

Student Centers
Annual Goals for Fiscal Year 2015-2016

"We [Student Centers] will be campus leaders in furthering student success by creating opportunities for memorable experiences through innovative programs, services, and facilities."

CAMPUS PROGRAMS

1. Create efficient processes for marketing in order to provide graphic designs for upcoming events and services for 3 departments (Campus Programs, Campus Recreation, and Student Centers Operations).
2. Establish a yearlong process to assess, develop, and promote the experience of fraternity and sorority membership with a L.E.A.D. Approach.
3. Increase event planning efficiency and an increase in event participation by 25% from previous events or meet initial attendance goals.
4. Increase listenership and website views by 10% and identify campus partners to play UIC Radio by April 2016.

CAMPUS RECREATION

1. Partner and collaborate with the Dean of Students Office (Student Conduct) to formalize a plan for Campus Recreation to be involved in the student conduct process.
2. Develop and implement a comprehensive marketing plan for the department.
3. Evaluate current risk management policies and procedures and create a comprehensive risk management plan.
4. Evaluate best practices for customer service models, and establish a UIC Campus Recreation Customer Service Model.
5. Increase student participation throughout the department by 4% (measured by unique student swipes at both indoor facilities and special events outside of the SRF & SFC).

DINING SERVICES

1. Enhance the student dining experience in Student Center East by building a new cafeteria.
2. Determine if UIC should implement the declining balance program or reconfigure the current board plan program.
3. Enhance Dining Services marketing initiatives and outreach programs.

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STUDENT CENTER OPERATIONS

1. Develop and implement a plan to improve employee skills in customer service, computer and equipment use, and equipment maintenance.
2. Decrease energy cost by 10% and improve facility lighting and temperature control.
3. Develop and implement a plan to increase customer satisfaction of Student Center East and Student Center West patrons (e.g. tenants, service users, etc.).