

# UW Bothell Facilities Services & Campus Operations (FSCO) 2023 – 2026 Strategic Plan

## MISSION – WHAT WE DO

Facilities Services and Campus Operations are dedicated to excellence in the delivery of campus services.

## 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
- Customer Focused
- Inclusive
- Integrity
- Recognition
- Respect
- Sustainability
- Proactive
- Transparent

## FOCUS ON FACULTY, STAFF, STUDENT & COMMUNITY

## INTERNAL BUSINESS PRACTICE

## ORGANIZATIONAL CAPACITY

## RESOURCES

2023

Work with Students, Faculty, and Staff to enhance Campus Safety culture

Strengthen organizational structure and systems to ensure consistent business practices

Enhance opportunities to recruit and retain staff; Fill current vacancies

Update comprehensive deferred maintenance and asset refresh plan and schedule

2024

Restore Emergency Management training and resources to the campus community

Continue to streamline online systems (FSCO website, SharePoint, Megamation)

Develop protocol for internal HR processes across all units

Develop a comprehensive unit safety compliance plan

2025

Continue to enhance communications with our internal and external customers

Improve fiscal health by developing cost analysis, budget forecast, and compliance plan

Ensure vital data retention for all units virtually

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

2026

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

Assess current FSCO reporting structures and develop succession plans

Reassess job responsibilities to ensure accuracy and departmental consistency

Evaluate and effectively utilize current physical space

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

## **Deliverable**

Work with Students, Faculty, and Staff to enhance Campus Safety culture

## **Tactics**

- Establishing an advisory council to advise the work and to help build collaborative trust and understanding among our community.
- Making safety-related decisions that center our values of equity and social justice.
- Re-examining our relationship with the Bothell Police Department.
- Clarifying role of unarmed safety officers, their training, and expectations.
- Training members of our campus community in CPR/First Aid, conflict de-escalation and resolution, and anti-bias skills.
- Employing and training students to serve as peer “resource navigators.”
- Rethinking Campus Safety uniforms to more accurately reflect the role and authority of the officers and to project a welcoming image.

# KEY RESULT AREA 1: FOCUS ON FACULTY, STAFF, STUDENT & COMMUNITY (cont.)

## **Deliverable**

Work with Students, Faculty, and Staff to enhance Campus Safety culture

## **Tactics**

- Employing threat-assessment consultants.
- Creating effective, comprehensive responses to incidents of sexual assault and domestic violence.
- Identifying and meeting the needs of the campus' Counseling Center.
- Establishing a system for streamlining all communication, trainings\ and community education related to community safety, emergency preparedness and response, and wellness care resources.
- Planning to meet residential life needs.
- Implementing physical improvements for safety (lighting, security cameras, etc.)
- Re-envisioning the infrastructure for all safety, emergency prevention and response, and wellness services to work in collaboration in order to provide the most appropriate response to the wide variety of community needs.

# KEY RESULT AREA 2: INTERNAL BUSINESS PRACTICE

## **Deliverable**

Strengthen organizational structure and systems to ensure consistent business practices

## **Tactics**

- FSCO SharePoint Site
- Standard Operating Procedures
- Attendance Policy
- Records Retention
- Recruitment Protocol
- Hazard Review Plan
- Purchasing Policy
- Systems audits

# KEY RESULT AREA 3: ORGANIZATIONAL CAPACITY

## **Deliverable**

Enhance opportunities to recruit and retain staff; Fill current vacancies

## **Tactics**

- Recognition program
- Onboarding and offboarding
- Professional Development plan
- Appreciation and having fun
- Coaching and Mentoring
- Cross train
- Boost benefits of working here
- Retention funding

# KEY RESULT AREA 4: RESOURCES

## **Deliverable**

Update comprehensive deferred maintenance and asset refresh plan and schedule

## **Tactics**

- Complete a comprehensive inventory on all building equipment that includes information on current conditions.
- Enhance the preventative maintenance (PM) work orders in Megamations into a comprehensive process.
- Develop and share a 10-year deferred maintenance plan.