Welcome to the Fall 2010 issue of the Administrative Council’s online Newsletter!

The general purpose of the newsletter is to update the IU Northwest community on some of the recent and planned activities/projects of the administrative units that make up Administration at IU Northwest, including Environmental Health and Safety, Facilities Planning, Human Resources, Physical Plant, Purchasing and Campus Services, and University Police. We hope to produce the newsletter on a regular basis, every semester.

By Joe Pellicciotti, Vice Chancellor for Administration

Some Examples of Unit Projects and Activities

This issue of the newsletter offers examples of the many recently completed and/or planned projects and activities involving units within the Office of Administration. These projects and activities provide a significant positive impact on campus.

Some examples include:

- Work (including lease development and facilities planning) on the "Village Mall Project," a project designed to create an "Arts Center" at the Village Mall on Grant Street in response to critical space needs caused by campus flooding / Tamarack closure and expected replacement.
- Development of a shuttle bus service to the Village Mall to provide on-campus parking relief and to serve those at the Arts Center.
- Acquisition and demolition of the former dry cleaner's building adjacent to the campus at the NE corner of 35th and Broadway and paving along an adjacent alleyway between 34th and 35th, to expand on-campus parking.
- Introduction (in partnership with IT) in April 2010 of video surveillance cameras into 4 buildings (we hope to extend coverage in the future to additional buildings, as the system is expandable).
- Installation in the spring of keyless entry locksets at several building doors (also an expandable system which we hope to extend upon during FY11).
- Purchase (in partnership with Academic Affairs) and installation of new classroom furniture in Hawthorn Hall.
- Assistance in support of the Community Partnership ("Dena's Pub") Project, a project which will develop campus property at the SW corner of Broadway and 35th to allow for a Gary Police substation, conference room for the Glen Park Weed and Seed Program and the Glen Park CDC, and space for a Gary Public Transit Corporation bus "turn-a-round" (the GPTC serves as fiscal agent for this project; the University has approval authority; and construction costs will be borne by our partners, not the campus).
- Campus support for the INDOT Re-Design Project on Broadway, a project entered into over the summer which introduced a new road design along Broadway between 33rd and 35th to enhance pedestrian safety.

Seeking Campus Input for Unit / Program Evaluation

The Administrative Council continually seeks input to help us with unit/program evaluation designed to improve unit efficiency and the quality of services. For example, Physical Plant has had online for some time a Customer Satisfaction Survey evaluating the response of the Physical Plant staff to work order requests.

Physical Plant added in 2009 an additional Customer Satisfaction Survey, which is designed to gauge the level of satisfaction of the campus community with Physical Plant Building Services.

The Building Services’ survey asks those completing the survey to consider their level of satisfaction based on the established Building Services’ Frequency Schedule for cleaning, which provides the schedule for the frequency of specific cleaning efforts on a daily, weekly, etc. basis. So that the director can determine more precisely any areas in need of improvement, the survey asks for the level of satisfaction for work done in a particular building and room on campus. However, an opportunity also exists to set out overall satisfaction and to provide suggestions and/or general comments regarding Building Services. The survey can be taken multiple times, as well, to provide input on several buildings and rooms.

Customer satisfaction surveys are also offered by the University Police and the Office of Environmental Health & Safety.

The directors within Administration appreciate your input as they work to improve service.

I hope that you find the newsletter informative and useful. - Joe Pellicciotti