

2000 Planning Summary  
For  
Campus Housing

**Goal**

**Indicators**

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| 1) Progressing with final plans to begin designing new housing facilities  | Additional space needed for International House, theme housing and honors<br><br>Housing surveys conducted by Consultants revealed need for additional, modernized facilities<br><br>Waiting lists continue to prevail for all Housing units |
| 2) Provide evening food service to Housing residents   | Numerous requests from customer service surveys<br><br>Currently no evening food service conveniently available to housing residents   |
| 3) Deliver exceptional quality customer services   | Campus Housing customer service surveys and responses to services experienced<br><br>'Comments/Suggestion' cards available in lobby 24 hours a day   |
| 4) Achieve an appropriate balance between income and expense while preserving required services efficiency and effectively | Maximizing uses of existing cash balances  |
| 5) Continued renewal/replacement of facilities and equipment   | Campus Housing customer service surveys and responses to services experienced and desired<br><br>Continuous monitoring, evaluating and identifying facilities and equipment in need of repair and/or replacement                             |