

Selected Goals from 2004-2005 Annual Reports

Unit: Auxiliary Services

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

Goal 5: State of the Art Infrastructure

Unit Goal

What were your unit level goals for 2004-2005 as contained in your 2003-2004 Annual Report?

Implement R25 scheduling software to centralize scheduling database and initiate a centralized comprehensive Web event calendar.

What action did you undertake to achieve this goal?

- a. Implemented R25 Scheduling software in conjunction with the Information Systems department and the Registrar's Office.
- b. Implemented comprehensive web based event calendar.

By what means did you assess goal achievement?

- a. Analyzed software stability and effectiveness
- b. Analyzed operational processes to meet customer demands in relation to the software.
- c. Complete capture of events in web based calendar.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

- a. Software is stable and performs its functions as expected.
- b. Operational processes were adjusted to complement the software.
- c. All events are captured in the web based event calendar and can be sorted and viewed by category of interest.

What continuous improvement resulted from the use of the assessment data?

- a. The stability and comprehensive nature of R25 allows for a shared database between the Registrar's office and Campus Reservations. This allows for more effective use of scheduling resources from both departments.
- b. Campus Reservations is able to centralize invoicing for all campus services for outside groups. A central database of information has enhanced communication for all campus services. All campus space can be reserved in a central location.

- c. All events and classes on and off campus can be viewed easily in one database. This allows on-campus and off-campus individuals to search and see the activity on campus.

