

Year in Review

Achievements

As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)

Consistently maintains a clean, safe, secure, well maintained facility that hosts many of the community events held on campus such as the Mayor's State of the City Address, the Chamber of Commerce Groundhog Day, Martin Luther King Dinner, 14th & Chestnut Center's Gifts from the Heart Dinner and the President's Philanthropy Dinner among others.

NOTE: Usage by off campus groups rose 5% and use by private individuals increased 100%.

Researched & tested new event management software for campus use that resulted in the selection and purchase of EMS software that will interface with the University calendar. This intuitive, user-friendly software has an excellent web client interface that will enable our off campus clients to easily navigate the system and request/reserve our space whether for proms, dinner dances, fund-raisers, wedding receptions, or just a meeting.

Building relationships with alumni through collaboration with the Department of Art to produce a new art show and opening reception in the Gallery Lounge consisting of the artwork of our alumni art teachers teaching in the area.

Development of University pictorial timeline and photographic compilation of the presidents of the university for summer installation in the Sycamore Lounge so guests and university members alike will become better acquainted with the University community.

Decorated the Commons and ground floor tower/Information Center with the Homecoming theme and developed football team photo/information display to recognize their efforts and build recognition and support from all campus visitors during homecoming week as well as the University community.

Conducted Community Baby Shower Drive to benefit the Washington Alternative School Nursery.

Coordinated arrangements to get the Sycamore Team Racing 22' dragster in the building for exposure at the President's Philanthropy dinner.

Enrollment

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

Hosts and supports the majority of Admissions and Enrollment Services myriad of programs, events and campus visits as well as the Sycamore Advantage program and portions of the Summer Honors and Upward Bound programs.

Collaborated with Human Rights Day to host an art show highlighting the work of junior and senior high school students within a four county area.

Collaborated with SGA and permanent collections to install SGA's Art Attack, a student organization marketing opportunity whereby interested organizations decorate a Sycamore leaf to identify themselves. Initially twelve organization leaves were installed in the north corridor of the Union so they can be seen during campus visits.

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

Update our Student Union brochure for expanded marketing purposes.

Produce and install "The Art of Education" photography exhibit in the Dede I corridor showing students learning in and out of the classroom, may include an historic perspective as well. Will help prospective students, parents and guests visualize what goes on in our classrooms.

Organize a 3D mobile contest among student and community artists and hang winning piece in the main vestibule or IC clerestory.

To ensure the highest quality customer service we will complete event services policies and procedures review process and conduct distribution/dissemination meetings with lead administrative assistants, major event planners and student organization reps(2) with Sodexho, Special Events, AV, Telcom, IT, etc.

Conduct campus training on EMS as needed.

Upgrade the Connections Lounge.

Action Steps

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

Enhanced the physical facility:

- a. Installed exterior west entrance ADA ramp to improve facility access for all.
- b. Replaced the broken wooden air diffusers on the ninth floor with stronger metal diffusers. Added signage directing people not to sit on them.
- c. Updated the parlor furnishings in 914.
- d. Repair/refinish both blue metal standing seam roofs on the tower and above the west entry. Work to be completed in May.

e. Reviewed, corrected and updated all ground floor building signage.

Reviewed building operations staff work assignments for improvement, clarity, consistency and equity so the facility has the best possible care.

a. Reviewed and updated all operations personnel position descriptions.

b. Reviewed and adjusted all three shifts' work assignment descriptions.

c. Started work area rotation on the second shift and fine tuned rotation on third shift to include the floaters. Reviewed and updated shift work schedules.

Worked with the risk management office to review the scope of events that do not need the million dollar liability insurance. The insurance is not required for floors 2-8 nor for recruitment tables which makes us more competitive and should help us recruit more business.

Conducted new programs for students:

a. Commuter Student Appreciation Fair

b. Commuter Student Needs Assessment

c. Box It Up! Distributed boxes to students to help them move out at the end of the semester. Gave out about 700 boxes.

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?

Developed and coordinated a self-awareness career planning student learning outcome series for all of our student employees. We are currently reviewing the pre and post test rubrics along with the instructor's assessment and students' evaluations in order to write the final report of our findings and make recommendations for improving the program.

Collaborated with the Commuter Projects Coordinator in Enrollment Services and conducted a Commuter Student Needs Assessment Survey. The online survey portion just concluded. Will review the data and develop a plan of action this summer.

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?

Completed testing of paper towels and have selected an unbleached paper towel which will save us over 50% in costs.

Canceling our plant maintenance account. Will purchase our own silk plants to replace the ones in our planters, etc.

Utilizing student interns at a reduced per hour wage than a professional for some of our projects.

Quality

Quality

Please provide 1-2 suggestions to increase the ability of your department or the University to meet the criteria above.

Develop opportunities for community service. (For example, collaborated with Sodexo on their "Feeding Our Future" food collections for June - August 2007)

Develop additional Student Learning Outcome Initiatives such as Event Planning for student organization leaders and Leadership Dynamics for student building managers.

Feedback

This section is to allow you to share your ideas for enhancing enrollment, dealing with budget and other challenges facing the university community.

Make improvements in the quality, timeliness and excitement of our web pages including our online Admissions application.