Launch of new process and promotion

32. Design and implement Self-Service Direct Deposit Maintenance process.

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002

---

Actions taken for 2001-2002:

Preliminary design

---

Evidence of Progress for 2001-2002:

Number of enrollees

---

Activities planned for 2002-2003:

Launch of new process and promotion

3. Promote IUPUI identity

01. Promote IUPUI Jaguar Identify through Merchandising sales in Bookstores

**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** Fiscal Year 2000 and on-going

---

Actions taken for 2001-2002:

Offer IUPUI Jaguar merchandise in Bookstores

---

Evidence of Progress for 2001-2002:

Number of sales

---

Activities planned for 2002-2003:

Continue to offer IUPUI Jaguar merchandise in Bookstores

02. Promote IUPUI Spirit T-Shirts through Bookstores



**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Continue to offer a IUPUI Spirit T-Shirt at cost for students, faculty and staff

---

**Evidence of Progress for 2001-2002:**

Number of sales of Spirit T-Shirts

---

**Activities planned for 2002-2003:**

Continue to offer IUPUI Spirit T-Shirt at cost

- ☒ 03. 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:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Market University Place Conference Center to IU and Purdue planners

---

**Evidence of Progress for 2001-2002:**

Number of conferences booked from these institutions

---

**Activities planned for 2002-2003:**

Continue to make contacts with IU and Purdue planners

- ☒ 04. Send Conference Center staff to market in "feeder cities" in Great Lakes area cities

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---



**Actions taken for 2001-2002:**

Target “feeder cities” in the Great Lakes area cities for marketing opportunities

---

**Evidence of Progress for 2001-2002:**

Number of conferences booked from these areas

---

**Activities planned for 2002-2003:**

Will continue to plan marketing projects for the “feeder cities”

☒ 05. Collaborate with Career Center and University to promote student employment at IUPUI

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Identify target areas for student employment

---

**Evidence of Progress for 2001-2002:**

Increase in the number of student employees

---

**Activities planned for 2002-2003:**

Will continue to collaborate with Student areas to identify potential student employment opportunities

☒ 06. Increase awareness of Employee Benefits

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Expand the IUPUI Reputation building by increasing awareness of substantial employee benefit programs

---

**Evidence of Progress for 2001-2002:**



Awareness of employee benefit programs

---

**Activities planned for 2002-2003:**

Will continue to market employee benefits to attract and retain employees

☑ 07. Expand Employee Benefits to include self-service

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

---

**Actions taken for 2001-2002:**

Implement first phase of HRMS and Benefits Administration module

---

**Evidence of Progress for 2001-2002:**

Faculty and staff having ability to make changes to benefits online

---

**Activities planned for 2002-2003:**

With phase two (2002-2003) pursue self-service module

☑ 08. Implement inspection protocol and preventive maintenance for campus signage, sidewalks and turf

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

---

**Actions taken for 2001-2002:**

Collected some data manually

---

**Evidence of Progress for 2001-2002:**

IUPUI curb appeal will be enhanced by better maintained signs, sidewalks and turf

---

**Activities planned for 2002-2003:**

Develop protocols and use MMS to track



- ☑ 09. Physical relocation of Police Department  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2002-3
- 

**Actions taken for 2001-2002:**

Preplan for design of occupancy.

---

**Evidence of Progress for 2001-2002:**

Completion of move

---

**Activities planned for 2002-2003:**

Staged movement of daily and 24 hour operations. Development of new dispatch center and ancillary service area.

- ☑ 10. Develop external training capability  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** Ongoing
- 

**Actions taken for 2001-2002:**

Starting to attract nationally known presenter to campus for police training sessions

---

**Evidence of Progress for 2001-2002:**

Numbers of sessions arranged, numbers of officers trained, evaluation results

---

**Activities planned for 2002-2003:**

Initial sessions will deal with handling critical incidents, domestic violence prevention and police interview techniques

- ☑ 11. Make the experience and expertise of departmental personnel more widely known and understood in the community  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2002-03
-



**Actions taken for 2001-2002:**

Departmental personnel participating in a variety of regional police endeavors

---

**Evidence of Progress for 2001-2002:**

External recognition

---

**Activities planned for 2002-2003:**

Publicize the accomplishments of personnel who are involved in endeavors beyond the scope of normal duties

⌵ 12. Play a prominent role in "Explore IUPUI 2002"

**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002

---

**Actions taken for 2001-2002:**

Advertise heavily within the bookstores to promote "Explore IUPUI 2002"

---

**Evidence of Progress for 2001-2002:**

Good attendance and sales

---

**Activities planned for 2002-2003:**

The bookstore will have a "market place" for sales and author signings at "Explore IUPUI 2002" site

⌵ 13. Promote increased use of IUPUI One Card

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

---

**Actions taken for 2001-2002:**

Joint ad with Chartwells and OneCard in Sagamore; installed card readers on additional vending machines

---

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**Evidence of Progress for 2001-2002:**

Increased use of OneCard

---

**Activities planned for 2002-2003:**

Cross promotions between OneCard and Charwells; all vending machines to have readers

⌵ 14. Increase awareness of IUPUI OneCard

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and On-going

---

**Actions taken for 2001-2002:**

Continuous marketing and promotion of OneCard services offered

---

**Evidence of Progress for 2001-2002:**

Number of patrons increasing and the number of vendors accepting the OneCard as payment or as identification for discounts

---

**Activities planned for 2002-2003:**

Will continue to promote and market the several options and services available with the OneCard

⌵ 15. Promote IUPUI Jaguar identity by incorporating Jaguar logo onto OneCards.

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002

---

**Actions taken for 2001-2002:**

Preliminary templates of new card

---

**Evidence of Progress for 2001-2002:**

Number of patrons possessing new card

---

**Activities planned for 2002-2003:**



Activities planned for 2002-2003:

Promote and market new design of OneCard

▣ 4. Development of Facilities for IUPUI

▣ 01. Consolidate Bookstores into one state of the art facility

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2003

---

**Actions taken for 2001-2002:**

Work on plans to relocate the Bookstores into one Facility

---

**Evidence of Progress for 2001-2002:**

Status of project

---

**Activities planned for 2002-2003:**

Will continue to work on plans and monitor progress of new facility

▣ 02. Negotiate Steam Maintenance Agreement for IUPUI

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and FY2002

---

**Actions taken for 2001-2002:**

Work with vendor to complete steam maintenance agreement for IUPUI

---

**Evidence of Progress for 2001-2002:**

Completed Steam Maintenance agreement

---

**Activities planned for 2002-2003:**

Will continue to work on this agreement until completed

▣ 03. Closing of Utility Tunnels to public

**Campus Planning Theme:** Best Practices



**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2001

---

**Actions taken for 2001-2002:**

After many years, the utility tunnels have been closed to the public due to safety reasons

---

**Evidence of Progress for 2001-2002:**

Closing of tunnels

---

**Activities planned for 2002-2003:**

null

- ☑ 04. New Building Project support  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2001 and on-going
- 

**Actions taken for 2001-2002:**

Continue to provide support to building projects from CFS, Environmental Health and other ADFI units

---

**Evidence of Progress for 2001-2002:**

Success of building projects

---

**Activities planned for 2002-2003:**

Will continue to assist with building projects

- ☑ 05. Secure Plant Expansion funding for University Facilities  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2001 and on-going
- 

**Actions taken for 2001-2002:**



Work with University Administration and the State to justify plant expansion funding

---

**Evidence of Progress for 2001-2002:**

Increased plant expansion funding

---

**Activities planned for 2002-2003:**

Will continue to Work with University Administration and the State to justify plant expansion funding

☒ 06. New Student Housing Development

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2000 and FY2001

---

**Actions taken for 2001-2002:**

Development of New Student Housing Project

---

**Evidence of Progress for 2001-2002:**

Development of new Student Housing

---

**Activities planned for 2002-2003:**

Will transition responsibility for Housing to Student Life

☒ 08. Review of funding model to ensure adequate resources for environmental services for rapidly growing research facilities

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Have identified shortcomings in the funding of new buildings as it relates to services provided by the Dept of Environmental Health & Safety.

---

**Evidence of Progress for 2001-2002:**

-----



Increased department funding for environmental health and safety services

---

**Activities planned for 2002-2003:**

Continue to work to identify potential funding sources for services for new research facilities and academic buildings.

☑ 09. Adequate parking facilities for students, faculty, staff and visitors

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Construction of new garage. Completion date is Fall 2001.

---

**Evidence of Progress for 2001-2002:**

Increased satisfaction in student surveys

---

**Activities planned for 2002-2003:**

Continue to plan for additional facilities to meet growth in demand

☑ 10. Adequate funding model for utilities for facilities

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Review of projected expenses – increased awareness of conservation efforts

---

**Evidence of Progress for 2001-2002:**

Monitor of budget to actual variances

---

**Activities planned for 2002-2003:**

Identify base budget to supplement utility budget. Create reserve funds to bridge spikes in utility usage



11. Partner with UAO to develop architectural/engineering consultant review process

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

---

**Actions taken for 2001-2002:**

none

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**Evidence of Progress for 2001-2002:**

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

---

**Activities planned for 2002-2003:**

Develop format for feedback

12. Develop internal benchmark indicators for building operation performance

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

---

**Actions taken for 2001-2002:**

Building Services benchmarks have been established.

---

**Evidence of Progress for 2001-2002:**

Data will be available for evaluating building operational performance

---

**Activities planned for 2002-2003:**

Grounds and Utilities benchmarks will be established. A strategy for developing Maintenance benchmarks will be developed

13. Partner with UAO to refine design standards

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

---



**Actions taken for 2001-2002:**

UAO has drafted standards. CFS has provided input

---

**Evidence of Progress for 2001-2002:**

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

---

**Activities planned for 2002-2003:**

Provide information for amending standards to be more consistent with campus operational needs

- ☑ 14. 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:** n/a

**Time Frame:** FY2002 and on-going

---

**Actions taken for 2001-2002:**

Implemented many energy savings projects. Developed draft energy policy and plan

---

**Evidence of Progress for 2001-2002:**

Building specific data will be collected and used to evaluate energy management programs

---

**Activities planned for 2002-2003:**

Install electric meters on 90% of campus buildings. Review energy policy/plan and revise as appropriate

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

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and ongoing

---

**Actions taken for 2001-2002:**

Bi-annual refurbishing; installation of e-center stations for customer use; installation of data jacks in all meeting rooms

---



**Evidence of Progress for 2001-2002:**

Ability to continue to attract high level leadership conferences and positive customer feedback

---

**Activities planned for 2002-2003:**

New carpet and wallcovering on first floor; meeting room furniture update; technology as market driven

☑ 16. Student Center Mail Facility

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

---

**Actions taken for 2001-2002:**

Cost analysis completed. Benchmarking from other universities in process

---

**Evidence of Progress for 2001-2002:**

Mail facility operational in Student Center

---

**Activities planned for 2002-2003:**

Resource requirements to be finalized

☑ 17. Campus Housing Convenience Store

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

---

**Actions taken for 2001-2002:**

Preliminary consultation with Chartwells facilities manager

---

**Evidence of Progress for 2001-2002:**

Plans completed and approved

---



Activities planned for 2002-2003:

Design by Chartwells architects submitted to university architects

☑ 18. Install hand or card reader at front and playground doors

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and on-going

---

**Actions taken for 2001-2002:**

investigated and obtained estimates

---

**Evidence of Progress for 2001-2002:**

will be in place and used daily

---

**Activities planned for 2002-2003:**

locate funds

▣ 5. Increased collaboration within IUPUI and with community

☑ 01. Review of collection activities for University

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Offer of central collection services from the Bursar, campus departments, and IU Regional Campuses.

---

**Evidence of Progress for 2001-2002:**

Increased collection activities

---

**Activities planned for 2002-2003:**

Will review initiative to centralize University collection activities, develop processes for accommodating new departments/schools/campuses, and initiate new services for those units.

☑ 02. Center for Young Children continues to provide opportunities for training and research for early childhood education



02. Center for Young Children continues to provide opportunities for training and research for early childhood education

**Campus Planning Theme:** Research, Scholarship and Creative Activity

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

The Center continues to provide educational opportunities

---

**Evidence of Progress for 2001-2002:**

Number of research opportunities

---

**Activities planned for 2002-2003:**

Will continue to provide these educational opportunities

03. Involve National Art Museum of Sport with surrounding cultural institutions

**Campus Planning Theme:** Civic Engagement

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Continue to pursue activities to collaborate with surrounding institutions

---

**Evidence of Progress for 2001-2002:**

Increased events and projects

---

**Activities planned for 2002-2003:**

Will continue to pursue joint activities

04. Increase the amount and variety of events at the IUPUI Sport Complex.

**Campus Planning Theme:** Civic Engagement

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**



Host activities such as World Police & Fire Games

---

**Evidence of Progress for 2001-2002:**

Increased events and projects

---

**Activities planned for 2002-2003:**

Will continue to pursue these events

- ☑ 05. Increase and add variety to aquatic therapy in collaboration with Clarian Health Rehabilitation Services and the IU School of Medicine.

**Campus Planning Theme:** Civic Engagement

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

---

**Actions taken for 2001-2002:**

Aquatic therapy will begin in Fall 2001

---

**Evidence of Progress for 2001-2002:**

Increased events and projects

---

**Activities planned for 2002-2003:**

Meetings with Drs and medical departments at IUPUI and others in the city to educate doctors on healing quality of water.

- ☑ 06. Participate in Diversity Roundtable of Central Indiana

**Campus Planning Theme:** Campus Climate for Diversity

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Participate in Diversity activities

---



**Evidence of Progress for 2001-2002:**

Increased awareness of diversity issues

---

**Activities planned for 2002-2003:**

Continue to participate in Central Indiana committees

- ☑ 07. Serve as environmental health technical advisors to Clarian Health, Indiana State Department of Health and Wishard  
**Campus Planning Theme:** Campus Climate for Diversity  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2001 and on-going
- 

**Actions taken for 2001-2002:**

Provide technical knowledge to other institutions

---

**Evidence of Progress for 2001-2002:**

Increased environmental awareness within the community

---

**Activities planned for 2002-2003:**

Continue to provide technical assistance as required

- ☑ 08. Promote redistribution of University surplus property  
**Campus Planning Theme:** Best Practices  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY2001 and on-going
- 

**Actions taken for 2001-2002:**

Promote redistribution of surplus property

---

**Evidence of Progress for 2001-2002:**

Over \$4m of assets were redistributed

---

**Activities planned for 2002-2003:**



Continue to expand redistribution efforts to maximize the utilization of University assets

☑ 09. Promote increased activity with minority vendors

**Campus Planning Theme:** Campus Climate for Diversity

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Promote increased activity with minority vendors to achieve University goals

---

**Evidence of Progress for 2001-2002:**

Increased minority vendor purchases by 10% in FY2001

---

**Activities planned for 2002-2003:**

Continue to discuss minority opportunities with departments

☑ 10. Provide lab safety inspections to ensure safety and to ensure that NIH requirements are met

**Campus Planning Theme:** Research, Scholarship and Creative Activity

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Provide lab inspections to University departments

---

**Evidence of Progress for 2001-2002:**

Continued NIH funding

---

**Activities planned for 2002-2003:**

Continue to provide lab inspections and work with departments to ensure NIH compliance

☑ 11. Review of research proposals involving animals

**Campus Planning Theme:** Research, Scholarship and Creative Activity

**Secondary Goals:**

**Sub Unit:** n/a



**Time Frame:** FY2001 and on-going

---

**Actions taken for 2001-2002:**

Provide review of research proposals involving animals to ensure compliance with regulations. Inspections of animal facilities were conducted as well

---

**Evidence of Progress for 2001-2002:**

Lack of problems with animal research facilities

---

**Activities planned for 2002-2003:**

Continue to provide review for research proposals

⌵ 12. Provide learning opportunities for Engineering and Technology students

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2001 and on-going

---

**Actions taken for 2001-2002:**

Hired student interns. Provided opportunities for class to complete actual building energy audits

---

**Evidence of Progress for 2001-2002:**

Energy audits of campus buildings which will result in the identification of energy-saving opportunities

---

**Activities planned for 2002-2003:**

Engage students in energy audits in additional buildings as their class project

⌵ 13. Partner with Clarian to improve outside appearance of University and Riley

**Campus Planning Theme:** Campus Climate for Diversity

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

---

**Actions taken for 2001-2002:**

Identification of problem



---

**Evidence of Progress for 2001-2002:**

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

---

**Activities planned for 2002-2003:**

Develop plan for improvement, sell plan to Clarian, implement plan, evaluate improvements

- ☑ 14. 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:** n/a

**Time Frame:** Mar-03

---

**Actions taken for 2001-2002:**

A university steering committee has been appointed and has met. Outside Counsel has been retained.

---

**Evidence of Progress for 2001-2002:**

Data accumulated, entities' responsibilities outlined and legal requirements fulfilled

---

**Activities planned for 2002-2003:**

When answers to questions developed for the City consultant have been answered, another meeting will be held and responsibilities will be clarified

- ☑ 15. Collaborate with UITS and "Holey Moley" locator to improve process of underground utility locations

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

---

**Actions taken for 2001-2002:**

Begun discussions with UITS to develop coordinated ground disturbance notification process

---

**Evidence of Progress for 2001-2002:**

Response time to underground utility location requests will be more efficient and communications will be improved



---

**Activities planned for 2002-2003:**

Discuss unified campus underground utility location requirements with HOLEY MOLEY

- ☑ 16. Collaborate with University Library Archives to develop combined drawing database

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** fy2002

---

**Actions taken for 2001-2002:**

Have shared drawings. Currently cleaning up Archives database

---

**Evidence of Progress for 2001-2002:**

IUPUI and Bloomington personnel will be able to search all drawings" archives with one search

---

**Activities planned for 2002-2003:**

Develop one database with search capabilities

- ☑ 17. Partner with School of Medicine and other schools with bench research to reduce barriers for principal investigators

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** fy2002 and ongoing

---

**Actions taken for 2001-2002:**

Meeting scheduled

---

**Evidence of Progress for 2001-2002:**

Principal investigators will not be bothered with nuisance requests for facility-related charging information

---

**Activities planned for 2002-2003:**

Implement "enhanced maintenance" in research buildings, identify issues and resolutions. Identify funding

- ☑ 18. Implement system of emergency radios for departments to receive Public Safety announcements



**Campus Planning Theme:** Research, Scholarship and Creative Activity

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

---

**Actions taken for 2001-2002:**

Have identified a system used at another campus as a model

---

**Evidence of Progress for 2001-2002:**

System of emergency radios purchased by several departments and receiving emergency broadcasts.

---

**Activities planned for 2002-2003:**

Research technical data, obtain radios, provide information to departments, sell/furnish radios to departments

- ☑ 19. Ensure comply research compliance with the Patriot Act

**Campus Planning Theme:** Research, Scholarship and Creative Activity

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** Fy 2002 and on-going

---

**Actions taken for 2001-2002:**

Hired a Biosafety Officer, obtained lists from research community regarding biological agents used

---

**Evidence of Progress for 2001-2002:**

Implementation of the above.

---

**Activities planned for 2002-2003:**

Inspect lab, complete Biosafety Manual, implement monthly biosafety training sessions, provide necessary forms to regulatory agencies, serve on biosafety committees

- ☑ 20. Obtain external peer review of department to determine if resources are adequate, proper management is present and regulatory compliance status.

**Campus Planning Theme:** Research, Scholarship and Creative Activity

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002

---



**Actions taken for 2001-2002:**

Identified person to lead review

---

**Evidence of Progress for 2001-2002:**

Completed report with findings and recommendations

---

**Activities planned for 2002-2003:**

To have a team of 3-4 professionals review the operations of the department

- ☑ 21. Partnership or sponsorships with community organizations and other non-profits to enhance visibility of IUPUI  
**Campus Planning Theme:** Civic Engagement  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY 2001 and ongoing
- 

**Actions taken for 2001-2002:**

Successfully held Mayor's Report to Community; NAACP Educational Summit, and others

---

**Evidence of Progress for 2001-2002:**

Conferences or symposia scheduled

---

**Activities planned for 2002-2003:**

Continued collaboration with community leaders

- ☑ 22. Convert vehicles from delivery to 'rolling billboards' for IUPUI and organization  
**Campus Planning Theme:** Civic Engagement  
**Secondary Goals:**  
**Sub Unit:** n/a  
**Time Frame:** FY 2002 and ongoing
- 

**Actions taken for 2001-2002:**

Discussed use of "Why Not Both?" marketing campaign

---

2001-2002



**Evidence of Progress for 2001-2002:**

Rolling billboards on vehicles

---

**Activities planned for 2002-2003:**

Cost analysis and secure funding

☑ 23. Better coordination between the IU Bookstores statewide

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

---

**Actions taken for 2001-2002:**

Meet semi-annually to explore how to work together and exchange ideas

---

**Evidence of Progress for 2001-2002:**

Consistent financial reports and number of items purchased

---

**Activities planned for 2002-2003:**

Statewide purchasing on selected items and work together for consistent financial reports

☑ 24. Secure funding for venue repair/enhancement

**Campus Planning Theme:** Civic Engagement

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** ongoing

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**Actions taken for 2001-2002:**

Assessment completed September 1999

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**Evidence of Progress for 2001-2002:**

Projects completion

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**Activities planned for 2002-2003:**



Follow timeline and priorities set forth in original assessment while adding new projects as needed

☒ 25. Student, faculty and staff surveys in product and service

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY 2002 and ongoing

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**Actions taken for 2001-2002:**

Comment cards; department and school visits and presentations

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**Evidence of Progress for 2001-2002:**

Monthly review of survey results

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**Activities planned for 2002-2003:**

Focus groups with students and staff; expansion of comment cards

☒ 26. Partner with Chartwells Food Management Service

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** n/a

**Time Frame:** FY2002 and on-going

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**Actions taken for 2001-2002:**

Joint promotions to increase awareness and use of IUPUI OneCard and use of the OneCard in all Chartwells food locations

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**Evidence of Progress for 2001-2002:**

Number of patrons using their OneCards to eat in Chartwells Food Service locations

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**Activities planned for 2002-2003:**

Continue joint promotions and marketing to increase overall awareness

☒ 27. Train and familiarize small business's with the "how to's" of business - Targeted group is the Historically Under Utilized Small Disadvantaged Business's (HUSB) Corporate and Education representatives participate in these training activities.

**Campus Planning Theme:** Campus Climate for Diversity

**Secondary Goals:**



Secondary Goals:

Sub Unit: n/a

Time Frame: FY 2002 and on going

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**Actions taken for 2001-2002:**

Monthly planning meetings; bi-monthly teaching seminars for the HUSBs;

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**Evidence of Progress for 2001-2002:**

Numbers of Certificates of Completion issued; ie first year 16 of 50 awarded. 2nd year 34 of 50 awarded

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**Activities planned for 2002-2003:**

Continued training seminars - 6 months

## **Fiscal Health**

### **Fiscal Health Summary:**

Administration and Finance continues to operate with the level of funding provided. The use of available salary savings has been used to bridge the gap in funding bad debt expense for the campus. There is currently a gap of approximately \$300,000 in the bad debt expense budget.

A base reallocation of \$225,000 in FY2001 was to provide support for the Child Care facility. A base reallocation of \$75,585 in FY2002 was to fund a BioSafety Officer position within Environmental Health and Safety. This was necessary to support the increasing research facilities on the IUPUI campus and ensure compliance with research regulations.

Internal reallocations have been used to date to support the HRMS and SIS projects.

### **Reallocation Plan**

### **Other Question(s)**