

2000 Planning Summary for Human Resources Administration

Goal	Indicators
1. Enhance Customer Service	<ul style="list-style-type: none"> • Customer Satisfaction Surveys • Customer Service Standards Reinforced
2. Organizational Effectiveness	<ul style="list-style-type: none"> • Appropriate Staffing Levels • Streamlined Processes
3. Staff Recruitment and Retention/Student Retention	<ul style="list-style-type: none"> • Increased visibility of a IUPUI employment opportunities for staff and students • Equitable Compensation Plans • Adequate Staff Recognition
4. Technology Enhancements	<ul style="list-style-type: none"> • Continued support of technology enhancements • Improvement of website • Conversion of paper processes to electronic
5. Improvements in Training and Professional Development	<ul style="list-style-type: none"> • Responsiveness to survey results • Collaboration with campus units • Additional professional development opportunities • Progress made on a campus professional development plan
6. Improve Marketing Efforts and projection of a positive image	<ul style="list-style-type: none"> • Marketing plan to advance IUPUI as an employer of choice