

# Indiana State University

2004 - 2005 Administrative Annual Report

Hulman Memorial Student Union

## 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.)**

1. Enhanced our one stop shop approach to event management with the successful implementation of our own in-house audio-visual services program. Staff completed several training sessions with campus AV staff and more training one on one with their supervisors in order to continue to improve our troubleshooting abilities. 2. Rewrote reservations staff job descriptions into Event Management format to more accurately reflect the complexity of their duties due to the upgrade to the CollegeNet R25 event management software, implementation of our in-house audio-visual program and university mandated liability insurance requirements. Submitted to HR for review which ultimately resulted in an upgrade for both positions. 3. Enhanced facility aesthetics and operation through: 1) renovation of Dede I, Dede I corridor and main vestibule, 2) installation of the Wall of Excellence, 3) sound system upgrade in Dede I and installation of new data- projector operational controls located on the wall for ease/ confidence of use, 4) remodel and refurbishing of the SGA and Union Board offices on floors 5 and 6, 5) basement remodel of catering and AV storerooms and the creation of the spinning room for LeClub, 6) installation of fully equipped permanent AV cabinets, projectors and screens in four rooms and a smartboard in a fifth room, 7) relocation of the thermostat controls to the exterior of the heating and air conditioning units on floors 2-4 so clients can change their own room temperatures as needed without having to wait for a custodian to come remove the cover and adjust, 8) replacement of all ceiling tile with a brighter, omni- directional tile throughout the ground floor public areas 9) upgrade the north elevator, 4. Produced 6,200 diverse event and parked 40,735 cars. NOTE: The number of reservations is down somewhat because of the large number of groups that need space or set-up for more than 50 or a place where they can sing or play music, and we only have four rooms on the ground floor that meet this criteria. 5. Enhanced the student employee training and evaluation program by 1) implementing pre and post testing to measure effectiveness, 2) implementing the first ever 30 day verbal evaluation/review followed by the first written year end formal review, 3) implementing the formalized student employee evaluation/raise program, 4) implementing the first ever student employee all day retreat prior to the start of classes 6. Implemented the T.A.G. employee recognition program with student employees to increase our opportunities to give folks a quick pat on the back for a job well done from any direction in the organization. This program now includes all HMSU employees and staff on other floors who utilize it as well. It is given fo

### 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?**

## 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.**