The Office of Administration

Welcome to the Spring Semester, 2011 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

Development of "Arts on Grant" at the Village Shopping Center

Since the last newsletter, personnel within the Office of Administration have continued to be involved with a wide range of projects and activities that provide a significant positive impact on the campus.

One major example is the work done by several people within Administration related to the development of the 19,000 square foot "Arts on Grant" facility at the Village Shopping Center, located on Grant Street and 37th (designated for use by faculty members within the departments of Fine Arts and Performing Arts, who lost the use of Tamarack Hall in the 2008 flood and need a home pending construction of a new building on campus that will fully meet their needs).

Over the past six months, lease terms on the facility were resolved; construction design occurred and was approved; and construction/renovations began and were completed. Work continued throughout the Fall Semester, 2010, and we were ready to move into the new facility in December. The move to the new facility took place between the fall and spring semesters. By the start of the Spring Semester, 2011, the facility was in the building and teaching classes.

A related project involving those within Administration is the development of the "RedHawk Shuttle" bus service to and from the IU Northwest "Park and Ride Lot," also located at the Village Shopping Center and adjacent to Arts on Grant. The shuttle bus service began in the fall, and the hours of operation for the service were expanded in October. In January, the shuttle buses began to carry not only those people who were using the Village Shopping Center for additional parking, but also faculty and students commuting to and from the main campus for classes held at Arts on Grant.

People within the Office of Administration were also significantly involved in the development of the security for the Arts on Grant site. Security personnel were contracted to work at Arts on Grant when the shuttle buses first began operations in the fall. Security coverage has now expanded, as classes have begun at Arts on Grant. Video surveillance cameras and an emergency telephone have been installed at Arts on Grant. IU Police personnel include the Arts on Grant area as part of their patrol operations.

People within Administration continue to work with others on campus and within the University to develop an additional 5,000 square foot structure at the Village Shopping Center, which is near to the 19,000 square foot facility and will become part of the Arts on Grant operations. The smaller building will serve as a "black box" theatre for the Department of Performing Arts. Renovations and construction at that second facility are expected to be completed in March 2011.

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/%7eiuunplt/bldgser/bldgserv_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 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 at https://www.iun.edu/%7eopolicyv/fforms/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.