Welcome to the Spring Semester, 2011 Issue of the Administrative Council’s Online Newsletter!

The Office of Administration

The general purpose of the newsletter is to update the IU Northwest community on some of the recent 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

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:

https://www.iun.edu/~iunpplt/satisfaction/satisfaction.shtml

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:

https://www.iun.edu/~iunpplt/bldgser/bldgser_satisfaction.shtml

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 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 at https://www.iun.edu/~ehs/forms/cust-satisf-survey.shtml and https://www.iun.edu/~ehs/forms/cust-satisf-survey.shtml, respectively.

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

What We Do: The units within the Office of Administration seek to assist the academic units and others on campus by providing leadership and support for campus facilities planning, helping to guide development such that it gives physical form to IU Northwest’s mission, shared vision, and programs; coordinating planning for capital construction, repairs and renovations; managing the operation and maintenance of campus facilities and grounds; engaging in activities that enhance the institution’s...
human resources, administrative processes and tools; and developing policies and procedures and engaging in operational activities that promote campus health, safety, and security.