**2010-2011 Goals**

**Lighting**
- Reduce energy consumption in the Student Center by retrofitting old, inefficient lighting with lower energy consuming models.
- Target: 10% increase in reservations.
- Timeline: Complete by June 30, 2011.
- Measure: Reduction in electricity consumption and GWh emissions.

**Crystal Cove & Aliso**
- Increase utilization of the Crystal Cove Auditorium and the Aliso Beach conference rooms by improving their appearance and functionality.
- Target: 10% increase in space utilization.
- Timeline: Complete by April 30, 2011.
- Measure: Utilization data.

**Hiperwall**
- Install a hiperwall to display multimedia exhibits in the Student Center.
- Target: On a scale of 1-4, achieve a customer satisfaction rating of 3.0 or better.
- Timeline: Complete by June 30, 2011.
- Measure: Customer satisfaction data.

**Work Orders**
- Deploy the streamlined, electronic work order system developed in 2009-10 to all Student Center tenants for submission of maintenance, information technology, and housekeeping requests.
- Measure: Labor hours, cycle time and customer satisfaction data.

**Summer Conferences**
- Develop a business proposal outlining a streamlined service approach to summer conferences that will increase the number of bookings and improve customer satisfaction.
- Measure: Bookings comparison.

**External Reservations**
- Increase the number of external client reservations in the Student Center.
- Measure: Number of known compliance issues and participation in educational workshops.

**RSO Workshops**
- Improve Registered Student Organization (RSO) compliance with event related policies and procedures by increasing awareness through educational workshops.

**vEMS**
- Simplify the process of booking reservations in the Student Center and Alumni Hall by implementing vEMS, an on-line reservation request system.

**Non-Green Chemicals**
- Reduce the usage of non-green chemicals for pest control.
- Measure: Chemical usage in gallons.

**Development**
- Attract and retain skilled employees by creating a professional development plan.

**Import R-25 to EMS**
- Import booking data from R-25 into EMS, eliminating the need for multiple event booking systems.
- Measure: Number of known compliance issues and participation in educational workshops.

**Billing Time**
- Reduce the processing time for events billed through EMS by automating the transfer of billing data into the Campus Billing Services System.
- Measure: Cycle time, number of steps, labor hours.

**Master Calendar (Stretch)**
- Increase awareness of campus events by implementing a campuswide master calendar.

**Streamline Billing (Stretch)**
- Streamline the billing processes so customers receive all charges within 10 business days of the conclusion of their event.

**Import - Campus Bill**
- Import booking data from R-25 into EMS, eliminating the need for multiple event booking systems.
- Measure: Number of known compliance issues and participation in educational workshops.

**Website**
- Revamp the Student Center website to enhance content and improve accessibility of information.

**Import - Campus Bill**
- Import booking data from R-25 into EMS, eliminating the need for multiple event booking systems.
- Measure: Number of known compliance issues and participation in educational workshops.