

# UW Bothell Facilities Services & Campus Operations (FSCO) 2024 – 2027 Strategic Plan

## MISSION – WHAT WE DO

We are dedicated to delivering timely and reliable services effectively supporting the campus community.

## VISION – ASPIRE TO BE

One of the premier public facilities management operations, where services are provided in a sustained manner at the highest standards of quality and efficiency.

## VALUES

- Collaborative
- Transparent
- Proactive
- Customer Focused
- Diversity/Inclusion
- Recognition
- Respect
- Sustainability

### FOCUS ON FACULTY, STAFF, STUDENT & COMMUNITY

Increase community participation and understanding in emergency preparedness

Cultivate sustainable food spaces, campus events, and building systems

Continue to enhance communications with our internal and external customers

Collaborate, communicate & coordinate with campus partners on projects from concept to completion

### INTERNAL BUSINESS PRACTICE

Formalize funding request process: prioritize wants vs needs

Assess current FSCO reporting structures and develop succession plans

Strengthen customer experience by surveying core user groups

Build out systems to ensure consistent business practices

### ORGANIZATIONAL CAPACITY

Centralize HR support: Develop protocol for internal HR processes across all units

Increase cross collaboration and synergy between units

Ensure vital data retention for all units virtually

Reassess job responsibilities to ensure accuracy and departmental consistency

### RESOURCES

Develop Campus Safety virtual app for the campus community

Enhance online systems (work orders, website, dashboard) for better customer experience

Maintain and enhance Gold status in the Sustainability Tracking Assessment and Rating System (STARS)

Develop a comprehensive unit safety compliance plan

2024

2025

2026

2027

# KEY RESULT AREA 1: FOCUS ON FACULTY, STAFF, STUDENT & COMMUNITY

## **Deliverable**

Increase community participation and understanding in emergency preparedness

## **Tactics**

- Continue to seek out solutions that foster a sense of security in the campus community.
- Focus and Outreach: Offer [campus wide training events](#) on timely emergency preparedness topics.
- [Train](#) members of our campus community in CPR/First Aid, conflict de-escalation and resolution, and anti-bias skills.
- Bridge cross collaboration between departments (Safety initiatives, Campus Safety Walk with the Chancellor).
- Promote student success by expanding to all departments the work of Campus Safety in becoming a part of the community.
- Develop a SharePoint Site.

# KEY RESULT AREA 2: INTERNAL BUSINESS PRACTICE

## **Deliverable**

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Formalize funding request process: prioritize wants vs needs

## **Tactics**

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- Develop a long-term equipment replacement plan for vehicles, carts, vacuums, mowers, and other small equipment items not tracked on the deferred maintenance plan.
- Standardize a request process for new budget items.
- Standardize a request process for wish list items.
- Establish a cohesive purchasing policy for the department.

# KEY RESULT AREA 3: ORGANIZATIONAL CAPACITY

## **Deliverable**

Centralize HR support: Develop protocol for internal HR processes across all units

## **Tactics**

- Develop standard onboard/offboard procedures.
- Provide cross-training for all units.
- Standard operating procedures and policies for attendance, attire, overtime, and staff leave.
- Create a manager guide for the recruitment/search process.
- Provide funding for professional development.
- Hire or dedicate an existing employee as the HR representative for the department.
- Find ways to retain staff; show the benefits of working in Facilities.

# KEY RESULT AREA 4: RESOURCES

## **Deliverable**

Develop Campus Safety virtual app for the campus community

## **Tactics**

- Enhance the effectiveness of community safety engagement, primarily the student populations of UWB and CC.
- “One Stop Shop” with multiple tools to enhance personal safety and make the Campus Safety Department easily accessible.
- Provide relevant safety information and resources.
- “Work Alone” feature allowing user to voluntarily connect with Campus Safety, a friend, a colleague, or teacher through a safety timer.
- Ensure student information is safeguarded and the app complies with UW policy; vetted through IT Services and Risk Management.
- Rollout to the campus at large (target spring quarter 2024).