

# Indiana State University

2005 - 2006 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.)**

FACILITIES: 1. Completed multiple aesthetic and operational building enhancements. a) Opened the Sycamore Lounge (formerly Sam's). This project was developed in response to an SGA request to have the room available as an open lounge in order to increase it's usage. It now serves as an open lounge during the day, M-F and on Sunday and as a reservable lounge in the evenings and on Saturday. b) Completed upgrade of Dede II/III sound system including new speakers, new room combining system, new roll around rack for the mics for faculty senate and new sliding volume control upgrades in each room for speed and ease of response. c) Refurbished IC restrooms through: 1) enlarging drain pipe diameter, 2) relocating hand dryers and paper towel holders, 3) replacing FCU in ladies room with larger capacity unit and 4) replacing damaged wall and floor tile. d) Purchased and installed new parking booth in north visitor's lot to improve the working conditions and security at the booth. EVENT SERVICES/BUILDING SERVICES: 9. Produced 6,401 increasingly complex and diverse events on shortened timetables. This is up from 6,200 last year and includes increases in Sycamore Lounge usage. We also parked 38,386 carts between both lots. This number is down from 40,735. This is due to several factors: a) one of the best winters on record in terms of mild temperatures and little precipitation, b) reduced number of conferences and reservations in general and c) declining enrollment. e) Completed design development for the ninth floor University Suite refurbishing and opinion of cost for the anticipated future Gallery Lounge remodel. f) Enhanced/livened up north halls with entry mats, awnings, blue wallpaper and paint. g) Expanded maintenance shop size to create more work surface and storage space. h) Purchased new silk plants and devised a plan for basic storage which has them being stored as room decor in the Dedes whenever possible.

### 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.

### 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**

#### Future Goals

**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.