

2005-2006 Administrative Department Annual Report

Hulman Memorial Student Union

**Year in Review**

**Enrollment**

**What steps did you take this year to aid ISU in overcoming enrollment challenges?**

- a. Enhanced university recruitment marketing efforts by telling our story at our north entrance where most university guests enter the facility.
  - 1. Painted the new "More from day one" logo on the wall.
  - 2. Collaborated with Publications to get enlarged photos framed from the President's 2004/05 annual report which represent areas of university pre-eminence.
- b. Worked with campus departments and Admissions office to upgrade and update our campus brochure offerings.
- c. Have added a rack of Admissions only materials on the wall behind the Info Center.
- d. Installed a new revolving rack of campus brochures in new, highly visible and trafficked Info Center lobby area. They all have been titled for easier access.

**What can your office do next year to help overcome enrollment challenges?**

- a. Continue to maintain HMSU in attractive, up to date, and safe operating condition because of its large profile in the recruitment and retention scenario.
- b. Partner with Student Activities and Organizations to put on programs of interest to students and particularly focus on daytime programming efforts to increase retention.

**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?**

- a. Developed two on line customer satisfaction surveys; one for general building services and one for event services and have them available on our website. Installed an in-house staff suggestion box. Received 105 completed guest user website surveys and 38 reservations comment cards some of which were received by mail and we entered them on line. As a result, developed new and improved signage to increase the awareness and use of the air handling unit's thermostat control in the tower meeting rooms so clients can adjust their own temperatures.
- b. Utilized the IC desk disabled student employee to help us assess our accessibility to and support of our disabled population. As a result we added additional stall door handles, added trashcans inside those stalls, wing tip faucet handles and one lower mirror. We are contemplating adding

electric door operators to the inside of the restroom doors.

## **Budget**

**As you know, ISU is facing significant budget challenges. Finding ways to overcome these while increasing efficiency requires innovation. How are you overcoming your budget challenges this year?**

1. We changed from a uniform rental/laundry service to purchasing our uniforms which will save considerable monies.
2. We researched vendor pricing on cleaning supplies, tested quality vs. price, and found lower prices from different vendors to reduce our supply expenses.
3. Developed long range plans for HMSU and also for parking lot operation enhancements in order to ensure adequate funding and timing.
4. Partnered with LeClub to handle staffing for Sycamore Lounge game and billiards check out at no additional cost for either one of us by utilizing LeClub attendant on duty.
5. Reviewed our overtime expense and developed OT policy to minimize the use of OT and save dollars.
6. Use of unpaid internships (two) saved us student wage dollars.

## **Strategic Initiatives**

### **Development Activities**

**What role might your unit play during the silent phase of the comprehensive fundraising campaign?**

Provide operational support for meetings on this topic in this facility.

### **Future Goals**

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**Have you considered any action steps your department could make to enhance Indiana State University's reputation as a University of choice? If so, please indicate what you are planning to do and tell us which area of planning your steps fall under.**

FACILITIES:

1. Replace air flow diffuser grids on all FCU units in the tower with new metal one piece units. Floors 2-8 will all be one piece now.
2. Install handicap ramp at west entrance.
3. Paint exterior door frames where warranted.

4. Pursue timing of tower roof replacement.

#### OPERATIONS:

1. Complete work shift equity review in Operations area by August 18.
2. Review team cleaning concept in terms of potential efficiencies and cost savings.
3. Establish carpet cleaning routine.
4. Review and implement options to easels and the space they take up. (i.e. Grip-A-Strips, display case, etc.)
5. Review and revise building operations staff training and testing.
6. Ensure preventive maintenance program is growing and consistently utilized. This includes defining individual staff members equipment maintenance responsibilities.

#### EVENT SERVICES:

1. Review and update Event Services policies and procedures by August 11.

#### BUILDING SERVICES

1. Revise/update Building Manager training program
  - a) By Aug. 18, complete BM employee manual revisions
  - b) By Dec. 1, complete testing and training program additions/revisions.
2. Develop AV pre and post testing.
3. Increase student intern/employment opportunities.
4. Implement in-service training on learning theory and development based on who will be listening
5. Increase programming in the Gallery Lounge and Sycamore Lounge.
6. Include ethics training module in all staff training programs.

#### ADMINISTRATIVE SERVICES:

1. Develop HMSU Advisory Council.
2. Revisit certificate of insurance requirements.
3. Update comprehensive operations job descriptions for CW II, Evening/Weekend Supervisor, Third

Shift CSS and new Crew Leader job description.

4. Closely monitor budget, especially declining revenue areas and proceed accordingly.