

1999 Planning Summary for Administration and Finance

Goal	Indicators	Evidence
1. Enhance Customer Service.	<ul style="list-style-type: none"> • Customer service surveys and feedback regarding service received. • Customer Service Standards established. 	<ul style="list-style-type: none"> • New and Continuing Student Satisfaction Surveys. • Customer Service Surveys were established for 25% of the ADFI departments. • Each department at a minimum has adopted general ADFI customer service standards. Several departments have expanded upon these minimum standards
2. Utilize Technology to improve all services and processes.	<ul style="list-style-type: none"> • Capital equipment and software investment. • New systems development. • Year 2000 preparation and readiness. 	<ul style="list-style-type: none"> • Expanded capital equipment replacement plan to include all ADFI units. • Identified staffing commitment to UITS in support of the long-term displacement of Student Information Systems. • Completed all planning, testing, and implementation of necessary Year 2000 enhancements for all ADFI support systems. • Upgraded all departmental workstations. • Created a y2k command center for response to needs by the campus, life support, and essential campus services. • Determined and installed a standard office suite and communication package across all ADFI units. • Established second-wave department-based technical support staff within each department.
3. Recruitment and Retention. • Retain a strong focus	<ul style="list-style-type: none"> • Applicant qualifications. • Staff turnover rates. 	<ul style="list-style-type: none"> • Increase in qualified job applicant referrals. • Job fair attendees, referrals, and

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<ul style="list-style-type: none"> on staff recruitment. • Promote IUPUI as an employer of choice. • Ensure that all initiatives focus on the promotion and enhancement of student and staff retention efforts. 	<ul style="list-style-type: none"> • Student retention. 	<ul style="list-style-type: none"> placements. • Number of positions filled. • Completion of classroom and Lecture Hall renovation. • Measure of collaboration between departments.
<p>4. Enhance skills training and professional development opportunities in all departments of ADFI (e.g., customer service, diversity, etc.).</p>	<ul style="list-style-type: none"> • Staff proficiencies. • Credentials certificates, etc. 	<ul style="list-style-type: none"> • Increased proficiency by staff in job related competencies. • Improvement in staff retention and job satisfaction resulting from professional development opportunities.
<p>5. Support all campus diversity and inclusiveness activities.</p>	<ul style="list-style-type: none"> • Retention rates. • Diversity measurements. • Campus climate. 	<ul style="list-style-type: none"> • Numbers of protected class individuals increased in specific job classification. • An overall improvement in the campus climate, as reflected by staff surveys and informal feedback methods (e.g., focus groups).