Mission

Mission:
The mission of Indiana University-Purdue University Columbus is to provide the educational leadership and resources of teaching and learning, scholarship, and civic engagement needed to enhance the economic opportunities, enrich the intellectual and cultural environment, and improve the quality of life of the individuals and communities in south central Indiana.

Vision:
Indiana University-Purdue University Columbus will create a world-class, small city regional university tailored to regional strengths and economic development priorities. The university will educate and retain an advanced workforce and thoughtful, diverse, and committed citizenry to build a stronger future for south central Indiana.

Strategies:
The vision of Indiana University-Purdue University Columbus is to be a world-class model of regional higher education serving the needs of south central Indiana. This model combines the unique strengths of IU, Purdue, and our educational partners to deliver with excellence a portfolio of undergraduate, graduate and continuing education programs tailored to the diverse needs of our citizens and communities. IUPUC will continue to provide access to higher education in a collaborative teaching/learning environment that facilitates the open exchange of ideas and values, research, scholarship and creative activity, and community partnerships.

1. Educational service: Indiana University-Purdue University Columbus will deliver with excellence a portfolio of Indiana University and Purdue University undergraduate, graduate, and continuing education programs tailored to the needs of south central Indiana in a receptive teaching/learning environment, conducted in an atmosphere of concerned moral inquiry, that facilitates the open exchange of ideas, research, scholarship, creative activity, and community partnerships.

2. Educational support: Given the low educational attainment in south central Indiana, Indiana University-Purdue University Columbus serves many first generation college students. Hence, our commitment to providing superior support for such students begins with communications about the reasons to pursue a baccalaureate degree and continues into recruitment and onward through admission, financial aid and scholarships, course advising, career counseling, internships, student life and leadership opportunities on campus, placement, and alumni support.

3. Educational partnerships for efficient, effective delivery: IUPUC is an active partner in developing new models of educational alliance amongst Indiana public higher educational institutions. We are committed to continuing our work with the Columbus Education Coalition, Ivy Tech Community College-Columbus, and the Purdue University College of Technology-Columbus/Greensburg to increase levels of service to the region and efficiently utilize taxpayer support.

Goals and Objectives

01. Maintain appropriate faculty groups and governance.

1.1. Create and maintain academic division organizational structure that includes six divisions with decision-making authority and budgetary control.

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

Strategic Goals
Activities for 2008-2009

Six academic divisions were created by campus leadership, including Business, Education, Liberal Arts, Nursing, Science, and University College. All academic campus activities have been shifted to appointed Division Heads, including budget management, courses to be offered, hiring of faculty including adjunct faculty, hiring of staff to support the division, compiling reports representing the division, and planning for the future.


Evidence of Progress for 2008-2009:

By assigning students to divisions as early as possible following our restructuring, enrollment growth has been evidenced in those divisions in which there are baccalaureate degree programs that can be completed at IUPUC. Articulation with Ivy Tech Community College continues to increase when appropriate.

2008-09 was another outstanding year for IUPUC with significant accomplishments. Although student credit hours decreased by 69 (-0.4%) in the fall semester due to severe flooding, IUPUC rebounded in the spring semester with a credit hour increase of 6.6% compared to the same period last year. Student headcount also dipped slightly in the fall semester (4 students, 0.3%) but increased by 4.8% in the spring semester.

Activities planned for 2009-2010:

Ongoing

Marwan A. Wafa, Ph.D., was appointed IUPUC’s new Vice Chancellor and Dean and Professor of Business effective September 1, 2009.

1.2. Implement faculty governance structure, including a Faculty Senate.

Campus Planning Theme: Teaching and Learning, Research, Scholarship and Creative Activity, Best Practices, Campus Climate for Diversity, Collaboration

Secondary Goals:

Sub Unit: Faculty Senate

Time Frame:
IUPUC Faculty Senate Web site: http://www.iupuc.edu/facultysenate/.

IUPUC Faculty Senate Constitution and Bylaws were updated in 2008. The revised documents are available at: http://www.iupuc.edu/facultysenate/files/IUPUC%20Constitution%20and%20Bylaws%202008.pdf.

Fall Break policy at IUPUC: A proposal for an October Fall Break was accepted by the IUPUC Faculty Senate, effective Fall 2010. The break will occur on a consecutive Monday and Tuesday in mid-October following the first eight weeks of the term and prior to the second eight weeks of the term. The fall semester will start two days earlier in August, on a Monday rather than a Wednesday. The proposed Fall Break will be considered "non-instruction days" for staff similar to Spring Break; staff wishing to take this time off would use their accrued time for the absence.

The process of identifying peer institutions for IUPUC began using a database of institutional characteristics. In the preliminary analyses, the following institutions were identified: University of Hawaii at Hilo, IU East, IU Kokomo, Purdue North Central, and Ohio University – Southern Campus.

A newly assembled IUPUC Assessment Sub-Committee established preliminary goals: 1) identify current sources of campus assessments, 2) identify assessment needs, and 3) create an assessment footprint/matrix/timeline that will meet the needs of the campus and can be monitored and evaluated.

Budgetary and Resources Policy Committee discussed concerns regarding facilities and determined construction related disruptions are part of a broader problem related to Facilities including both responsiveness and efficiency. An online tracking system was recommended for keeping track of service requests.

Faculty Affairs Committee looked at ways to boost the return rate on evaluations. The student response rate for the Fall 2009 evaluations was 42%. A special task force comprised of members of the Faculty Affairs Committee, PRAC, and the IUPUC Assessment Committee was created to consider revisions to be made to the content of the questions as well as the entire evaluation process.

Evidence of Progress for 2008-2009:

Faculty Senate endorsed the BSN proposal as put forward by the Division of Nursing. There are a number of degree programs in various stages of development that will be action items in the fall.

Faculty Senate endorsed the Division of Education Program Growth Plan Timeline & Fall 2009 courses.

Faculty Senate approved the following campus faculty salary policy: "Each year the Vice Chancellor’s office will determine the amount of money that is available for raises for each division. The Division Heads and Directors, using the staff and faculty annual reviews, will recommend to the Vice Chancellor merit raises for each individual based upon unit standards."

The revision of faculty excellence awards approved in January 2008, including Outstanding Full-time Faculty Research Award, Outstanding Full-Time Faculty Teaching Award, and Outstanding Full-time Faculty Service Award have been implemented and awarded.

Faculty Affairs Committee produced a short video for faculty to show to students in their classes to boost the response rate of student evaluations.
Rate of student evaluations.

Student Affairs Committee: The Faculty Senate unanimously approved the Undergraduate Service Leadership Award protocol as written by this Committee. The Committee’s suggestion to extend weekend library hours for students during exam weeks proved to be very successful and has been instituted as policy for future semesters.

Activities planned for 2009-2010:

**Academic Affairs Committee**
ePortfolio: The Division of Liberal Arts will continue to work on the ePortfolio initiative to involve students in all campus divisions at IUPUC

**Faculty Affairs Committee**
Faculty Online Course Evaluations: The work of the special task force comprised of members of the Faculty Affairs Committee, PRAC, and the IUPUC Assessment Committee will begin.

**Budgetary and Resources Policy Committee (BRPC)**
The BRPC Committee will evaluate the online tracking system to be used for tracking facility issues.

**Student Affairs Committee**
Student retention: The committee will continue to strategize additional ways to increase student retention.

1.3. Develop campus promotion and tenure process.

**Campus Planning Theme:** Teaching and Learning, Research, Scholarship and Creative Activity, Best Practices, Collaboration

**Secondary Goals:**
Sub Unit: Tenured Faculty
Time Frame: Ongoing

Actions taken for 2008-2009:

IUPUC Faculty Senate approved excellence criteria for promotion and tenure in March 2008. Excellence in teaching, research, and service was defined for each of the IUPUC Divisions. The Faculty Affairs Committee worked on the dissemination and implementation of the new criteria and fielded faculty questions.


An extensive Promotion and Tenure workshop, initially conducted in May 2008 by the Promotion and Tenure Committee, was repeated in Spring 2009.
Evidence of Progress for 2008-2009:

Emily Dill, Assistant Librarian, was promoted to Associate Librarian on July 1, 2009.

Faculty are being provided with more information about the promotion and tenure process much earlier in the process.

Activities planned for 2009-2010:

IUPUC’s Promotion and Tenure document guidelines will be reviewed to further define the process.

☑ Create a more diverse full-time faculty using new state funding.

Campus Planning Theme: Teaching and Learning, Best Practices, Campus Climate for Diversity
Secondary Goals:
Sub Unit:
Time Frame: Ongoing

Actions taken for 2008-2009:

In the last biennium budget session, IUPUC was granted a $1.9 million state appropriation for academic programs. This first major state appropriation for IUPUC resulted in eight new full-time faculty members hired at the start of the 2007-08 academic year and eleven new full-time faculty members hired at the start of the 2008-09 academic year (including two visiting faculty whose positions were made permanent). The faculty were hired in areas where new programs were created in years 2001 through 2003, including business, education, nursing, psychology, and the MBA.

The following list represents the new faculty hired at the start of the 2008-09 academic year:

1. Erica Berte, Ph.D., Assistant Professor, Management
2. Junk Kook (JK) Lee, Ph.D., Assistant Professor, Marketing
3. Dia Sekayi, Ph.D., Assistant Professor, Foundations Education
4. Julie Goodspeed-Chadwick, Ph.D., Assistant Professor, English
5. Lisa Sieflker Bailey, Ph.D., Lecturer, English
6. Rebecca Bartlett, M.S.N., Clinical Assistant Professor, Nursing
7. Andrea Gillett, M.S., Lecturer, Mathematics
8. Joan Poulsen, Ph.D., Assistant Professor, Psychology
9. Theresa Bruno, M.L.S., Visiting Assistant Librarian
10. Barbara Hass Jacobus, Ph.D., Lecturer, Biology (converted from visiting appointment)
Evidence of Progress for 2008-2009:

With the addition of a significant number of new full-time faculty, the quality of the programs offered in Columbus will increase. In addition, the new faculty will assist the campus in the accreditation of its professional degree programs. Three of the new faculty hired in August 2008 were from under-represented groups.

Activities planned for 2009-2010:

There are plans to conduct one faculty search in the Division of Liberal Arts to begin August 2010. Unsuccessful faculty searches conducted during the last two years may be reopened during 2009-10, contingent upon funding.

02. Increase the number of academic programs offered by the campus.

2.1. Establish and maintain articulation agreements with IU and Purdue Schools at IUPUI for joint programs.

Campus Planning Theme: Teaching and Learning, Research, Scholarship and Creative Activity, Collaboration
Secondary Goals:
Sub Unit: Administration
Time Frame: Ongoing

Actions taken for 2008-2009:

Articulation agreements are in place to offer joint degree programs in the following Indiana University and Purdue University Schools at IUPUI: engineering, general studies, informatics, labor studies, music, liberal arts, nursing, public and environmental affairs, science, and tourism, conventions, and event management.

A total of 21 Bachelor of Science or Arts degree programs are now available at IUPUC, including the joint programs with IUPUI. The list of programs in which students can apply for admission is available at:
http://www.iupuc.edu/DegreePrograms/.

Evidence of Progress for 2008-2009:

The success of these programs will be assessed in the years to come.

Activities planned for 2009-2010:

We will continue to seek opportunities for articulation.

03. Attract and support a better prepared and a more diverse student population.
3.1. Re-evaluate and redesign the process to interact with high school students.

**Campus Planning Theme:** Teaching and Learning, Best Practices, Campus Climate for Diversity

**Secondary Goals:**

**Sub Unit:**

**Time Frame:** Ongoing

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**Actions taken for 2008-2009:**

IUPUC previously signed Early College Program agreements with two local school corporations, Bartholomew Consolidated School Corporation (BCSC) and Flat Rock-Hawcreek School Corporation, to establish dual credit options for high school students. In March 2009, IUPUC signed an agreement with the Greensburg Community School Corporation. Students in the program may take courses in fall, spring, or summer sessions and are limited to two courses per semester. Acceptance is based upon academic motivation, years completed in high school, and academic success. The following criteria are considered when reviewing applications:

- Seniors should be ranked in the upper 30% of their class.
- Juniors should be ranked in the upper 20% of their class.
- 1000 SAT (Math and Critical Reading) or 21 ACT
- Written endorsement from the high school principal or counselor.
- Student should be enrolled in Indiana Core 40 curriculum or Academic Honors Diploma.

The Office of Admissions continues to collect contact information on inquiries gathered from college fairs, high school visits, walk-ins, phone-ins, and e-mails. They have developed a database for these prospective students and communicate with them. They continue to develop and define this process.

The Office of Admissions and the Office of Communications and Marketing continue to work together to develop new communication pieces to stay connected with admitted students to increase matriculation. Letters and postcards are being sent to new admits by the Admissions staff. These communications invite and encourage admitted students to become part of the campus community. The students receive welcoming letters from the Vice Chancellor and from their appropriate Division Head. They also receive a letter from our Financial Aid Coordinator describing scholarship options, and a postcard from the IUPUC Alumni Association.

The Office of Admissions directs and advises the IUPUC Student Ambassador Program. The ambassadors, along with the Director of Admissions, traveled extensively to high schools in south central and southeastern Indiana speaking with prospective IUPUC students. They also attended many college and career fairs to speak to high school students and parents.

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**Evidence of Progress for 2008-2009:**

A new brochure was created for high school counselors connecting them to IUPUC and updating them about degrees and scholarships. The Office of Admissions created a “mailing series” to all newly admitted students through matriculation.

The Office of Admissions developed and launched Explore IUPUC (for high school seniors) and Just for Juniors (for high school juniors) visitation days. An expanded VIP campus visitation schedule was created. IUPUC partnered with Bartholomew Consolidated School Corporation’s Diversity Office to host a campus information session for that student...
Applications and admittances for Fall 2008 were significantly impacted by our recruitment and retention efforts; without them we would have no visibility in the market since these efforts are the first marketing (versus information) communication program the campus has undertaken in recent history.

Activities planned for 2009-2010:

The Office of Admissions will continue to develop and define their database for prospective students and communicate with them as the process evolves. They will continue to collect data and mail prospective students information about VIP days and other on-campus visit opportunities.

These efforts are part of a continuing effort to completely reposition the IUPUC campus in the eyes of its constituents; although it will take several semesters before enough tools are in place and momentum is generated to impact student numbers significantly, we are clearly seeing the results of those efforts in the number and quality of applications received. As we become more adept at designing and using the tools with different constituencies, we will become more adept at measuring the impact of individual communication initiatives.

☐ 3.2. Increase the number of merit- and admission-based scholarships.

Campus Planning Theme: Teaching and Learning, Campus Climate for Diversity
Secondary Goals:
Sub Unit:
Time Frame: Ongoing

Actions taken for 2008-2009:

We continued to monitor and assess the effectiveness of our redesigned scholarship program that closely parallels and builds on the strengths of the IUPUI program. At the same time, we aggressively focused on attracting top students from area high schools and encouraged first generation college students. The new program represents a significant dollar value increase over the old program. It is driven by a focus to reach a wider range of diverse student types and encourages them to commit to IUPUC earlier in the planning cycle. Scholarships are presented to high school counselors each fall. The counselors are encouraged to give the scholarships to four students of their choice who meet the high academic criteria set by the IUPUC scholarships. Students using the scholarships must be admitted by March 1 each year.

The new IUPUC scholarship program is described at [http://www.iupuc.edu/scholarships/](http://www.iupuc.edu/scholarships/).

Evidence of Progress for 2008-2009:

Even though the demographics of our student base have changed significantly during the past few years, we have been very successful in correctly determining specific needs of our students with regard to scholarships. Because of this, IUPUI has provided IUPUC with funding to develop our own admission-based scholarships without their supervision. The scholarships will be tailored to the needs of our particular students.
Activities planned for 2009-2010:

Being given the responsibility and the funding necessary by IUPUI to develop our own specific admission-based scholarships that are tailored to our students is significant evidence of progress for the IUPUC Office of Financial Aid and Scholarships. Two new scholarships are being packaged to begin in Fall 2009:

IUPUC Connection Scholarship for incoming freshmen who are in the top 25% of their graduating class and have a 1000 STAT or 21 ACT, and

IUPUC First Generation Scholarship for incoming freshmen who will be the first in their family to origin (mother or father) to graduate with a bachelor’s degree.

We continue to work with local scholarship-giving organizations, particularly the Heritage Fund of Bartholomew County and other local firms, to develop more scholarships defined for IUPUC students. Many local organizations give scholarships; if approached with the value of the regional university model and the degree programs offered at IUPUC, they will encourage IUPUC students to apply and will see the value of giving local scholarships to students who are committed to this region.

3.3. Develop a more effective student recruitment strategy for return to college students.

Campus Planning Theme: Teaching and Learning, Best Practices, Campus Climate for Diversity
Secondary Goals:
Sub Unit:
Time Frame: Ongoing

Actions taken for 2008-2009:

This section addresses return to college students. See also 5.1. Re-evaluate and redesign the process to interact with high school students.

A database of return to college student prospects was created in 2007-08 and it is continually updated with the most current information. The database was designed to track students who have stopped out in the prior five semesters, or who were admitted but never attended IUPUC, so they may be contacted and encouraged to attend various programs and events at IUPUC. The Office of Admissions continues to use this database to extend campus visit invitations for our summer Discover IUPUC programs for returning adult students.
Evidence of Progress for 2008-2009:

The final outcome measure, of course, is a change in the number of new student applications. We now have better diagnostic measures that indicate awareness of increased IUPUC degree programs, likelihood of applying to IUPUC, and measures of changes in the number of telephone and walk-in inquiries.

Activities planned for 2009-2010:

Further refinement of our diagnostic measures, database management, and outreach efforts that will enable us to attract as many students as possible to the degree programs offered at IUPUC.

3.4. Develop more effective promotional materials, including success stories and student placement information.

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

Actions taken for 2008-2009:

This section addresses return to college students. See also 5.1, Re-evaluate and redesign the process to interact with high school students.

A database of return to college student prospects was created in 2007-08 and it is continually updated with the most current information. The database was designed to track students who have stopped out in the prior five semesters, or who were admitted but never attended IUPUC, so they may be contacted and encouraged to attend various programs and events at IUPUC. The Office of Admissions continues to use this database to extend campus visit invitations for our summer Discover IUPUC programs for returning adult students.

Admissions staff attended benefit fairs at local industries.

Evidence of Progress for 2008-2009:

Evidence of progress will be indicated by the number and quality of the contacts in our file that can be used to publish success stories to support the marketing effort. When completed, our revamped Web site should provide constant evidence of our new look incorporating the Integrated Image Initiative standards, be user-friendly, and provide critical information for students and others that can be easily found. With the new Director of Gift Development and Alumni Relations and a newly acquired comprehensive list of IUPUC alumni, we will increase alumni and community awareness and support. The magazine and various 40th anniversary events will create a buzz in the community about IUPUC.
With increased campus communication, faculty, staff, and students will be more engaged.

Activities planned for 2009-2010:

Continue to develop internal and external communications efforts for IUPUC, based on distinct audiences with critical mass. An area of exploration and development includes social media (e.g., Facebook), which will be facilitated by the formation and hiring of a Campus Life Team. The group will be comprised of IUPUC students who are interested and experienced in networking online and organizing activities based on student feedback.

We will continue the evolution of the new IUPUC Web site, based on faculty and staff needs and user feedback. In conjunction with the Student Veterans Association, we will develop a plan and supporting marketing materials to recruit potential students active in or retired from the military. In collaboration with the entire campus and community, we want to build pride and celebrate the 40th anniversary of IUPUC. One major project is a comprehensive magazine, detailing the history of IUPUC. We plan to continue improving our communication with other campus departments to better understand each other’s needs. We also hope to expand our marketing efforts to international students. The Office of Communications and Marketing will continue to collect testimonials, taking care to sample a range of people to reflect a variety of voices. With increased Web communications between IUPUC and our students, we hope to gain attendance at and involvement with campus events.

3.5. Increase the number of high school graduates enrolling at IUPUC in the top 25% of their graduating class.

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit:
Time Frame: Ongoing

Actions taken for 2008-2009:

Enrollments of high school students in the higher percentiles of their graduating class increased again this year at IUPUC primarily because of the changes we made during the last two years:

- expansion of degree programs and faculty
- development of marketing messages directed to those students in the higher percentiles
- increased student life
- more personal admissions support
- reinforced to prospective students the quality of the IUPUC degree (Indiana University and Purdue University)
- continued established scholarship program that targets high performing students
- retained strong relationships with high school counselors, and
- strong communication of all internal improvements.

The Office of Admissions continued to build and refine infrastructure that supports higher performing students by reaching out to parents with messages about the opportunities at IUPUC; targeting high schools with lower rates of college attendance; visiting high schools to give away merit-based scholarships in awards ceremonies; encouraging high school counselors to give their "Pursuit of Excellence" scholarships to students of their choice who meet the high academic criteria; and continuing our communication efforts to re-position IUPUC in the eyes of middle school-high school juniors based on real changes in the way IUPUC operates.
Evidence of Progress for 2008-2009:

Annual measures of numbers of newly admitted and enrolled.

Annual measures of numbers of newly admitted and enrolled students by decile.

Annual measures of retention of students by decile.

Activities planned for 2009-2010:

Ongoing

As stated in 5.1, Re-evaluate and redesign the process to interact with high school students, we will continue to seek additional opportunities to expand the Early College Program agreement to other school corporations.

3.6. Increase the number of classes offered via distance education.

**Campus Planning Theme:** Teaching and Learning, Civic Engagement

**Secondary Goals:**

**Sub Unit:**

**Time Frame:** Ongoing

Actions taken for 2008-2009:

During 2008-09, 529 students enrolled in and completed 16 online/distance education courses developed and taught by IUPUC faculty:

- Fall 2008 courses: 275 students were enrolled in online courses in BUS-X 100, BUS-Z 404, ENG-W 131, ENG-W 132, ENG-W 250, GEOL-G 110, PSY-B 104, PSY-B 388, and SOC-R 100
- Spring 2009 courses: 254 students were enrolled in online courses in BUS-X 203, BUS-Z 443, ENG-W 132, GEOL-G 110, PSY-B 310, PSY-B 388, and SOC-R 100
  (RN to BSN online nursing courses are not included in these statistics.)

In addition, 297 students enrolled in 21 off-campus courses held in Seymour and Greensburg, Indiana:

- Fall 2008: 12 courses
  - Seymour: 6 courses with a total of 71 students
  - Greensburg: 6 courses with a total of 76 students
- Spring 2009: 16 courses
  - Seymour: 9 courses with a total of 81 students
  - Greensburg: 7 courses with a total of 69 students

IUPUC students also participated in IUPUI online courses: 84 courses during Fall 2008 and 71 courses during Spring 2009.
The evidence of progress is demonstrated by the increase in students enrolled in and completing online/distance education courses developed and taught by IUPUC faculty.

<table>
<thead>
<tr>
<th>Year</th>
<th>Course Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008-09</td>
<td>529 students, 16 online/distance education courses</td>
</tr>
<tr>
<td>2007-08</td>
<td>433 students, 10 online/distance education courses</td>
</tr>
</tbody>
</table>

Activities planned for 2009-2010:

The faculty are working to utilize creative pedagogies that will lend themselves readily to the development of additional online and hybrid courses.

04. Enhance undergraduate student learning and success.

4.1. Enhance undergraduate student learning and success through improved advising practices.

Campus Planning Theme: Teaching and Learning, Best Practices
Secondary Goals:
Sub Unit: University College
Time Frame: Ongoing

Actions taken for 2008-2009:

Changes to the IUPUC Web site, and in turn to the University College pages, began in Spring 2009; initial changes were complete by July 2009. Additional improvements will continue to be made as the IUPUC site grows and as our programs increase.

The “26-Credit Hour Initiative”, developed during the spring with implementation to begin in Fall 2009, is a means of helping students to choose a major and move into their chosen program division in a timely manner. A key factor to retention and on-time graduation is for students to choose an academic major early in their career. The 26-credit hour initiative identifies those students who are at or above 26 credit hours and whose academic major is listed as “undecided” in university records. This intrusive advising approach requires these undecided students to meet with an academic advisor and/or the career advisor prior to the next semester of enrollment. Students must show that they have either chosen a major or have a plan in place to explore and select a major before their next academic semester.

University College developed a “Pre-Advising Worksheet”, the completion of which is required of all University College students prior to meeting with their academic advisor. The purpose of this initiative is to help students take more ownership in developing their academic career, to become better planners in general, and to open the advising appointment to topics other than just selecting days and times of classes.

Evidence of Progress for 2008-2009:

For the “26-Credit Hour Initiative”, one measure of progress will be the number of students contacted who do choose a major and move into their desired division within two semesters of first contact.
Regarding the Pre-Advising Worksheet, University College advisors will maintain statistics of the number of students who fully complete the form, those who attempt to complete the form and those who make no attempt to complete the form. Progress will be shown by a positive correlation between those who complete or attempt to complete the form and their academic success. To determine if advising appointments of prepared students become more “fulfilling”, our expectation is that much of the data will be anecdotal in nature.

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**Activities planned for 2009-2010:**

Restructure the curriculum of UCOL-U 110, First-year Seminar Course, to improve the perception of the course and the success rate of students enrolled in the course. This includes changes to the role of the student academic mentor in UCOL-U 110.

Review and make recommendations for additional stipulations for previously dismissed students who are returning to the university through the reinstatement process.

Develop a student scholarship using the fee paid by students who apply for reinstatement to the university.

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☐ 4.2. Ensure that all programs provide relevant and coordinated course offerings.

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

**Secondary Goals:**

- **Sub Unit:** Divisions

**Time Frame:** Ongoing

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**Actions taken for 2008-2009:**

The responsibility and budget for course offerings at IUPUC is the responsibility of the academic division heads. School of Continuing Studies online courses have been added and are being coordinated by our Director of General Studies Degree Program.

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**Evidence of Progress for 2008-2009:**

Before the finalizing the course offerings each semester a meeting is held with all IUPUC personnel who schedule classes to review the schedule to avoid conflicts and bottlenecks for students. The goal is to ensure that classes are scheduled in a manner that avoids having two required courses for students in particular majors scheduled at the same time and day. This effort has helped reduce student scheduling conflicts.

We also have entered Principles of Undergraduate Learning for all courses so that once assessment processes are determined we will be able to utilize these tools.
Activities planned for 2009-2010:

Coordination of course offerings at IUPUC continues to be handled by IUPUC Division Heads. In order to minimize inconvenience to students, particular emphasis is being placed on not changing the completed class schedule unless it is necessary and unavoidable.

☐ 4.3. Create additional spaces for student learning and relaxation.

Campus Planning Theme: Best Practices, Campus Climate for Diversity
Secondary Goals:
Sub Unit: Administration
Time Frame: Ongoing

Actions taken for 2008-2009:

Student Council members work closely with administrators to voice their opinions about changes and improvements they would like to see at the campus. Several areas have been improved as a direct result of these discussions.

Evidence of Progress for 2008-2009:

Restrooms on the first floor of the CC building were renovated in early 2009, including converting them to be ADA compliant. The building now has ADA compliant restrooms on both the first and second floors.

The Student Council, on behalf of the students at IUPUC, has expressed its pleasure with improvements made to all interior and exterior spaces at IUPUC.

Activities planned for 2009-2010:

We will continue to work closely with the Student Council to discuss possible upgrades to other areas to provide more comfortable spaces for student learning and relaxation.

☐ 4.4. Improve student retention and persistence rates.

Campus Planning Theme: Teaching and Learning, Best Practices
Secondary Goals:
Sub Unit: Divisions
Time Frame: Ongoing

Actions taken for 2008-2009:

Priority was again given to efforts to improve retention and graduation rates during 2008-09. The Retention and Graduation Taskforce continued to meet to discuss our advising practices, peer reviews of teaching for new adjunct faculty, reviewing W/D/F rates by course, and providing support for students and for first-time, part-time faculty who are struggling.
Evidence of Progress for 2008-2009:

Retention of first-year beginners increased by 6.7% in 2008-09 over 2007-08. Overall, student retention increased by 4.1% in 2008-09 over 2007-08. Credit hours, student headcount, and retention rates have resulted in a 21% increase in student fee income in the last three years.

Retention of first-year beginners:  
- 2008-09: 54.1% (+6.7%)  
- 2007-08: 47.4% (-8.6%)  
- 2006-07: 56%  

Overall retention:  
- 2008-09: 55.7% (+4.1%)  
- 2007-08: 51.6% (-5.9%)  
- 2006-07: 57.5%  


Activities planned for 2009-2010:

Work is ongoing to develop assessment tools that will better measure retention. We expect retention to increase substantially as we are able add more degree programs that can be completed entirely at IUPUC.

As described in 6.1., the "26-Credit Hour Initiative" will be implemented at IUPUC in Fall 2009. It was designed to help students choose a major and move into their chosen program division in a timely manner. Since a key factor to retention and on-time graduation is for students to choose an academic major early in their career, it is our hope this new initiative will help to increase our retention rates during the coming year.

We will introduce two new scholarships in Fall 2009 that have been specifically designed for IUPUC students. (See 5.2.)

05. Continue active involvement in developing articulation agreements with Ivy Tech Community College Columbus.

5.1. Establish articulation agreements with Ivy Tech Community College-Columbus.  
**Campus Planning Theme:** Teaching and Learning, Collaboration  
**Secondary Goals:**  
**Sub Unit:**  
**Time Frame:** On going

Actions taken for 2008-2009:

IUPUC suspended the Associate of Science Degree in Nursing (ASN) in early 2008 in order to direct our resources to the development and expansion of the RN-BSN mobility option to better meet the needs of the southeast central Indiana region. Ivy Tech Community College-Columbus will expand their ASN program to accommodate the students who have enrolled in the IUPUC program.

An articulation agreement was signed between the Indiana University School of Education at Columbus and Ivy Tech Community College whereby Ivy Tech graduates who have completed the articulated Associate of Science Degree program will be considered for admission to the Elementary Education Program of the IU School of Education at Columbus with junior status provided they meet the requirements for admission. They must be admitted to IUPUC and complete the application process for the IU School of Education at Columbus by the application deadline. In the
admissions process, which is competitive, Ivy Tech graduates will receive all rights and considerations afforded any transfer student. Ivy Tech students will be held to the same standards for admissions continuation in the program, graduation, and recommendation for licensure as any student.

A building utilization study was prepared to anticipate the needs of IUPUC and Ivy Tech Community College 10 years out. This provided the basis for the programming of the Advanced Manufacturing Center of Excellence (AMCE) to be built for shared occupancy in Fall 2011. AMCE will be a shared, state-of-the-art facility that builds capacity and competitiveness for manufacturers in Southeastern Indiana. The building will contain shared and dedicated integrated technology labs that are built around a curriculum of science, technology, engineering, and math (STEM). The Center will serve as the hub for the Advanced Manufacturing Network of Excellence, a collection of advanced manufacturing integrated technology labs located throughout ten counties in Southeastern Indiana. The Center will coordinate and support the network by delivering educational and technical support services, developing career awareness programs and pathways, and collecting and disseminating best practice.

IUPUC joined Ivy Tech to implement an Academic Resource Center (ARC) which will house joint academic support services for the institutions. The shared services will include writing, math, and science tutoring.

IUPUC partnered Ivy Tech Community College and other residents of the Columbus Learning Center to provide shared security services for a more visible security presence on campus in the evenings and on weekends.

See IUPUC Web site: http://www.iupuc.edu/passport/articulated_programs/.

Evidence of Progress for 2008-2009:

In addition to the number of Ivy Tech students with AS degrees pursuing BA/BS degree programs at IUPUC, we have found many ways to collaborate effectively to reduce duplication of services in our area.

Activities planned for 2009-2010:

We are working on a program whereby Ivy Tech Community College students transferring to IUPUC (and who are currently enrolled and have earned 45 or more credit hours at IUPUC) can transfer their credits from IUPUC back to Ivy Tech to enable them to complete their Associate Degree at Ivy Tech.

IUPUC continually seeks ways to create a new model of education alliance in this part of the state with Ivy Tech Community College-Columbus. The two institutions have joined forces in providing many joint services on the campus. This approach not only provides a better service to our students, but also is necessary for the future growth of IUPUC. The key for success of all small campuses of Indiana University is a strong relationship with local Ivy Tech campuses. IUPUC has been leading these efforts in the state.

☐ 5.2. Increase the number of Ivy Tech graduates pursuing bachelors programs at IUPUC.
   **Campus Planning Theme:** Teaching and Learning, Best Practices, Collaboration
   **Secondary Goals:**
   **Sub Unit:**
   **Time Frame:** Ongoing

Actions taken for 2008-2009:
Signed agreements between Ivy Tech Community College-Columbus and IUPUC have facilitated Ivy Tech graduates pursuing baccalaureate degree programs at IUPUC.

IUPUC Office of Admissions staff attended Ivy Tech Community College-Columbus’s Transition Fair and gave support to the IUPUC Division of Nursing at several campus informational sessions for Ivy Tech students.


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### Evidence of Progress for 2008-2009:

With the suspension of the Associate of Science Degree in Nursing at IUPUC in early 2008, and the expansion of the ASN program at Ivy Tech Community College-Columbus to accommodate our students, it is our hope these students will return to IUPUC for their bachelor’s degree in nursing.

### Articulated Programs

IUPUC and Ivy Tech Community College are collaborating on several opportunities for associate degree recipients to pursue a baccalaureate degree at IUPUC. Given the flexible class scheduling patterns, students enrolled at IUPUC are able to take advantage of both full-time or part-time study opportunities.

The two institutions are continually engaged in a program assessment process to add new articulated degree programs to the list of approved agreements. Currently the following paths allow Ivy Tech Community College students to pursue IU and Purdue baccalaureate degree programs at IUPUC.

<table>
<thead>
<tr>
<th>Ivy Tech Community College Degree Program</th>
<th>IUPUC Degree Program</th>
<th>Agreement document</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate of Science in Early Childhood Education</td>
<td>Bachelor of Science in Elementary Education P-3</td>
<td>Education Articulation</td>
</tr>
<tr>
<td>Associate of Science in Accounting</td>
<td>Bachelor of Science in Business</td>
<td>Accounting Articulation</td>
</tr>
<tr>
<td>Associate of Science in Business Administration</td>
<td>Bachelor of Science in Business</td>
<td>Business Articulation</td>
</tr>
<tr>
<td>Any Ivy Tech Community College Associate Degree</td>
<td>Bachelor of General Studies</td>
<td>General Studies Articulation</td>
</tr>
<tr>
<td>Associate of Science in General Studies</td>
<td>Bachelor of General Studies</td>
<td>Any A.S. Degree Articulation</td>
</tr>
<tr>
<td>Associate of Science Computer Information Systems</td>
<td>Bachelor of Science in Business</td>
<td>Business Articulation</td>
</tr>
<tr>
<td>LPN</td>
<td>LPN to ASN Mobility Option</td>
<td>Agreement Document</td>
</tr>
</tbody>
</table>
Activities planned for 2009-2010:

Ongoing

☐ 5.3. Continue developing the PASSPORT-IUPUC program.
Campus Planning Theme: Teaching and Learning, Best Practices, Campus Climate for Diversity, Collaboration
Secondary Goals:
Sub Unit: Office of Admissions
Time Frame: Ongoing

Actions taken for 2008-2009:

IUPUC established a PASSPORT-IUPUC program to provide students of Ivy Tech Community College-Columbus the freedom to transfer courses and associate degree credits to IUPUC. An IUPUC staff member will be responsible for communication of programs created by this office to the faculty, staff, and students at Ivy Tech Community College-Columbus. Ivy Tech Community College-Columbus has provided support in facilitating communication with its students.

IUPUC created and maintains the official Web site providing information on how Ivy Tech students can transfer specific courses and credits into the IUPUC undergraduate and graduate degree programs.

Ivy Tech students continue to inquire by phone and via the PASSPORT e-mail account (passport@iupuc.edu) to find out how they can transfer specific courses into IUPUC undergraduate degree programs. A PASSPORT e-mail address was created so that Ivy Tech students can e-mail IUPUC directly to get answers to their questions. The IUPUC Director of Admissions personally answers the e-mails.

See IUPUC Web site: http://www.iupuc.edu/passport/

Evidence of Progress for 2008-2009:

The number of Ivy Tech graduates transferring courses and associate degree credits to IUPUC will be a measure of the effectiveness of this program.

Activities planned for 2009-2010:

Admissions staff and academic advisors of both institutions are familiar with the PASSPORT-IUPUC program and can facilitate student transfers when appropriate.

☑ 5.5. Arrange for providing library resources to Ivy Tech students on a contractual basis.
Campus Planning Theme: Best Practices, Collaboration
Secondary Goals:
Sub Unit: Library
**Time Frame:** Ongoing

**Actions taken for 2008-2009:**

The IUPUC Library was renamed University Library of Columbus last year. The library is housed in the Columbus Learning Center and is jointly used by IUPUC, Purdue University College of Technology, and Ivy Tech Community College. The new name is symbolic of our joint efforts to provide the best possible education for our students and the best possible resources for our region.

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**Evidence of Progress for 2008-2009:**

Providing transparent services to over 5,000 students of IUPUC, Ivy Tech, and Purdue University College of Technology is a measure of the effectiveness of this program.

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**Activities planned for 2009-2010:**

Activities are ongoing. Librarians from IUPUC and Ivy Tech continue to meet on a regular basis to review resources needed by Ivy Tech students. The Director of University Library of Columbus works to ensure that identical services and resources are provided to students of both IUPUC and Ivy Tech.

- **06. Develop Executive Education Program.**

  - **6.1. Develop non-credit, industry-specific courses.**

  **Campus Planning Theme:** Teaching and Learning
  
  **Secondary Goals:**
  
  **Sub Unit:** Executive Education Program

  **Time Frame:** Ongoing

**Actions taken for 2008-2009:**

- Expanded custom trainings at Cummins Inc to a broader geographic group.
- Broadened the scope of companies participating in Executive Education training programs.
- Worked with corporate Human Resource Managers to define and offer training that is needed in the region.
- Continue to grow customized programs

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**Evidence of Progress for 2008-2009:**

Cummins Front Line Management (FLM) programs were delivered in North Carolina, New York, and Wisconsin as well as locally, with additional sites showing interest. Both Executive Education delivery and train-the-trainer scenarios have been used. We are working with Cummins to finalize a blanket services agreement as a major partner in custom programming. This agreement will serve as the organization-wide commitment to IUPUC to deliver customized training to all units within Cummins. We began creation of a generic version of the FLM program for offerings to other companies in the region. We also began development of advanced manufacturing management curriculum that will be
Companies in the region. We also began development of advanced manufacturing management curriculum that will be available for customization for individual companies. Presentations to corporate audiences in the region indicate strong interest.

Activities planned for 2009-2010:

- Continue growth of custom training programs at Cummins, domestically and globally.
- Broaden the scope of companies participating in Executive Education custom training programs, recognizing specific needs in the region due to economic impacts businesses are encountering.
- Develop and implement industry training programs, including advanced manufacturing management and hospitality and tourism, which are key areas of focus for EcO15.

6.2 Develop a plan to offer non-credit, continuing study courses.

**Campus Planning Theme**: Teaching and Learning, Civic Engagement

**Secondary Goals**:

**Sub Unit**: Executive Education Program

**Time Frame**: Ongoing

Actions taken for 2008-2009:

- Οφερεδ νον-χρεδιτ Εξεχυτες Εκμαστον χωροςε στη γενεαλ πυρηνικ, σομε ο ωηή 
  μανε χομβινεοκε τιτο κεφετικε προγραμο.
- Υποκατα Μετα θετιθει φορ πουρομετα ώντεικε 
  νυμβερπ κεμεος του παραχηπετε αξιολογει 
  Εξεχυτες Εκμαστον Αδειοσορ 

Evidence of Progress for 2008-2009:

- Moved into renovated space, to be known as the Arvin Foundation Center for Graduate Business and Executive Education.
- Website updated.
- Identification of individuals and companies for an advisory group completed – group to be invited to meet in August 2009.
- Worked with a campus group to create the first Internship Fair, to be held in September 2009.
- Framed certificate programs for next year’s delivery, including management tools, advanced manufacturing management, ESL communications and presentations, and hospitality and tourism.
- Completed development of Advanced Manufacturing Curriculum content modules via Workforce Development grant
Activities planned for 2009-2010:

- Broaden the scope of individuals and companies participating in Executive Education training programs, recognizing specific needs in the region due to economic impacts.
- Implement advisory group for Executive Education, to be called the Executive Education Council, which will meet quarterly. Individual members may work with us on specific initiatives, based on their interests and availability.
- Work with our Executive Education Council to develop a strategic management and marketing plan to define and offer training and development that is needed in the region.
- Revise Web site to reflect outcomes of marketing plan.
- Broaden the faculty base for Executive Education offerings, particularly seeking involvement of IUPUC faculty beyond the Division of Business.
- Increase the number of general public Executive Education program offerings.

07. Increase faculty research and scholarship.

7.1. Develop and maintain faculty, division, and campus research plans.
Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: Divisions
Time Frame: Ongoing

Actions taken for 2008-2009:

IUPUC faculty publications and presentations during 2008-09 included nine refereed journal articles published, six refereed journal articles accepted, three book chapters published, forty-three conference proceedings/presentations, and two encyclopedia entries accepted.

New Faculty Orientation sessions were implemented at the beginning of the 2007-08 academic year due to the large number of new full-time faculty hired. The IUPUC Interim Vice Chancellor and Dean discussed research expectations with all new faculty and provided them with contact information for all support offices within Indiana University.

Darrin Sorrells, Ph.D., was named Director of the Center for Teaching and Learning at IUPUC effective June 1, 2009. See IUPUC Web site: www.columbusctl.com

Evidence of Progress for 2008-2009:

Greater emphasis is being placed on providing tenure-track faculty with necessary tools to help them be successful in the promotion and tenure process.

Three IUPUC faculty were awarded grants during 2008-09: Douglas Gardner, Ph.D., Lecturer in History, Indiana Humanities Council grant; Steven Schmidt, M.L.S., Librarian, Indiana State Library grant; and Allison Howland, Ph.D., Visiting Assistant Professor of Special Education, Bartholomew Consolidated School Corporation grant.
Faculty continue to attend presentations provided by the Center for Teaching and Learning at IUPUC to assist them with their grant writing efforts.

Activities planned for 2009-2010:

New Faculty Orientation sessions will continue in August 2009. Faculty will continue to be encouraged to seek external grant funding for their research.

08. Reorganize Office of Gift Development and Alumni Relations

8.1. Reorganize Office of Gift Development and Alumni Relations and Develop Future Campaign Plans

**Campus Planning Theme:** Best Practices, Civic Engagement, Collaboration

**Secondary Goals:**

**Sub Unit:** Gift Development Office

**Time Frame:** Ongoing

Actions taken for 2008-2009:

Kathy Stolz was hired as Director of the Office of Gift Development and Alumni Relations in May 2008 to replace former Assistant Dean, Rob Zinkan. Ms. Stolz resigned in January 2009. A search to fill the position began in Spring 2009.

IUPUC again obtained 100% participation from faculty and staff in our annual Campus Campaign. This level of contribution represents a total of seven consecutive years since the campaign began.

Evidence of Progress for 2008-2009:

The hiring of Stacy Zearing as Director of Gift Development and Alumni Relations in October 2009.

Activities planned for 2009-2010:

The Vice Chancellor and Dean will work with the new Director to strategically plan the activities of the office as well as future campaigns.

09. Build a welcoming campus environment.

9.1. Maintain an arts initiative program on the campus.

**Campus Planning Theme:** Civic Engagement, Collaboration

**Secondary Goals:**

**Sub Unit:**

**Time Frame:** Ongoing
Actions taken for 2008-2009:

Finalizing the construction of the first phase of the Reeves Sculpture Plaza and creating a new front door for IUPUC, including new signage on Central Avenue, a new facade for the building entrance directly across from the plaza, and a welcome desk inside the new front door. The design will acknowledge that IUPUC lacks a distinct entry point, complement the design of the plaza, and address the need to assist visitors in wayfinding.

IUPUC is also working on a comprehensive internal wayfinding plan. Most of the current signage in the CC Building will be replaced and supplemented by additional directional signage. After the new signage is in place, we will begin increasing the number of hanging pieces on campus, calling upon our contacts at the Herron School of Art and Design in Indianapolis, community artists, and students/graduates of Ivy Tech Community College Columbus.

Evidence of Progress for 2008-2009:

The construction documents and project timeline for the Reeves Sculpture Plaza were in place mid-summer and site preparation was scheduled to begin in August. Higher than expected project costs, inflation since the project was conceptualized, and the broadening of the project scope did result in some delays. When complete, "Transformations" will be a landmark on campus and in the community, further demonstrating IUPUC's continuing commitment to art and engagement. A dedication ceremony for the Reeves Sculpture Plaza will be scheduled in the spring of 2010, and we are hopeful that some of the other projects mentioned previously are complete at that time. We expect a very positive response to the new front door plan from the campus, the university, and the community.

Activities planned for 2009-2010:

- Completion of the Reeves Sculpture Plaza
- Creating a new front door for IUPUC
- New signage for IUPUC on Central Avenue
- New facade for the building entrance directly across from the plaza
- Completion of welcome desk area inside the new front door

9.2. Renovate the building interior.
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit:
Time Frame: Ongoing

Actions taken for 2008-2009:

Several building renovations, made possible by external gifts and IUPUI, were completed in the CC building.

- Division of Education office suite
- Division of Nursing office suite
- Renovation of the Nursing Lab
- Major window replacement
- Renovation of the first floor restrooms to make them ADA compliant
- New chiller
• New carpet in CC 243, 250, and 251

Evidence of Progress for 2008-2009:

These projects are evidence of our ongoing plans to create a welcoming, comfortable environment for our faculty, staff, and students.

Activities planned for 2009-2010:

• Create a new front door for IUPUC
• New signage and way finding.
• Heating and air conditioning functionality
• Continued maintenance (parking, restrooms, tennis court, and building exterior)

☑ 9.3. Maintain the IUPUC Campus Park.
  Campus Planning Theme: Best Practices, Civic Engagement, Collaboration
  Secondary Goals:
  Sub Unit:
  Time Frame: Ongoing

Actions taken for 2008-2009:

IUPUC’s University Park, which included a wildflower meadow and sculpture garden, is being displaced by the Advanced Manufacturing Center of Excellence. Although our presence in the building will be minimal, the AMCE will house a number of technical programs administered primarily by the Purdue College of Technology and Ivy Tech Community College, and its footprint overlaps much of University Park. We are evaluating a campus master plan and a possible location for a group of sculptural pieces or multiple locations for single pieces to continue our commitment to arts in our community.

The IUPUC Art Advisory Board has been, for the most part, inactive because of transitions to the physical facilities on campus and a forthcoming campus master plan; however, the completion of the Reeves Sculpture Plaza and progress of other internal and external projects will present new opportunities for the committee to guide and support the campus aesthetic.

Evidence of Progress for 2008-2009:

Outdoor spaces on campus continue to be enjoyed by faculty, staff, and students on a regular basis for a variety of purposes. Given that, and our community’s history and commitment to art and architecture, art on campus remains an area of importance.

Activities planned for 2009-2010:
Work will begin on the campus master plan. We will continue to collaborate with the City of Columbus Parks and Recreation Department to enhance our outdoor spaces, when appropriate, depending on funding availability.

9.4. Plan for sports and recreation for the students.

**Campus Planning Theme:** Best Practices

Secondary Goals:

Sub Unit:

**Time Frame:** Ongoing

**Actions taken for 2008-2009:**

In response to student demand and based on survey data from students, we have made great progress in recreational opportunities for IUPUC students. For the first time in perhaps the last 10 years, we offered intramural athletics. During the spring semester, approximately 80 students participated in basketball and volleyball leagues, with many of them playing in more than one league. We have partnered with a local fitness facility to offer greatly discounted memberships to IUPUC students. Our goal is to increase the number of intramural sports, increase the number of students participating in leagues from 5% to 10%, and begin offering athletic and non-athletic tournaments. We are also researching the feasibility and costs of resurfacing the two tennis courts on campus, possibly converting one of those into a basketball court. To help guide our efforts and coordinate the programming, we are engaging student government, student organizations, and student workers. A detailed budget and plan has been prepared for using Student Activities Fees to support these initiatives and provide additional programming resources for student organizations. To invoke a greater sense of pride and in anticipation of developing our intramurals and athletics programs, we are also planning to engage our campus and community in creating a nickname and mascot for IUPUC, with a goal of announcing our selection in the first half of 2010.

**Evidence of Progress for 2008-2009:**

We will measure our progress and success in developing student life and campus spirit in two ways: The level of engagement in the process and the level of participation in the activities. We are hopeful that these efforts will create stronger emotional connections between IUPUC and our students and our community, but this will naturally be difficult to directly quantify. In addition to tracking participation rates, we will get some idea of our success by feedback we receive from surveys, focus groups, and unsolicited comments.

**Activities planned for 2009-2010:**

Ongoing

Create an internal customer service initiative to ensure quality service.

**Campus Planning Theme:** Best Practices, Collaboration

Secondary Goals:

Sub Unit:

**Time Frame:** Ongoing

**Actions planned for 2009-2010:**
We continued to refine the customer satisfaction initiative in 2008 by encouraging the Five Standards of Service that reflect the level of service we intend to provide to every internal and external customer:

I - Individualized Approach  
U - Unique Situations  
P - Pride  
U - Unified Team  
C - Caring

Faculty and Staff read specific books distributed at last fall’s Faculty and Staff Convocation as part of professional development/customer service programming in 2008-09. Lunch and learn sessions were held to identify first impressions of the books, personal reactions, and key messages.

Evidence of Progress for 2008-2009:

Areas of improved customer service resulting from changes made as a result of the internal survey findings last year provided evidence of progress.

Activities planned for 2009-2010:

No specific activities have been planned.

10. IUPUC Board of Advisors and community involvement in Columbus and surrounding counties in our service area.

10.1 Creating a comprehensive committee structure for the IUPUC Board of Advisors

Campus Planning Theme:  
Secondary Goals:  
Sub Unit: IUPUC Board of Advisors  
Time Frame: Ongoing

Actions taken for 2008-2009:

Tom Vujovich, Pentzer Printing, Inc., became Chair of the IUPUC Board in late 2007 and Jack Hess, Columbus Area Chamber of Commerce, became Vice Chair in 2008. New Board members in late 2008 include David Elwood, Ph.D., Elwood Staffing; Steve Gochenour, First Financial Bank; and Robert Williams, Ph.D., Centerstone Indiana.

The IUPUC Board of Advisors was inactive for most of the past year due to the transition of two key positions at the campus, i.e., Vice Chancellor and Dean and Director of Gift Development and Alumni Relations. The latter position serves as the key liaison to the Board, and that position was vacant for nearly nine months of 2009.

See IUPUC Web site: http://www.iupuc.edu/boardofadvisors/responsibilities/
Evidence of Progress for 2008-2009:

Diversity Cabinet: The Board’s Diversity Cabinet again played a large role in determining the recruitment strategy to be used for hiring new full-time faculty to help increase the probability of diverse candidate pools for our open positions. Three of the nine new faculty hired in Fall 2008 are members of under-represented groups. Diversity was the focus of the Fall 2008 Faculty and Staff Convocation.

See IUPUC Website: http://www.iupuc.edu/boardofadvisors/committees/

Activities planned for 2009-2010:

With a new Vice Chancellor and Dean, Marwan Wafa, and new Director of Gift Development and Alumni Relations, Stacy Zearing, on board, strategic planning for the campus will begin in late 2009 that will restore and substantially increase our community involvement and alliances.

10.2 Increase community involvement and alliances

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

Actions taken for 2008-2009:

IUPUC had a significant presence in the community. Our faculty began a new colloquium series in the spring semester.

The IUPUC Faculty Colloquium Series began in the spring semester and included the following presenters:

- Doug Gardner, Ph.D., Lecturer in History, led the discussion, "Living Skeletons, Raiders and Regulators, and Faded Coats of Blue: Food and Fractured Comradeship in Civil War Prisoner Narratives."

- Dr. Bob DeWeese, IUPUC adjunct faculty, led the discussion, "Biology and Ethics of Stem Cell Research." 

The IUPUC Alumni Association also provided several opportunities:

The Excellence in Leadership Series aims to inspire IUPUC students to explore their individual role as leaders in our region, raise their awareness of civic involvement and responsibility, and further enhance their university experience. Each presentation is followed by a reception in the Learning Center Atrium. Dr. William Blomquist, Dean of the School of Liberal Arts at IUPUI, presented "Indiana Politics on the Eve of an Election" in the fall semester. CarolAnn Garrett, pilot, presented "Dash for a Cure/Modern Day Amelia Earhart" in the spring semester.

IUPUC Downtown: Connecting for Lunch encourages participants to attend lunches to learn about IUPUC, meet prominent faculty from Indiana University, engage in lifelong learning, and support the downtown. Programming in 2008-09 included:

- Dr. Bill Witte, Co-Director of the Indiana University Center for Econometric Model Research, who presented an overview of the current state of the U.S. economy and the prospects for the near-term future.
- Perry S. Metz and Dr. Herbert A. Terry led a discussion to explain why the FCC made the switch from analog to digital television, options for those who have yet to make the switch, and what will happen to television and television consumers after the switch. Metz is the executive director of IU Radio and Television Services. Terry is the director of Global Village and an associate professor in the IU Department of Telecommunications.

- Christine Barbour, food editor of Bloom Magazine, founding member and co-director of Slow Food Bloomington, and faculty member at Indiana University Bloomington, discussed, "If You Are What You Eat. Who Are You?"

The Human Experience Film Series provides an opportunity to view films that raise awareness of and encourage discussion about a variety of social issues. The series is free and open to the public. Films shown during 2008-09 include: "Iron Jawed Angels", "Escape from Affluenza", "The Millennium Goals: Dream or Reality?" and "A Sense of Wonder."

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Evidence of Progress for 2008-2009:

A good example of evidence of progress continues to be the attendance gathered at the various IUPUC sponsored events.

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Activities planned for 2009-2010:

The series mentioned above will continue during 2009-10. With a new Director of Gift Development and Alumni Relations, 2009-10 will be spent organizing and strategizing for the future.

Fiscal Health

Reallocation Plan

Other Question(s)