2004-2005 Finance & Administration, Vice Chancellor

Section	Document Name
Fiscal Health	• ADFI.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

´DAS_: Explore and adopt use of mass emailing to contact customers´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: DAS_
Time Frame: FY 2005 and ongoing

Actions taken for 2004-2005:

Identified the process for mass emailing customer database.

Evidence of Progress for 2004-2005:

Decrease in postage/envelope printing expense

Activities planned for 2005-2006:

Send customer notices via mass email regarding late fees, initial past due balance reminders, agency referral letters, etc.

´DAS_: Set up secure website for our customers to pay online. Set up secure website for our customer/departments to submit accounts. ´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: DAS_
Time Frame: FY 2004 and ongoing

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

Increase payments received via web; Increase in departmental referrals electronically submitted

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Activities planned for 2005-2006:

Create website and publicize services avaialble; continued review of process for possible upgrades/enhancements.

´Explore how technology can enhance service, increase on-line ordering´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CDPM
Time Frame: On going.

Actions taken for 2004-2005:

Website has been designed for business cards/stationery ordering.

Evidence of Progress for 2004-2005:

Number of orders taken on line.

Activities planned for 2005-2006:

Enhance IKON website to facilitate on-line ordering of business cards and stationery. Add other products when possible.

´SAI_: Developed and implemented a web-based process to submit departmental fee remissions. ´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: SAI_
Time Frame: FY 04-05 and beyond

Actions taken for 2004-2005:

Developed website and provided training and ongoing support to the IUPUI fee remission departmental representatives, bursar office and financial office. Five departments (ten staff members) were trained onsite at their location.

Evidence of Progress for 2004-2005:

Fee remissions processed within 48hrs of submission; decreae in phone inquiries from departments regarding fee

remission posting status

Activities planned for 2005-2006:

Review process for possible upgrades/enhancements.

☒ 'To scan invoices for the Bookstores and other pertinent data records for Human Resouces and Payroll so they will have desktop retreival of records'

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

Actions taken for 2004-2005:

Met with Payroll, Human Resources and Bookstores to develop a plan

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Evidence of Progress for 2004-2005:

Scanning of documentation

Activities planned for 2005-2006:

To define process with the three units

☒ Continue pursuit of web-based payment and bill presentment.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bursar
Time Frame: FY 2002-04

Actions taken for 2004-2005:

Have worked with UA and BL representatives, identified a vendor, and have launched a pilot for student account payments university wide

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Evidence of Progress for 2004-2005:

Number of service enrollees, measure of payments by type.

Activities planned for 2005-2006:

Use student account process as a learning model in designing campus wide and university wide payment and bill presentment processes.

Develop a new training registration system.

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

Actions taken for 2004-2005:

An online registration system was created to allow employees to electronically register for HR training sessions

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Evidence of Progress for 2004-2005:

Increase problem-free electronic registrations.

Activities planned for 2005-2006:

Expand electronic registration for additional workshops. Share CLN registration technology.

Develop and maintain a 5-Year Fiscal Plan as identified in 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 2004-2005:

Hire business manger

Evidence of Progress for 2004-2005:

Goals identified within the 5-Year Stragetic Plan met

Activities planned for 2005-2006:

develop tools for financially prioritzing goals within the 5-Year Stragetic Plan, develop a fundraising plan

Develop online new faculty orientation.

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

Sub Unit: HRA
Time Frame: FY2004 and ongoing

Actions taken for 2004-2005:

Identified faculty advisor, finalized script, reviewed content with UHRS.

Evidence of Progress for 2004-2005:

Online orientation module complete and regularly used.

Activities planned for 2005-2006:

Prepare content, utilize campus resources; communicate and market online orientation.

Development of new systems for Purchasing/Accounts Payable

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Accounting
Time Frame: Fiscal Year 2004-05 through FY2005-06

Actions taken for 2004-2005:

Participate with University Administration to implement an integrated Accounts Payable

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Evidence of Progress for 2004-2005:

Completion of the various sub systems, ie Requisition, PO, Quote, Accounts Payable

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Activities planned for 2005-2006:

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

Direct Deposit of Student Refunds

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bursar
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

Direct deposit of refunds initiated in FY2000

Evidence of Progress for 2004-2005:

Shift in activity from paper checks to direct depositing.

Activities planned for 2005-2006:

Will continue to promote the use of direct deposit by working on automation of enrollment, and will transition to the new Peoplesoft version of this product.

EHS_: Investigate technology to increase the efficiency of laboratory inspections through the use of tablet PCs and other similar devices along with improved software developed for these products.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: EHS_
Time Frame: FY 2005-06

Actions taken for 2004-2005:

Evaluate different Tablet PCs, determine needs of department in additon to lab inspections, purchase PC, implement lab inspection program

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Evidence of Progress for 2004-2005:

Purchase of equipment

Activities planned for 2005-2006:

Further refine and impliement new processes that can be more efficient when completed on a Tablet PC

Electronic routing, saving of E-Docs to HRMS to eliminate duplicate time consuming data entry.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Payroll
Time Frame: December 2002 to implementation in October 2003.

Actions taken for 2004-2005:

Implemented October 2003 E-Doc enhancements are prioritize and completed by the Team as money and resources are available from the University.

Evidence of Progress for 2004-2005:

Timely payments to employees. Customer (Departments) satisfaction with using E-DOCs; full functionality of enhancement list.

Activities planned for 2005-2006:

The next enhancement to this piece of HRMS is scheduled for December 2003.

Encourage use of electronic Purchasing system

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Purchasing
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

Contacts are made with departments still processing paper requisitions to encourage the use of electronic system; the new B2B web based TOPS Web system requires users to have electronic TOPS access in order to palce these orders.

Evidence of Progress for 2004-2005:

Number of paper requisitions will decline and electronic reqs and B2B orders will increase

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Activities planned for 2005-2006:

Will continue to contact departments who are submitting paper requisitions and market the many benefits of the electronic delivery

Encourage use of the Procurement Card for purchases where appropriate.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Purchasing
Time Frame: Fiscal Year 2000 and on-going

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

Monitor number of procurement card transactions and dollars spent

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Activities planned for 2005-2006:

Continue to meet with University departments to identify potential areas of use for Procurement Cards. Adopt a new Bankcard via an RFP process. Increase dollar and cycle limits as procurement limits are raised across campus. Develop more web based applications, application amendment and reports.

Encourage vendors to submit invoices electronically

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Purchasing
Time Frame: Fiscal Year 2000 and on-going

Actions taken for 2004-2005:

Many vendors are currently submitting invoices electronically.

Evidence of Progress for 2004-2005:

The number of electronic invoices can be monitored from year to year and compared against the number of traditional paper invoices. Discounts can be compared with prior years discounts when terms discounts have been given

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Activities planned for 2005-2006:

Discussions will continue with all vendors to encourage the submission of electronic invoices. We will build this into new contract negotitations as an optional condition with % discounts for early payments

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

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

Actions taken for 2004-2005:

Scheduling software research, assessing needs of divisions

Evidence of Progress for 2004-2005:

Increased revenue, ease of booking and tracking events

Activities planned for 2005-2006:

Establish master scheduler and prioritize with Aux. Computer Department

Establish online survey to obtain customer feedback.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: HRA
Time Frame: FY2004 and on-going

Actions taken for 2004-2005:

Piloted a web-based survey to collect feedback from applicants.

Evidence of Progress for 2004-2005:

Survey data is obtained and analyzed.

Activities planned for 2005-2006:

Refine survey instrument and utilize online mechanism to reach applicants, new hires, and department contacts. Refine timing and content.

Expand and enhance existing self-service processes.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bursar
Time Frame: FY 2003 and on-going

Actions taken for 2004-2005:

Began use of QuikPAY and terminated WebACH. Designed on-line and archive billing processes.

Evidence of Progress for 2004-2005:

Meeting of timeline for phased releases.

Activities planned for 2005-2006:

Set up and use electronic check presentment to serve customers, remove extra step in depositing, decrease lag time with bank deposit. Use of QuikPAY for credit card usage. Design and setup all new splash pages for new processes related to SIS. Continue use of PolyCom to minimize travel costs and incorporate into training.

Expand Website 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 2004-2005:

Revamped website format; added additional work/life content.

Evidence of Progress for 2004-2005:

updated versions of web content and HR forms.

Activities planned for 2005-2006:

Expand work/life section, add policies and all foms in electronic format. Continually review and improve.

Fully develop GIS capabilities

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

Actions taken for 2004-2005:

Potential applications reviewed. Preliminary base map developed with some features; i.e., disabled parking located. Part time funding allocated for updating exterior map

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Evidence of Progress for 2004-2005:

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

Activities planned for 2005-2006:

Base map developed. Progress has been made in development of utilities layer. Landscape layer complete with features inventoried.

Implement new software system - SIS

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bursar
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

1.0 FTE has been committed to this project since its beginning in 2001. 1.5 FTE was added to the project effective July 1, 2001. Basic PS training completed for 5 persons.

Evidence of Progress for 2004-2005:

Progress of project.

Activities planned for 2005-2006:

Basic PS training planned for 6 additional persons. Processing will begin March 2004 with the implementation planned for June 2004. Continued support to the SF team (human resources, equipment).

Implementation of On-Line Print Ordering

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

Actions taken for 2004-2005:

Process has been designed

Evidence of Progress for 2004-2005:

Implementation of On-Line Print Ordering

Activities planned for 2005-2006:

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

Improve Online Application System.

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

Actions taken for 2004-2005:

Identified system gaps; created list of enhancements.

Evidence of Progress for 2004-2005:

Cycle time for filling vacant positions; increased ease of use.

Activities planned for 2005-2006:

Refine automated system, enhancing features.

Increase customer service and revenue Through implementing new features of e-commerce

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

Actions taken for 2004-2005:

Met with Aux. Computer Department to discuss some of these needs

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Evidence of Progress for 2004-2005:

When new features are being utilized

Activities planned for 2005-2006:

Programming registration, pro-shop and ticket sales

Increase e-commerce activities with vendors

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Purchasing
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

Consultant hired to act as the conduit between the TOPS system and contract vendor´s web sites for web order placement with TOPS back office approvals intact.

Evidence of Progress for 2004-2005:

Number of B2B transactions processed; decreased number of traditional POs issued

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Activities planned for 2005-2006:

Will continue to develop B2B contracts with more vendors and market the TOPS Web to department end users

Increase number of conference evaluations returned

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Conf Center
Time Frame: FY 2004

Actions taken for 2004-2005:

On-line evaulation format determined

Evidence of Progress for 2004-2005:

Number of on-line evaluations received from conference attendees and planners.

Activities planned for 2005-2006:

Determine procedure to ensure integrity of responses

Increase on-line registration for conferences

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

Actions taken for 2004-2005:

Develop on-line registration process

Evidence of Progress for 2004-2005:

Process complete and is utilized

Activities planned for 2005-2006:

Develop on-line registration process

New Purchasing system

Campus Planning Theme: Best Practices
Secondary Goals:

Secondary Goals:
Sub Unit: Purchasing
Time Frame: FY 2003 - FY 2005

Actions taken for 2004-2005:

Participate on design teams for rewrite of a new windows based TOPS system.

Evidence of Progress for 2004-2005:

Status of project

Activities planned for 2005-2006:

Continue to work with design teams comprised of Purchsing staff, campus department staff and UITS staff from both IUPUI and IUB campus´s to design, test and implement the new Purchasing system

On-line Parking Permit Purchases
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Parking
Time Frame: FY 2004/2005

Actions taken for 2004-2005:

Students are now able to purchase parking permits on-line with credit cards. Campus Housing residents may now purchase their permits on-line. Working with ADFI LSP to add disabled permit capabilities on-line.

Evidence of Progress for 2004-2005:

Number of permits being processed electronically

Activities planned for 2005-2006:

Provide customers with additional service through wireless LAN in public areas of University Place
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Conf Center
Time Frame: FY 2004

Actions taken for 2004-2005:

Investigated various options available for wireless LAN

Evidence of Progress for 2004-2005:

System installed and utilized by conference attendees

Activities planned for 2005-2006:

Evaluate wireless systems for best application at University Place

Real-time customer deposits and transaction history.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: JagTag
Time Frame: FY2005.

Actions taken for 2004-2005:

Discussions for need.

Evidence of Progress for 2004-2005:

Customer deposits are applied immediately to their Jagtag account and transaction history is readily available.

Activities planned for 2005-2006:

Continue to promote and emphasize the website to add funds electronically and manually print transaction history as requested by customers.

SAI_: Implement Student Information Systems Student Financials for all IU campuses

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: SAI_
Time Frame: FY 04 and on (through Dec 2005)

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

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 2005-2006:

Provide systems development, testing,analysis, and end user training. Provided leadership, organizational structure, and ongoing support during and after the implementations. Participate as members of the SIS SF Transitional Team through Dec 2005 and SIS V8.9 upgrade team starting in 2006.

☒ Set up secure website for our customers to pay online. Set up secure website for our customer/departments to submit accounts.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2004 and on going

Actions taken for 2004-2005:

Set plan for website with ADFI Tech Support

Evidence of Progress for 2004-2005:

Receiving more info via web.

Activities planned for 2005-2006:

Review process for possible upgrades/enhancements.

☒ TIME system for hourly employees

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

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

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.

Activities planned for 2005-2006:

System was planned for production in Fall 2001. It is a goal to further expand TIME to include biweekly non-exempt employees in the next Phases of HRMS.

☒ To provide imaging of all the historical paper files we currently have in boxes or on microfilm.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Payroll
Time Frame: FY 2003-04. On-going for 2004-05

Actions taken for 2004-2005:

On-Base is the system that was chosen.

Evidence of Progress for 2004-2005:

The use of the equipment and person is hired to actually facilitate the process.

Activities planned for 2005-2006:

Share this valuable technology to all ADFI units.

☒ 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: CFS
Time Frame: FY 2002 and ongoing

Actions taken for 2004-2005:

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. Project notes documentation is being used as a tool in project coordination. MMS modules acquired: Utiliities and FM Mobile. Other examples of the use of technology are: HR Resource Request, Pro Card system development, activities database development and RCB matrix database development. Building PM manager hired. Component data continues to be collected and inputed. Tool inventory has been inputed and physical inventories have been taken in the Zones.

Evidence of Progress for 2004-2005:

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

Activities planned for 2005-2006:

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.

2. Enhance customer service in ADFI units

´Better service for University rental fleet patrons. Provide most cost efficeive car rental service.´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Parking
Time Frame: FY 04/05

Actions taken for 2004-2005:

Assess internal services and costs associated with the university rental fleet.

Evidence of Progress for 2004-2005:

Choosing the most cost effective, service oriented provider.

Activities planned for 2005-2006:

Assess external rental agencies for costs and services.

´Complete Indoor Projects to enhance the Indoor facility.´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: To be completed by December 31, 2004.

Actions taken for 2004-2005:

The courts have been resurfaced; all court light fixtures have been relamped; bought 2 new lounge couches.

Evidence of Progress for 2004-2005:

getting bids on counters in lounge area; Women´s lockerroom will be painted during the Christmas break.

Activities planned for 2005-2006:

Resurface the courts; relamp court fixtures; complete viewing area counter tops; acquire new lounge couches; paint Women´s Lockerroom

☒ 'Develop 5-year strategic plans for all program areas´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: EHS
Time Frame: FY2004-05

Actions taken for 2004-2005:

Discussed developing goals and strategic plans with program area managers

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Evidence of Progress for 2004-2005:

Development of strategic plans

Activities planned for 2005-2006:

Continue to develop and expand upon current goals

☒ 'Develop a business partnership with a national book distributor to provide a cost efficient, risk free and convenient textbook mail service to our customers. ´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstore
Time Frame: Fiscal 2004-2005

Actions taken for 2004-2005:

Lead/participate with Specialty Books and Nebraska Book Company in the design and implementation of the on-line textbook ordering and fulfillment services.

Evidence of Progress for 2004-2005:

Completion of the on-line web ordering application/pages. Completion of the business operations procedures

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Activities planned for 2005-2006:

Continue to work with Specialty Books and Nebraska Book Company to plan/implement a cost efficient, risk free and convenient textbook on-line mail service.

'EHS_: Implement 5-year strategic plans for all program areas'

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: EHS_
Time Frame: FY2004-05

Actions taken for 2004-2005:

Implement goals and strategic plans

Evidence of Progress for 2004-2005:

Implementation of strategic plans

Activities planned for 2005-2006:

Continue to implement goals and strategic plans

'Encourage focus groups and/or regular customer surveys by sending survey out with every job.'

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CDPM
Time Frame: On going.

Actions taken for 2004-2005:

Survey was redesigned and will be included with all printing jobs by end of November, 2004.

Evidence of Progress for 2004-2005:

Number of returned surveys.

Activities planned for 2005-2006:

Design survey that is easy to fill out and return. Include survey form with each job.

'Have better applicant pool for open positions. Ensure Pay equity of Parking and Transportation staff.'

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Parking
Time Frame: FY 04/05 through 05/06

Actions taken for 2004-2005:

Internally updating esential job function for each position.

Evidence of Progress for 2004-2005:

Completion of review by Human Resources.

Activities planned for 2005-2006:

Review positions with Human Resources.

☒ ´identify like functions and look for increased effeciencies. Internal Growth´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Natatorium
Time Frame: late FY´04

Actions taken for 2004-2005:

- preliminary meetings with HRA
- discussions with accountant

Evidence of Progress for 2004-2005:

increased productivity

Activities planned for 2005-2006:

- create customer service position
- re evaluate current positions for shuffling

☒ ´Increase sponsorship sales by pulling out sales component. identify means of funding sports sub objective: fill vacant sports marketing position ´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Natatorium
Time Frame: Immediately

Actions taken for 2004-2005:

reconstruct current job as two. One to pursue ´in house´ (nat/track/tennis) everyday promotion duties and one to ´sell´ inventory for a larger group encompassing athletics

inventory for a larger group encompassing athletics

Evidence of Progress for 2004-2005:

Increased revenue dollars for all sports groups from sponsorship sales

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Activities planned for 2005-2006:

create target groups and solicite sales for not only nat/track but also tennis and athletics.

'Internal Growth sub objective: Balanced Scorecard'

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Natatorium
Time Frame: currently - ongoing

Actions taken for 2004-2005:

- monthly meetings
- reports given in bi weekly staff meeting

Evidence of Progress for 2004-2005:

BSC becomes part of everyday thinking as opposed to an exercise we report on monthly

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Activities planned for 2005-2006:

BSC committee gathering more often, include refreshments in meetings

Add several vending machines on campus. Explore non-consumable items that can be

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Food Service
Time Frame: Third quarter, FY2005.

Actions taken for 2004-2005:

Partnered with Bookstore to select and purchase items.

Evidence of Progress for 2004-2005:

How well these non-consumable items sell.

Activities planned for 2005-2006:

Determine what items can be easily vended and would be attractive to students, staff and faculty to purchase.

All Conference Managers will obtain Certified Meeting Planner designation

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Conf Center
Time Frame: FY2003 and ongoing

Actions taken for 2004-2005:

One received certification, one completed course-work

Evidence of Progress for 2004-2005:

Completed for 2 managers

Activities planned for 2005-2006:

Will continue to offer

Comprehensive training program for Conference Center Managers

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

Actions taken for 2004-2005:

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 2004-2005:

Customer satisfaction surveys

Activities planned for 2005-2006:

Implement training procedures

☒ Continued growth and expansion of JagPerks program (formerly known as University Discounts).

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: JagTag
Time Frame: On-Going.

Actions taken for 2004-2005:

Reviewed current contracts and preparing to send renewals and sending contracts to newly targeted vendors.

Evidence of Progress for 2004-2005:

Number of vendors signing up for the discount program.

Activities planned for 2005-2006:

Expand the number of vendors currently offering discounts by targeting new ones. We will target food vendors at 10th/Indiana Avenue to sign on board.

☒ Create avenues for parental involvement within the Center for Young Children 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 ongoing

Actions taken for 2004-2005:

Parent committees identified

Evidence of Progress for 2004-2005:

Goals identified within the 5-Year Strategic Plan met

Activities planned for 2005-2006:

Enhance communication between parents and Center, increase parental involvement in committee work, enhance parental support within the Center

☒ 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 on-going

Actions taken for 2004-2005:

Internal process for dealing with University Architect´´s Office on warranty issues has been developed. RI- 2 and BRTC occupants received a "move-in" brochure. Done informally for IC/TC. Needs more formalization.

Evidence of Progress for 2004-2005:

Customers will be satisfied with new facility occupancy

Activities planned for 2005-2006:

Further develop written document and web document in collaboration with UAO.

Develop and implement an effective marketing and development plan as identified in the 5-Year Strategic Plan
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: 2003/2004 and on-going

Actions taken for 2004-2005:

update marketing materials

Evidence of Progress for 2004-2005:

Goals identified within the 5-Year Strategic Plan met

Activities planned for 2005-2006:

review and update current marketing materials, create a signature fund raising event, enhance Center´s web page, hire a marketing and fundraising coordinator

Develop quality control (QC) protocols for all CFS divisions
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY2002 and on-going

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

Reliable, documented conditions. Employee accountability

Activities planned for 2005-2006:

Maintenance will develop strategy for Q.C.

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 2004-2005:

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

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Evidence of Progress for 2004-2005:

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

Activities planned for 2005-2006:

Assess and document customers´´ operational hours and specific needs

Development of University Wide Waste Disposal Guidelines

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: FY2001 and FY2002

Actions taken for 2004-2005:

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

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Evidence of Progress for 2004-2005:

Accurate waste disposal processes

Activities planned for 2005-2006:

Will finalize document and distribute to University committee

Establish/setup customer service training for all Bookstore employees - implement training

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: None
Time Frame: FY 2004

Actions taken for 2004-2005:

Coordinate training

Evidence of Progress for 2004-2005:

Percent complete 100%

Activities planned for 2005-2006:

Schedule training

Expanded use of digital technology for conferences

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Conf Center
Time Frame: FY2001 - On-going

Actions taken for 2004-2005:

Have expanded the use of digital technology in the Conference Center

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Evidence of Progress for 2004-2005:

Customer satisfaction with improved technology

Activities planned for 2005-2006:

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

Further develop technology use throughout the Center as identified within the 5-Year Strategic Plan

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: 2003/2004 and on-going

Actions taken for 2004-2005:

Computers for each teacher and in staff lounge, more use of E-mail for communication, network printer for teachers

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Evidence of Progress for 2004-2005:

Goals identified within the 5-Year Stratgic Plan met

Activities planned for 2005-2006:

Provide professional development for teachers focused at using technology in the classroom for record keeping, and portfolios, investigate ways children can use technology, develop web page for each classroom, electronic sign-in for parents, enhanced building security to include panic button, security cameras, and palm readers at entrances

Have 100% of all textbooks in stores at beginning of the semester

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

Actions taken for 2004-2005:

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 2004-2005:

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

---

Activities planned for 2005-2006:

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

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

comprehensive customer satisfaction measurement program

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

Actions taken for 2004-2005:

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 regarding renewal of Aramark contract and then review CFS approach to customer service, including assessment of satisfaction .

Evidence of Progress for 2004-2005:

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 2005-2006:

Will try "kiosk" assessment methodology. Will also review departmental overall customer service approach.

Improve Security in Research Facilities.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: One year

Actions taken for 2004-2005:

Establish Research Security Specialist Position.

Evidence of Progress for 2004-2005:

Request for assistance in meeting security requirements.

Activities planned for 2005-2006:

Develop Security Committe in School of Medicine. Educate Researchers in security requirements and procedures.

Improve supervision of Police personnel

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

Sub Unit: Police
Time Frame: On-going

Actions taken for 2004-2005:

Development of departmental supervisory training program.

Evidence of Progress for 2004-2005:

More consistent supervision, fewer complaints and disciplinary actions.

Activities planned for 2005-2006:

Series of training sessions with supervisors.

Improve the traffic flow in Cavanaugh´s bookstore - Reengineer Cavanaugh´s bookstore floor layout
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstore
Time Frame: FY 2004

Actions taken for 2004-2005:

Design floor layout

Evidence of Progress for 2004-2005:

Percent complete 100%

Activities planned for 2005-2006:

Remove wall

Improved communication for Special Events to reduce impact on Campus Community.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Police
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

Established committee to review processes for special events and development appropriate notification processes.
Special Events Forms introduced..

Evidence of Progress for 2004-2005:

Adequate notification of Special Events on campus.

Activities planned for 2005-2006:

Will continue to monitor the Special Events on campus to assure continued communication. Require feedback from Event Planners.

Make citation payments available over the web via credit card transactions.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Parking
Time Frame: To be completed in FY04/05.

Actions taken for 2004-2005:

Webpage developement underway with completion in late Fall 2004.

Evidence of Progress for 2004-2005:

When customers are able to pay citations on-line.

Activities planned for 2005-2006:

Update the webpage with the new program.

Promote customer service collaboration and cooperatives across ADFI and other partner departments.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: None
Time Frame: Continuous

Actions taken for 2004-2005:

null

Evidence of Progress for 2004-2005:

Completion of phased releases.

Activities planned for 2005-2006:

OneCard: Ability to place aid credit onto OneCard.
Police Dept: Move of Banking Services within the Police facility, and coordinate and share cost of security surveillance and alarm system.
Childcare: Coordinate and joint mailing of information to students.
Parking: coordinate joint mailings for cost reduction, and expansion of on-line data transmissions.
Payroll: Establish process for payment fo fellowships.
Depositing units: Develop more direct depositing relationships.
Admissions: Transition payment processes to four accepting departments as a result of SIS changes.
Financial Aid: Train staff, transfer line and staff member to Enrollment Services to support frontline services there.
Scholarships: Provide direct posting access.

Promote web-based ACH Payment processing

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

Actions taken for 2004-2005:

Have moved from WebACH to QuikPAY for electronic check presentment. Have advertised and received payments through QuikPAY and removed WebACH capability. Helped develop the reconciliation process for other campuses.

Evidence of Progress for 2004-2005:

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

Activities planned for 2005-2006:

Respond to questions from customers for all campuses via email through "qp contact us". Help with the development of QP for credit card usage in preparation of pay-by-phone downgrade.

Provide prospective customers with clear, concise information about University Place

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Conf Center
Time Frame: FY 2004

Actions taken for 2004-2005:

Begin redesign of UP web site

Evidence of Progress for 2004-2005:

Ease of navigation and use

Activities planned for 2005-2006:

Complete web site redesign and be full operational

☒ Provide research based curriculum that is age, individually, and culturally appropriate 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 2004-2005:

added Spanish to the daily classroom activities

Evidence of Progress for 2004-2005:

Goals identified within the 5-Year Strategic Plan met

Activities planned for 2005-2006:

Review current curriculum and explore the possibilities of additional extra-curricular activites

☒ 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 2004-2005:

staff engages in ongoing professional development

Evidence of Progress for 2004-2005:

Goals identified within the 5-Year Strategic Plan met

Activities planned for 2005-2006:

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

Reduce cycle time to fill vacant positions. Review background check process.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: HRA
Time Frame: FY2004 and on-going

Actions taken for 2004-2005:

Reviewed processes and reduced the total average time to fill vacant positions.

Evidence of Progress for 2004-2005:

Total Cycle times for filling positions.

Activities planned for 2005-2006:

Will continue to review processes to decrease fill times. Flow-chart the background check process.

Review of Campus Emergency Phones for remote monitoring

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Police
Time Frame: FY2002

Actions taken for 2004-2005:

Reviewing hardware for compatibility issues.

Evidence of Progress for 2004-2005:

Reduced downtime for emergency phones

Activities planned for 2005-2006:

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

Purchase Software to insure all phones work reliably.

To complete inventories for the RCs that are due this year

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

Actions taken for 2004-2005:

Identified RC´s and began running reports

Evidence of Progress for 2004-2005:

Inventory Certification form signed by RC Fiscal Officer

Activities planned for 2005-2006:

To work with RC´s to find and update all of their capital assets

To redesign and reorganize campus mail delivery process - to enhance service level standards via customer service expectations, times standards, and feedback.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CDPM
Time Frame: October 4, 2004 (On-going)

Actions taken for 2004-2005:

Reorganized and restructured mail operation through benchmarking efforts, process improvement and cost analysis.

Evidence of Progress for 2004-2005:

Cost Balance and process improvement.

Activities planned for 2005-2006:

Develop a Feasibility Study to include cost analysis, process analysis, cost balance, and benchmarking criteria of "like" organizations/operations to identify operational and technological efficiencies.

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: FY2002 and on-going

Actions taken for 2004-2005:

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

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Evidence of Progress for 2004-2005:

Classroom conditions will be reliably improved

Activities planned for 2005-2006:

Fully implement system to inspect/document classoroom conditions and set ups. Review scheduling software with Registrar´s Office to determine best system for documentation.

3. Promote IUPUI identity

´EHS_: Improve campus recycling efforts to promote IUPUI as a leader in the area of recycling to the community at large´
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: EHS_
Time Frame: FY 2005-06

Actions taken for 2004-2005:

Utilize $50,000 grant received from IDEM to improve recycling containers on campus and increase educational efforts

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Evidence of Progress for 2004-2005:

An increase in amount of waste recycled

Activities planned for 2005-2006:

Continue to educate campus about the importance of recycling and monitor amounts of waste being recycled

´Rebirth of the sales/marketing effort.´
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Conf Center
Time Frame: FY 2004-05.

Actions taken for 2004-2005:

All listed activities are on-going.

Evidence of Progress for 2004-2005:

Slight uptick in bookings for 2005.

Activities planned for 2005-2006:

New sales managers will train/work with seasoned conference managers. Prospect former customers; set specific goals for weekly number of contacts and site visits.

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 2004-2005:

Identify target areas for student employment.

Evidence of Progress for 2004-2005:

Increase in the number of student employees.

Activities planned for 2005-2006:

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

Develop effective marketing plan to ensure that 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 2004-2005:

Identified key areas of service.

Evidence of Progress for 2004-2005:

Greater awareness and utilization of HR consulting services.

Activities planned for 2005-2006:

Collaborate with Communication & Marketing to develop theme/materials.

Develop external training capability

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

Actions taken for 2004-2005:

Starting to attract nationally known presenter to campus for police training sessions.
Presentation of initial programs.

Evidence of Progress for 2004-2005:

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

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Activities planned for 2005-2006:

Initial sessions will deal with handling critical incidents, domestic violence prevention and police interview techniques.
Increase number of programs.

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 2004-2005:

Implement first phase of HRMS and Benefits Administration module.

Evidence of Progress for 2004-2005:

Faculty and staff having ability to make changes to benefits online

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

Activities planned for 2005-2006:

With phase two (2004-2005) pursue self-service module. Collaborate with UHRS to improve self-service.

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

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

Actions taken for 2004-2005:

Collected some data manually. Developed protocols. Managers have been trained on MMS PM module and have developed pm programs for equipment, sidewalks, signage, drains and chemical inventory. Met with consultant to discuss tree maintenance program for trees in Ball/Rotary Greenway.

Evidence of Progress for 2004-2005:

IUPUI curb appeal will be enhanced by better maintenanceof landscape features and the equipment used to maintain them.

Activities planned for 2005-2006:

Unique identification #s for signs and sidewalks sections are being developed now that the landscape layer of CAD has been developed. MMS will be used to track.

Increase awareness of Employee Benefits.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: HRA
Time Frame: FY2004 and on-going

Actions taken for 2004-2005:

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

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Evidence of Progress for 2004-2005:

Awareness of employee benefit programs

Activities planned for 2005-2006:

Will continue to market employee benefits to attract and retain employees

Increased usage of Jagtag.

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

Actions taken for 2004-2005:

Implemented Merchant of the Month. Partnered with Jags Bookstore to create the Jagtag Featured Item of the Month. Jagtag now has calling card capability. McDonald´s, Ginas Coffee & Tea Co, DS Patient Services and IKON now on board.

Evidence of Progress for 2004-2005:

Number of Jagtag transactions and the number of vendors accepting the Jagtag as a form of payment increase. Number of vending readers on-line. Number of new partnerships created. Number of new usages for the card.

Activities planned for 2005-2006:

Continued joint promotions between Jagtag and other merchants to offer discounts to Jagtag users. Survey customers for new and innovative uses for Jagtag. Ensure Jagtag is widely accepted by identifying venues left on and off campus not yet accepting Jagtag.

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: Police
Time Frame: FY2002-03

Actions taken for 2004-2005:

Departmental personnel participating in a variety of regional police endeavors

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Evidence of Progress for 2004-2005:

External recognition

Activities planned for 2005-2006:

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

Physical relocation of Police Department

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Police
Time Frame: FY2002-3

Actions taken for 2004-2005:

Preplan for design of occupancy. Preplan completed and approved.

Evidence of Progress for 2004-2005:

Completion of move.

Activities planned for 2005-2006:

Staged movement of daily and 24 hour operations. Development ofnew dipatch center and ancillary service area. Construction of new Dispatch Center - physical relocation of Department.

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: Conf Center
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

Market University Place Conference Center to IU and Purdue planners

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Evidence of Progress for 2004-2005:

Number of conferences booked from these institutions

Activities planned for 2005-2006:

Continue to make contacts with IU and Purdue planners

Send Conference Center staff to market in "feeder cities" in Great Lakes area cities

Campus Planning Theme: Best Practices
Secondary Goals:

Sub Unit: Conf Center
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

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

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Evidence of Progress for 2004-2005:

Number of conferences booked from these areas

Activities planned for 2005-2006:

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

4. Development of Facilities for IUPUI

´EHS_: 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: EHS_
Time Frame: FY2005-06 and on-going

Actions taken for 2004-2005:

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 2004-2005:

Increased department funding for environmental health and safety services

---

Activities planned for 2005-2006:

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

´Investigate Options for securing facilities audit´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: 2004-2006

Actions taken for 2004-2005:

None

Evidence of Progress for 2004-2005:

An automated facilities´ audit is complete and the amount and nature of campus deferred maintenance is understood and managed effectively.

Activities planned for 2005-2006:

Gather data. Get prices

'Reconfigure warehouse storage space and racks - Reengineer Warehouse storage space ´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstore
Time Frame: FY 2004

Actions taken for 2004-2005:

Design floor layout

Evidence of Progress for 2004-2005:

100%

Activities planned for 2005-2006:

Add shelving

Adequate funding model for utilities for facilities

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

Review of projected expenses – increased awareness of conservation efforts. Increased fund balance which can serve as utility reserve.

Evidence of Progress for 2004-2005:

Utilities funding is stable. Variances do not jeopardize operating priorities associated with either maintaining campus facilities or other campus operating priorities.

Activities planned for 2005-2006:

Monitor of budget to actual variances and continue to enhance fund balance.

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 2004-2005:

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

Evidence of Progress for 2004-2005:

Increased satisfaction in student and staff surveys.

Activities planned for 2005-2006:

Construction completion and assume control of Barnhill Parking Garage.

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

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Conf Center
Time Frame: FY2001 and ongoing

Actions taken for 2004-2005:

Bi-annual refurbishing

Evidence of Progress for 2004-2005:

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

Activities planned for 2005-2006:

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

Design/establish/setup a C-store in the new student housing building - Implement new C-store

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstore
Time Frame: FY 2004

Actions taken for 2004-2005:

Design C-store layout

Evidence of Progress for 2004-2005:

100%

Activities planned for 2005-2006:

Develop blueprints

Develop internal benchmark indicators for building operation performance

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

Actions taken for 2004-2005:

Building Services benchmarks have been established. Utilities benchmarks have been established.

Evidence of Progress for 2004-2005:

Data will be available for evaluating building operational performance

---

Activities planned for 2005-2006:

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

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

campus community

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: Fy2002 and on-going

Actions taken for 2004-2005:

Implemented many energy savings projects. Developed draft energy policy and plan. Developed estimate for meter installation program and installed a few meters as budget was available. Revised building operating cost data with estimates of energy useasge where meter data is not available and submitted data for use with indirect cost negotiations.

Evidence of Progress for 2004-2005:

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

---

Activities planned for 2005-2006:

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

New Building Project support

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

Success of building projects

Activities planned for 2005-2006:

Will continue to assist with building projects

Partner with UAO to develop architectural/engineering consultant review process

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

Time Frame: FY2002 and on-going

Actions taken for 2004-2005:

Informal discussions have occured.

Evidence of Progress for 2004-2005:

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

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Activities planned for 2005-2006:

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: FY2002 and on-going

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

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

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Activities planned for 2005-2006:

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

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: EHS
Time Frame: FY2004-05 and on-going

Actions taken for 2004-2005:

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 2004-2005:

Increased department funding for environmental health and safety services

---

Activities planned for 2005-2006:

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

Secure Plant Expansion funding for University Facilities

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

Adequate plant expansion funding for operating new buildings.

Activities planned for 2005-2006:

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

Student Center Mail Facility-test

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

Actions taken for 2004-2005:

Work has been done on the floor plan design.

Evidence of Progress for 2004-2005:

Mail facility operational in Student Center

Activities planned for 2005-2006:

Worked with the designer on floor plans

5. Increased collaboration within IUPUI and with community

´Assist IKON with sales and marketing opportunities.´

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

Actions taken for 2004-2005:

Various departments and schools have had a presentation and other depts./schools will be scheduled (i.e., addressing UP Conference Center sales/planning managers in November). Flyer being designed to give customers when job is delivered.

Evidence of Progress for 2004-2005:

Increase in sales

Activities planned for 2005-2006:

Department, school presentations; brochures and flyers to acquaint campus with IKON services.

´collaboration with other IUPUI departments sub objective: communicate campus wellness opportunities´

Campus Planning Theme: Best Practices, Campus Climate for Diversity
Secondary Goals:
Sub Unit: Natatorium
Time Frame: ongoing - current

Actions taken for 2004-2005:

- HRA, has promoted sample aquatic fitness classes to the campus population
- rec sports and sport complex cross promote one another

Evidence of Progress for 2004-2005:

increased enrollment in classes. the need for additional classes.

increased calls /inquiries regarding ´wellness´ opportunities

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Activities planned for 2005-2006:

-sample classes, lectures given

´collaboration with other IUPUI departments sub objective: create on going relationship with Herron School of Art´

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: Natatorium
Time Frame: currently in progress

Actions taken for 2004-2005:

- summer ´04 IUPUI Sport Complex Summer Camp and Herron Art Camps will combine forces
- Herron students are creating camp brochures as a student

Evidence of Progress for 2004-2005:

-increased revenue in both camps
-increased exposure for both

Activities planned for 2005-2006:

- partner on summer camps
- utilize student talents
- partner on special events

´collaboration with other IUPUI departments sub objective: encourage contacts to utilize upcc´

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: Natatorium
Time Frame: current - ongoing

Actions taken for 2004-2005:

- always list upcc first and vocalize the benefits to the close proximity
- remember upcc in conversations with associations that may consider Indianapolis for conferences
- take upcc info along when displaying
- partner with upcc when appropriate at trade shows

Evidence of Progress for 2004-2005:

increased sports traffic at upcc

Activities planned for 2005-2006:

notify upcc of any potential business continue to promote upcc

☒ ´Complete campuswide training assessment.´

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

Actions taken for 2004-2005:

Review 2003 staff survey, PCPD and training needs assessment.

Evidence of Progress for 2004-2005:

Comprehensive training needs assessment serves as foundation for campuswide training and development plan.

Activities planned for 2005-2006:

Gather data from staff survey, PCPD and other sources to assess needs; create process for conducting additional needs assessment with stakeholders.

☒ ´Create and build partnerships within ADFI, other university departments and third-party merchants to help achieve shared goals.´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: JagTag
Time Frame: On-Going.

Actions taken for 2004-2005:

Chartwells has been our Merchant of the Month; We´ve contacted other merchants/departments to be future Merchants of the Month. Several merchants/departments have been our Merchant of the Month more than once.

Evidence of Progress for 2004-2005:

Partnering with departments for cost-sharing of home mailers; Promotions offered to customers. More readers are installed on vending machines in buildings where none currently exist.

Activities planned for 2005-2006:

Continuing partnering with JagsBookstores on the Jagtag Featured item of the Month program; Work more closely with Chartwells Food Company for joint promotions and exanded card usage in each of their locations. Continue building Merchant of the Month program by partnering with a different vendor each month. Work with Food Services to install readers on additional vending machines.

☒ 'Decrease costs while increasing productivity. Collaboration with other IUPUI departments sub objective: further development of staff / resource sharing '

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Natatorium
Time Frame: current

Actions taken for 2004-2005:

Held organizational meeting. Next step will be to bring in decision makers to review.

Evidence of Progress for 2004-2005:

increased sales for all areas involved.

Activities planned for 2005-2006:

further discussion on possibly sharing a sales position with Intercollegiate Athletics.

☒ 'Develop a business relationship with IUPUI Community Learning Network (CLN) to provide their textbooks. The CLN Continuing Studies Noncredit Programs operates the largest continuing education program in Indiana. Each year CLN provides more than 900 continuing education classes and serves over 11,000 learners in central Indiana. '

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstore
Time Frame: Fiscal year 2004-2005

Actions taken for 2004-2005:

Define business opportunities, risks and benefits
Develop marketing and business operation plans
Initiate meetings

Evidence of Progress for 2004-2005:

Completion of business case document
Completion of marketing and business operations plan document

Conducted meetings

Activities planned for 2005-2006:

Work with the Dean of the CLN programs on developing business relationships that support the needs of the CLN and IUPUI.

'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 2004-2005:

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

Evidence of Progress for 2004-2005:

A masters certificate program is developed and ready for implementation for fall 2005.

Activities planned for 2005-2006:

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

'Develop opportunities to cross market/promote goods and services with Food Services, Athletics, Parking Services, JagTag, University Library and Academic Departments.'

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Bookstore
Time Frame: Fiscal 2004-2005

Actions taken for 2004-2005:

Participate in meetings with other departments to facilitate and promote cross selling opportunities.

Evidence of Progress for 2004-2005:

Completion of marketing materials
Completion of scheduling meetings with other departments
Completion of implementation of developed cross selling opportunities

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Activities planned for 2005-2006:

Continue to work with other departments to seek opportunities to promote and enhance sales/revenue through cross marketing of goods and services.

'Develop training series certificate program for PA non-supervisory staff.'

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: HRA
Time Frame: FY 2004 and ongoing

Actions taken for 2004-2005:

Pilot a version of the program with Staff Council via monthly meetings.

Evidence of Progress for 2004-2005:

A training series is developed and ready for implementation for Fall 2005.

Activities planned for 2005-2006:

Research and identify topics relevant to professional non-supervisory roles. Pilot several programs and obtain feedback.

'EHS_: Ensure research compliance with the Patriot Act'

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: EHS_
Time Frame: FY 2005-06 and on-going

Actions taken for 2004-2005:

Obtain lists from research community regarding biological agents used

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Evidence of Progress for 2004-2005:

Implementation of the above.

Activities planned for 2005-2006:

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

´EHS_: Implement system of emergency radios for departments to receive Public Safety announcements ´

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: EHS_
Time Frame: FY2005-06 and on-ongoing

Actions taken for 2004-2005:

Provide information to departments and sell/furnish radios to departments

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Evidence of Progress for 2004-2005:

System of emergency radios continue to be purchased by departments and receiving emergency broadcasts.

Activities planned for 2005-2006:

Continue to provide information to departments and sell/furnish radios to departments

´EHS_: Provide lab safety inspections to ensure safety and to ensure that NIH requirements are met ´

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: EHS_
Time Frame: FY2005-06 and on-going

Actions taken for 2004-2005:

Provide lab inspections to University departments

Evidence of Progress for 2004-2005:

Continued NIH funding

Activities planned for 2005-2006:

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

´EHS_: Review of research proposals involving animals ´

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: EHS_
Time Frame: FY2005-06 and on-ongoing

Actions taken for 2004-2005:

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

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Evidence of Progress for 2004-2005:

Lack of problems with animal research facilities

Activities planned for 2005-2006:

Continue to provide review for research proposals

☒ 'EHS_: Serve as environmental health technical advisors to Clarian Health, Indiana State Department of Health, Wishard, Veterans Affairs Medical Center, and Indiana University Emerging Technologies Center '

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: EHS_
Time Frame: FY2005-06 and on-ongoing

Actions taken for 2004-2005:

Provide technical knowledge to other institutions

Evidence of Progress for 2004-2005:

Increased environmental awareness within the community

Activities planned for 2005-2006:

Continue to provide technical assistance as required

☒ 'EHS_: Work to improve construction and renovation processes related to environmental health and safety issues'

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: EHS
Time Frame: FY2005-06 and on-ongoing

Actions taken for 2004-2005:

Finalize construction materials developed in FY 2004-05 and implement the program. Continue to attend contruction related meetings and provide input

Evidence of Progress for 2004-2005:

Increased environmental health and safety awareness within the community

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Activities planned for 2005-2006:

Create policies to help improve efficiency of processes

'Expand our availability and services to regional bursars on their collection needs.'

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: On going

Actions taken for 2004-2005:

Reminding bursars of our presense

Evidence of Progress for 2004-2005:

Continuation

Activities planned for 2005-2006:

Continue to assist bursars in all collections aspects

'Identify cultural connection for grant opportunities. Identify means of funding sports sub objective: special events'

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: Natatorium
Time Frame: beginning end of FY04

Actions taken for 2004-2005:

relationship already established with Herron (see next goal) on other subjects

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Evidence of Progress for 2004-2005:

- receive grant money
- increased exposure for the campus and specifically Herron

Activities planned for 2005-2006:

Herron School of Art connection with special events

☒ ´increase quantity of exposures through sharing booth space. collaboration with other IUPUI departments sub objective: expand outreach potential through partnerships´

Campus Planning Theme: Best Practices, Campus Climate for Diversity
Secondary Goals:
Sub Unit: Natatorium
Time Frame: Currently ongoing

Actions taken for 2004-2005:

In ´04 have shared space at six different events. Will be meeting this month to look at ´05 opportunities.

Evidence of Progress for 2004-2005:

Increased customer base, calls, and web site hits.

Activities planned for 2005-2006:

share booth space at community events such as Circlefest, 500 Festival Kids Day, HRA Health & Benefits Fair, etc with departments such as IUPUI Communications and Marketing and Recreational Sports.

☒ ´Meet with NIFS officials to discuss the possibility of using their parking lot during some of our larger tournaments.´

Campus Planning Theme: Best Practices, Civic Engagement
Secondary Goals:
Sub Unit: Tennis Center
Time Frame: Start 2005

Actions taken for 2004-2005:

Evidence of Progress for 2004-2005:

Activities planned for 2005-2006:

Set up a meeting with NIFS Director of Parking Services.

☒ ´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 2004-2005:

Revamped Diversity Awareness workshops and continually offer. Actively engage in Diversity Corps.

Evidence of Progress for 2004-2005:

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

Activities planned for 2005-2006:

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

'Work to improve construction and renovation processes related to environmental health and safety issues'

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: EHS
Time Frame: FY2004-05 and on-going

Actions taken for 2004-2005:

Continue to attend contruction related meetings and provide input

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Evidence of Progress for 2004-2005:

Increased environemntal health and safety awareness within the community

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Activities planned for 2005-2006:

Create policies to help improve efficiency of processes

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: FY2004-05

Actions taken for 2004-2005:

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.

Evidence of Progress for 2004-2005:

Data accumulated, entities'' responsibilities outlined and legal requirements fulfilled

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Activities planned for 2005-2006:

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

Collaborate with University Library Archives to develop combined drawing database.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: CFS
Time Frame: fy2004- 2005

Actions taken for 2004-2005:

Have shared drawings. Archives database cleaned up. Developed one database with search capabilities. Next step is for database to be put on the web

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Evidence of Progress for 2004-2005:

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

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Activities planned for 2005-2006:

Implement internet access to database.

Ensure research compliance with the Patriot Act

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: EHS
Time Frame: FY 2004-05 and on-going

Actions taken for 2004-2005:

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

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Evidence of Progress for 2004-2005:

Implementation of the above.

Activities planned for 2005-2006:

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

Explore ways to imporve our commitment to serving our customers and departments.

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: FY 2004 and on-going

Actions taken for 2004-2005:

Listen to customers, discuss with other universities.

Evidence of Progress for 2004-2005:

Quick and accurate collections of debts for customers.

Activities planned for 2005-2006:

null

Implement system of emergency radios for departments to receive Public Safety announcements

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: EHS
Time Frame: FY2004-05 and on-ongoing

Actions taken for 2004-2005:

Have identified a system used at another campus as a model

Evidence of Progress for 2004-2005:

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

Activities planned for 2005-2006:

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

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 2004-2005:

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

Evidence of Progress for 2004-2005:

Campus units take advantage of OD facilitation for accelerated process improvement.

Activities planned for 2005-2006:

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

Increase the number and type of events at the IUPUI Sport Complex

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Natatorium
Time Frame: On-going

Actions taken for 2004-2005:

Synchronized swimming event coming in June, 04; Bid on other events such as water polo, lacrosse; new streams of revenue through facilities

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Evidence of Progress for 2004-2005:

When bids are awarded to our facilities

Activities planned for 2005-2006:

Bid for '07 Track & Field Championships; attend Teams 2003 Event Conference in Nov. 2003; research new event opportunities

Involve National Art Museum of Sport with surrounding cultural institutions

Campus Planning Theme: Civic Engagement

Secondary Goals:
Sub Unit: Conf Center
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

Continue to pursue activities to collaborate with surrounding institutions

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Evidence of Progress for 2004-2005:

Increased events and projects

Activities planned for 2005-2006:

Cohost w/NCAA the annual Internal Association of Sports Museums and Halls of Fame in 10/03

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 2004 and beyond

Actions taken for 2004-2005:

Information of our availability.

Evidence of Progress for 2004-2005:

More department contracts.

Activities planned for 2005-2006:

null

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 2004-2005:

Participate in Diversity meetings and professional development events

Participate in Diversity meetings and professional development events.

Evidence of Progress for 2004-2005:

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

Activities planned for 2005-2006:

Continue to participate in Central Indiana committees.

Partner with Clarian to improve outside appearance of University and Riley

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: CFS
Time Frame: FY2002 and on-going

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

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

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Activities planned for 2005-2006:

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

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: CFS
Time Frame: fy2002 and ongoing

Actions taken for 2004-2005:

Meetings held. School of Medicine will centralize payment of building-related charges that are not covered by Building Maintenance. Had discussions with School of Medicine regarding CFS´ provision of an equipment technician. Developed list of maintenance items in conjunction with SOM Facilities. Discussed options for providing painting services more cheaply and more quickly.

Evidence of Progress for 2004-2005:

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

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Activities planned for 2005-2006:

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

Promote increased activity with minority vendors

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit: Purchasing
Time Frame: FY2001 and on-going

Actions taken for 2004-2005:

Promote increased activity with minority vendors to achieve University goals; sponsored technology training sessions for minority vendors to learn small business apps. sponsored seminars for MBE and WBEs and Historically Underutilized Small Business´s

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Evidence of Progress for 2004-2005:

Increased minority vendor purchases by 10% in FY2002

Activities planned for 2005-2006:

Continue to discuss and promote minority opportunities with departments.

Promote redistribution of University surplus property

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Purchasing
Time Frame: FY 2001 and on-going

Actions taken for 2004-2005:

Marketing and holding weekly open house events at the warehouse for campus departments. Utilizing listservs to advertise items available

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Evidence of Progress for 2004-2005:

Over $3m of assets were redistributed

Activities planned for 2005-2006:

Continue to expand redistribution efforts to maximize the utilization of University assets by improving the warehouse display area for more effective viewing and presentation of items. Setting up functional computer systems for testing and preview; establishing a web folio of items on hand.

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: EHS
Time Frame: FY2004-05 and on-going

Actions taken for 2004-2005:

Provide lab inspections to University departments

Evidence of Progress for 2004-2005:

Continued NIH funding

Activities planned for 2005-2006:

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

Provide learning opportunites for students.

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

Actions taken for 2004-2005:

Hired student interns. 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 Building Construction Technology classes. Asst. VC spoke at for-credt class on leadership. Transferred Grounds employee who is in school to learn Human Resources Management to work with CFS Human Resources during the winter season.

Evidence of Progress for 2004-2005:

Energy audits of campus buildings result in the identification of energy-saving opportunities. Students who are employed engage in hands-on learning and have higher school retention rates than students who do not work on campus. CFS staff will be sought out for their expertise for campus one-time teaching needs

will be sought out for their expertise for campus one-time teaching needs.

Activities planned for 2005-2006:

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

Review of collection activities for University

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: Delinquent Acct Services
Time Frame: Fy2001 and on-going

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

Increased collection activities

Activities planned for 2005-2006:

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

Review of research proposals involving animals

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: EHS
Time Frame: FY2004-05 and on-going

Actions taken for 2004-2005:

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

---

Evidence of Progress for 2004-2005:

Lack of problems with animal research facilities

Activities planned for 2005-2006:

Continue to provide review for research proposals

☒ Secure funding for a synthetic soccer field to provide a home field for IUPUI and to increase the number of events/opportunities at the Stadium

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Natatorium
Time Frame: FY 2003/04

Actions taken for 2004-2005:

Researched companies; Met with IUPUI Athletics and IUPUI Administration and Campus Facility Services

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Evidence of Progress for 2004-2005:

When field is installed

Activities planned for 2005-2006:

Continue to discuss with IUPUI Athletics and IUPUI Administration and Campus Facility Services

☒ Serve as a collaborative partner for campus community initiatives

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: CFS
Time Frame: FY 2002 and on-going

Actions taken for 2004-2005:

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 2004-2005:

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

Activities planned for 2005-2006:

Continued support.

☒ 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: EHS
Time Frame: FY2004-05 and on-going

Actions taken for 2004-2005:

Provide technical knowledge to other institutions

Evidence of Progress for 2004-2005:

Increased environmental awareness within the community

Activities planned for 2005-2006:

Continue to provide technical assistance as required

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 ongoing

Actions taken for 2004-2005:

Comment cards; department and school visits and presentations

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Evidence of Progress for 2004-2005:

Monthly review of survey results

Activities planned for 2005-2006:

Focus groups with students and staff; expansion of comment cards

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:
Sub Unit: Purchasing
Time Frame: FY 2002 and on going

Actions taken for 2004-2005:

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

Evidence of Progress for 2004-2005:

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 2005-2006:

Continued training seminars - 6 months

Fiscal Health

*** Fiscal health report for 2005-06 is attached as PDF file.***

Reallocation Plan

Other Question(s)

Doubling goals. **In what ways has and will your responsibility center contribute to the Chancellor´s doubling goals for enrollment (retention and graduation rates and degree conferrals), research and scholarship (grants and contracts), and civic engagement (service learning, internships, community collaborations)?**

Diversity. **What actions have you taken and what results have you achieved in diversifying your student body (particularly in improving the success rates of minority students) and your faculty and staff?**

Campus coordination and cooperation. **Are you willing to work with an adjudicative group in resolving conflicts in course and program offerings in the spirit of reducing campus duplication and overlap? If so, what forum or format would be most helpful to you? Please cite examples of your cooperation with other units in resolving such conflicts.**

4) What actions have you taken to promote the retention of all students, and in particular, individuals who would diversify the student body, e.g., ethnic, racial, and gender minorities?

5) What uses are you making of the student technology fee?