

**1999 Planning Summary
for
Campus OneCard Services**

Goal	Indicators	Evidence
1. Promote the use of the OneCard and pursue new depositors to expand the customer base.	Established departmental priorities.	Increased card usage and depositors.
2. Add point of sale terminals throughout the campus.	Customer feedback and established departmental priorities.	Increased card usage and customer satisfaction.
3. Equipped additional copier readers throughout the campus.	Customer feedback and established departmental priorities.	Increased card usage and customer satisfaction.
4. Upgrade photo id equipment, to include software and printers.	Low turn around time. High maintenance.	Increased customer satisfaction. Increased reliability.
5. Complete testing for faculty/staff payroll deduction and implement successful promotional campaign.	Customer feedback and established departmental priorities.	Increased card usage and customer satisfaction.