

## Year in Review

### Action Steps

**In light of the new [strategic direction](#) of the University can you modify your action steps or develop new action steps that will aid in the implementation of the University's Strategic Indicators?**

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**Do you have any further progress you would like to report?**

1. Successfully filled vacant Event Management Services Coordinator position.
2. Developed the Ethnic Meal Service Guidelines form.
3. Updated/expanded the HMSU Security Assessment Form in collaboration with Public Safety.
4. Developed a reservation plan for Global Night events much like the late night dance lottery in collaboration with SAO and the International Affairs Center.
5. Collaborated with the University curator to purchase and install approximately 18 framed classic art prints in the Gallery Lounge to be utilized between shows to enhance the ambience of the space and maintain an artistic presence.
6. Developed and administered a survey to assess the use of the Gallery Lounge and other performing arts venues highlighted by the display described above. We had an excellent response to the survey and could hardly keep the display filled.
7. Increased the variety of gallery lounge art shows throughout the year to include a Black History Month show and Human Rights show.
8. Student employees completed self-evaluations and supervisor evaluations for the first time.
9. Developed pictorial training manuals and produced labels identifying the most necessary elements in turning on the appropriate equipment in our newly appointed permanent AV rooms.
10. Purchased our own speaker conference phone for client's use so they didn't have to go to Telecommunications to get one.
11. Implemented tab collection for the Ronald McDonald House, collected a full barrel of food donations for the Thanksgiving food drive, and collected a large amount of donations from HMSU

staff to assist another staff member during a long recovery from major surgery. One staff member worked at the Senior Citizen Center on Days of Caring.

### **Assessment**

**What are two ways in which you evaluated the quality or effectiveness in your area last year?  
What changes did you make based on those assessments?**

1. Utilized feedback from our customer comment cards regarding dissatisfaction with room temperatures. We had the internal thermostat controls moved from inside our heating/air conditioning units to the exterior so our clients can modify their own room temperatures and not have to wait for a custodian to respond and have to remove the cover to change it.

2. Added a section to our web page which asks the user to notify us if they were unable to locate the needed information. One response indicated they needed driving directions to our building. We added a page for driving directions giving them our address and utilizing MapQuest so they could receive personalized directions.

### **Future Goals**

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**Please describe the progress you have made on these action steps.**

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