

1999 Planning Summary
For
Campus Housing

Goal	Indicators	Evidence
1) Deliver exceptional quality customer services	Campus Housing customer service surveys and responses to services experienced 'Comments/Suggestions' cards available in lobby 24 hours a day	Positive feedback revealed in areas identified in earlier surveys of services needing improvement Number of surveys listing areas of needed improvement declined
2) Achieve an appropriate balance between income and expense while preserving required services efficiently and effectively	Maximizing use of existing cash balances	Financial Statements reveal healthy cash balances
3) Continued renewal and improvement to existing Housing facilities	Campus Housing customer service surveys and responses to services experienced Continuous monitoring and evaluation of facilities by Housing personnel to monitor areas in need of improvement/upgrading	Number of surveys listing areas of needed improvement declined Retention of current residents
4) Continued renewal and replacement of room and apartment furnishings	Campus Housing customer service surveys and responses Continuous monitoring and identification of room/apartment furnishings in need of repair/replacement	Number of surveys listing areas of needed improvement declined Retention of current residents
5) Advancement towards finalizing plans for the new housing	Housing surveys conducted by Consultants revealed need for additional, modernized facilities Waiting lists continue to prevail for all Housing units Additional space needed for International House, theme housing and honors	New Housing committee meetings are still being conducted and will continue until final decisions are made