

**2000 Planning Summary
for Conference and Sport Facilities**

Goal	Indicators
1) Enhance Customer Service	<ul style="list-style-type: none">• Expand customer surveys and use analysis for opportunities for advancement of marketing position.• Introduce website feedback survey and customer registration and information sites.
2) Utilize Technology to improve services and processes	<ul style="list-style-type: none">• Continue to provide state of the art technology combined with awareness of new trends in technology.• Introduce new plasma screen information center (University Place e-Center)
3) Marketing and Partnerships	<ul style="list-style-type: none">• Launch new website that allows faster information delivery to customers and allows on-line registration for sport and day camp as well as on-line ticket purchase for sporting events (e-commerce).• Continue to build relationships with existing partners and establish new relationships within the business and university community.• Seek new sponsors for scoreboard and sport facilities.• Provide leadership for ADFI marketing initiative.
4) Professional Development	<ul style="list-style-type: none">• Design programs for continued professional development of all staff.
5) Support campus diversity and leadership initiatives	<ul style="list-style-type: none">• Continue to encourage participation of staff members in campus initiatives and participation in community activities.• Encourage use of conference and sport facilities for events that bring recognition to IUPUI.• Host Mayor's Summit on Race Relations (January, 2000) and 7-10 campus ADA Training sessions (February, 2000).