

**2000 Planning Summary  
For  
Administration and Finance  
Department: IUPUI Bookstores**

Goal	Indicators
1. Utilize through Electronic Technology ways to improve the IUPUI Bookstore services and processes within the unit.	<ul style="list-style-type: none"> <li>• Expand the IUPUI Bookstores web-page to an on-line ordering process. (i.e. for IUPUI merchandise, ordering of textbooks)</li> </ul>
2. Enhance Customer Service efforts in all Bookstore Units.	<ul style="list-style-type: none"> <li>• Expand the use of satisfaction surveys to improve areas of service.</li> <li>• Introduce IUPUI Bookstores customer service survey via the web-for on going feedback.</li> </ul>
3. Develop and build “relationships” with students, faculty, administration, suppliers, and employees. Make the IUPUI Bookstores a valued partner with the IUPUI community.	<ul style="list-style-type: none"> <li>• Identify barriers that inhibit relationships.</li> <li>• Increase opportunities for professional growth.</li> <li>• Increase opportunities for training.</li> </ul>
4. Achieve 100% textbook availability within the IUPUI Bookstores at the beginning of each semester.	<ul style="list-style-type: none"> <li>• Identify the barriers such as receiving late orders from faculty, over enrollments, bookstore ordering errors.</li> </ul>
5. Continue in the involvement of promoting IUPUI name through creative and innovative ideas of marketing.	<ul style="list-style-type: none"> <li>• Identify areas where the IUPUI Bookstores can participate in promoting the school name.</li> <li>• Expand marketing and promotions.</li> </ul>
6. Consolidate the Union Bookstore, Cavanaugh Bookstore, Herron Art Store into one large centrally located “State of the Art”40,000 sq ft. bookstore.	<ul style="list-style-type: none"> <li>• Examine the locations within the Student Center.</li> <li>• Update the program statement.</li> <li>• Investigate financing alternatives.</li> <li>• Continue to serve on the Campus Center Building Program Committee.</li> </ul>

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