2010-2011 Goals

**Work Orders**
- Deploy the streamlined, electronic work order system developed in 2009-10 to all Student Center tenants for submission of maintenance, information technology, and housekeeping requests.
- Complete roll-out by December 31, 2010.

**Lighting**
- Reduce energy consumption in the Student Center by retrofitting old, inefficient lighting with lower energy consuming models.
- Complete by June 30, 2011.

**Crystal Cove & Aliso**
- Increase utilization of the Crystal Cove Auditorium and the Aliso Beach conference rooms by improving their appearance and functionality.
- Complete by June 30, 2011.

**Hiperwall**
- Install a hiperwall to display multimedia exhibits in the Student Center.
- Complete by June 30, 2011.

**Non-Green Chemicals**
- Reduce the usage of non-green chemicals for pest control.
- Complete by end of June 30, 2011.

**vEMS**
- Simplify the process of booking services in the Student Center and Aldrich Hall by implementing vEMS, an online reservation request system.
- Achieve customer satisfaction rating for booking process of 3.2 or better.
- Complete by June 30, 2011.

**Summer Conferences**
- Develop a business proposal outlining a streamlined service approach to summer conferences that will increase the number of bookings and improve customer satisfaction.
- Complete by June 30, 2011.

**External Reservations**
- Increase the number of external client reservations in the Student Center.
- Complete by June 30, 2011.

**RSO Workshops**
- Improve Registered Student Organization (RSO) compliance with event related policies and procedures by increasing awareness through educational workshops.
- Complete by June 30, 2011.

**Website**
- Revamp the Student Center website to enhance content and improve accessibility of information.
- Complete by end of June 30, 2011.

**Development**
- Attract and retain skilled employees by creating a professional development plan.
- Complete by June 30, 2011.

**Billing Time**
- Reduce the processing time for events billed through EMS by automating the transfer of billing data into the Campus Billing Services System.
- Complete by June 30, 2011.

**Import R-25 to EMS**
- Import booking data from R-25 into EMS, eliminating the Campus Billing Services System.
- Complete by June 30, 2011.

**Master Calendar**
- Increase awareness of campus events by implementing a campuswide master calendar.
- Complete by June 30, 2011.

**Streamline Billing (Stretch)**
- Streamline the billing processes so customers receive all charges within 10 business days of the conclusion of their event.
- Complete by June 30, 2011.

**Measure**
- Complete roll-out by December 31, 2010.

**Target**
- Increase labor hours by 20%.

**Timeline**
- Complete by June 30, 2011.

**Action Plan**
- Develop general concept.
- Survey staff workplace satisfaction.
- Write plan.
- Develop software program.
- Develop pilot test program.
- Implement program.
- Develop staff training.
- Implement program.
- Complete by June 30, 2011.

**vEMS**
- Complete roll-out by December 31, 2010.

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