

2000 Planning Summary for Administration and Finance

Goal	Indicators
1. Enhance Customer Service efforts in all departments of ADFI.	<ul style="list-style-type: none"> • Expanded use of satisfaction surveys to 100% of ADFI departments. • Introduction of ADFI web-based on-going customer surveys.
2. Organizational Effectiveness (ADFI).	<ul style="list-style-type: none"> • Organizational structure that ensures appropriate staffing to achieve service delivery. • Conducting of organizational peer reviews for one or two units within ADFI each year.
3. Staff Recruitment and Retention and Student Retention	<ul style="list-style-type: none"> • Measure of enhanced student employment throughout the campus. • Student housing expansion. • Support for increasing demands for parking facilities and services. • Support of classroom technology and design enhancements. • Support of technology enhancements including immediate and on-going operational support and development needs as well as SIS/HRMS New Systems development. • Professional Salary Equity Review Process. • Demonstrated commitment to the design and development of premiere daycare facilities for students and staff. • Renovations for the IUPUI Sport Facilities to maintain and expand student, faculty and staff recreational sports, wellness, classroom and intercollegiate athletics opportunities.
4. Training and Professional Development.	<ul style="list-style-type: none"> • Extent of methods for providing staff with development, training, and professional exchange opportunities.

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5. Marketing and Image.	<ul style="list-style-type: none"> • ADFI strategies to support campus priorities by integrating points of service and sales: i.e., e-commerce, bookstores, sports, daycare, One-Card, student services, etc. • Measure of support for special events such as Race for the Cure, Indy Jazz Fest, and other community initiatives.
6. 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. • Maintenance Management System deployment. • Strengthening of central technical support services. • Expansion of E-Commerce. (e.g., web-based payment processing, One-card services, Electronic vendor interfaces, Electronic Sponsor Authorizations, etc.).
7. Shape a more Diverse Workforce.	<ul style="list-style-type: none"> • Number and distribution of minority and underrepresented staff. • Availability of workshops, training, and discussion opportunities. • Frequency and quality of distributions related to the collective strengths of diversity within the workplace.