

**1999 Planning Summary
for Conference and Sport Facilities**

Goal	Indicators	Evidence
1) Enhance Customer Service	<ul style="list-style-type: none"> Continue to analyze feedback and information from meeting planners and attendees. 	<ul style="list-style-type: none"> Follow-up evaluations are sent to each meeting planner as soon as conference is completed. Upgraded service desk equipment to better serve needs of conference attendees.
2) Utilize Technology to improve all services and processes	<ul style="list-style-type: none"> Provide state of the art technology to meet needs of conference attendees and sporting event participants and attendees 	<ul style="list-style-type: none"> Established new service in the Communications Center with upgraded equipment for conferee use. Upgraded software for efficiency. New data lines installed in conference meeting rooms. Maintained and enhanced sports scoreboard technology for marketing and communication.
3) Marketing and Partnerships	<ul style="list-style-type: none"> Position University Place as facility of choice to administrative/academic/ sport groups. Position sport facilities to provide programs for faculty, staff, students and public as integrated world-class facilities. 	<ul style="list-style-type: none"> Research study of faculty members was initiated. Analysis will provide guidance on how best to serve IUPUI community needs. Premiered new sport camps and summer programs Continue marketing efforts to gain new sponsors for scoreboards and sport facilities Continue to promote partnerships within IUPUI, city and state- ie WRSP, ICVA, Indiana Sports Corp. Formed new business partnership with Harrison Conference Centers (Hotel) bringing IUPUI Conference and Sport facilities to a larger national audience.
4) Professional Development	<ul style="list-style-type: none"> Promote educational opportunities, skill training and professional development opportunities to staffs. 	<ul style="list-style-type: none"> Send managers to IACC training seminars and other facilities for competitive analysis. Provide training to conference services desk in equipment use and customer service etiquette. Employee attendance at technical conferences, sports marketing conferences and educational conferences.
5) Support campus diversity and leadership initiatives	<ul style="list-style-type: none"> Encourage and provide opportunities for staff participation in campus and community initiatives 	<ul style="list-style-type: none"> Hosted or provided facilities for community events including United Way Tennis Classic, YES NCAA basketball clinic, Race for the Cure. Promote staff opportunities to serve on University and community committees (numerous). Staff participation in community activities - ie Indy JazzFest, IACC, RCA Tennis