

Selected Goals from 2004-2005 Annual Reports

Unit: Auxiliary Services

Strategic Plan Goal	Unit Goal
With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?	What were your unit level goals for 2004-2005 as contained in your 2003-2004 Annual Report?
Goal 3: Co-Curricular & Athletic Programming	Create business structure to support Athletics, student clubs and organizations, and departmental participation throughout campus.
What action did you undertake to achieve this goal?	
<ul style="list-style-type: none">a. Hired Coordinator of Alico Arenab. Hired other positions necessary to support the operation of the facility.c. Reorganized Auxiliary Services department to support events in all campus facilities.d. Centralized database of campus reservations in the R 25 system to enhance campus communication.	
By what means did you assess goal achievement?	
<ul style="list-style-type: none">a. Successfully hired the Coordinator of Alico Arena.b. Complete reorganization of Auxiliary Services department in conjunction with the Human Resources Coordinator of Training.c. Implementation of R25 software and deployment of central web calendar.	
Describe the assessment results and the conclusions about goal attainment you inferred from them.	
<ul style="list-style-type: none">a. The Coordinator of Alico Arena was hired and has added to the efficiency of operations.b. The reorganization of Auxiliary Services streamlines the support processes for groups on campus.c. R25 software has increased utilization of campus facilities and streamlined the customer reservation process.d. Identified a need for a system to track student attendance at Athletics, Student Government and Student Affair events. The expansion of the Blackboard one-card system could assist with this goal.	
What continuous improvement resulted from the use of the assessment data?	
<ul style="list-style-type: none">a. The number and quality of programs held in Alico Arena has increased.b. Ticket booth hours of operation are standardized.c. Each position in Auxiliary Services has a defined purpose reducing redundancy in the	

reservation process.

- d. There is a clear division of responsibility across campus reservations making the process simple for the customer.
 - e. Scheduling for Athletics, Campus Recreation and all other campus events is now centralized into one database increasing efficiencies in building utilization.
 - f. Parking and services for the facility are coordinated through one department.
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