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
- 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