### Work Orders

Designed and piloted a **streamlined, electronic work order system** for maintenance, information technology, and housekeeping functions that eliminates paper forms and reduces the time to process a request from 6 to 3.

### Event Reservations

Developed an **on-line reservation request system** for events held in the Student Center and Aldrich Hall.

### Chemical Reduction

Reduced the usage of non-green cleaning chemicals by **29%**, while decreasing the annual expense of these products by **18%**.

### Summer Conferences

In coordination with Student Housing and Hospitality and Dining Services, **implemented three-year room and board rates** for summer session.

### Campus Events

Redesigned the approval process for campus organization sponsored special events, **eliminating a step** for the customer and the use of about **3600 sheets** of paper each year.

### Booking Increase

Increased the total number of bookings in the Student Center by **105%**.

Reduced the turnover time for conference center rooms by **49%**.