

# University Services Strategic Plan

Purpose: To Make the University Work  
 Vision: We are driven to deliver exceptional services and places to make discoveries possible and experiences memorable  
 Values: Stewardship, Integrity, Respect, Innovation, Safety  
 Mission: We serve the U community to create a safe, welcoming environment to advance learning, research, and outreach

Goals:

## Provide Mission-Advancing Places

## Ensure a Safe University

Objectives:

**I. Reduce the amount of University space in poor or critical condition**

**II. Maximize the functionality of physical assets in a sustainable manner**

**III. Create effective and transparent processes.**

**I. Ensure Safe Buildings and Environments**

**II. Foster a Shared Safety Culture**

**III. Support Outstanding Readiness and Response**

High Priority Initiatives for the U Services Leadership Team's 2017 Shared Work Plan are bolded in Maroon

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|---|--|---|
| <ul style="list-style-type: none"> <li><b>A. Advance AHC District Planning, including developing plan to decommission and remove the Mayo building</b></li> <li>B. Reduce Total Cost of Ownership – establish capital cost analysis, ROI, and address first cost vs lifecycle costs</li> </ul>                                      | <ul style="list-style-type: none"> <li>A. Institute Lean principles for efficiency and effectiveness among U Services practices</li> <li><b>B. Provide a Reliability-Based Maintenance Program based on criticality</b></li> <li>C. Establish sustainability priorities and advance the integration of sustainability in operations.</li> <li>D. Implement the Enterprise Asset Management Program</li> <li><b>E. Support the University's re-definition of the role of the St. Paul Campus</b></li> </ul> | <ul style="list-style-type: none"> <li><b>A. Implement Portfolio Planning Processes (capital and space) for decision making</b></li> <li>B. Create integrated planning tools to guide the development and direction for all physical assets (buildings, landscapes, iconic spaces and other assets), implement the tools and manage them</li> <li><b>C. Complete, gain approval, and begin implementation of the Building by Building Strategy</b></li> </ul> |
| <ul style="list-style-type: none"> <li>A. Implement opportunities for continuing to improve transportation safety on the Twin Cities campus</li> <li>B. <b>Assess standards and make recommendations for improving the safety of public spaces</b></li> <li>C. <b>Develop and Implement a Chemical Inventory system.</b></li> </ul> | <ul style="list-style-type: none"> <li><b>A. Develop programs and communications plans to engage students, staff and faculty in a culture of safety at the University</b></li> </ul>   | <ul style="list-style-type: none"> <li>A. Develop a planning cycle to update all- hazards plans</li> <li><b>B. Update building emergency plans</b></li> <li><b>C. Provide a new Public Safety Facility that advances efficiency and coordination of responses through appropriate location and design</b></li> <li>D. Implement a hazard ranking system for buildings/rooms (EAM)</li> </ul>  |

Goals:

## Deliver an Exceptional Campus Experience

## Engage and Support Employees

Objectives:

**I. Foster student success with quality, affordable services**

**II. Make the University a place people love**

**III. Create effective and transparent processes**

**I. Build a diverse, engaged and talented workforce at all levels of University Services**

**II. Provide employees with opportunities for training, career development, and mobility**

**III. Strengthen employee engagement**

**IV. Make and maintain student job opportunities that are attractive and rewarding.**

High Priority Initiatives for the U Services Leadership Team's 2017 Shared Work Plan are bolded in Maroon

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| <ul style="list-style-type: none"> <li><b>A. Continue implementation of the Twin Cities Campus University Student Housing Strategy.</b></li> <li>B. Identify barriers and obstacles that negatively impact student experience and identify and develop initiatives and programs within each University Services unit that offer high impact student engagement opportunities.</li> </ul> | <ul style="list-style-type: none"> <li>A. Identify systematic and regular means of understanding and acting on factors that drive "Love of the U."</li> <li><b>B. Support the advancement and implementation of the University's near-campus neighborhood strategy.</b></li> </ul> | <ul style="list-style-type: none"> <li><b>A. Develop Facility Roles and Responsibilities to improve service consistency and excellence.</b></li> <li>B. Provide the information on demand to help people with what they want and need, when and where they are.</li> </ul>   |
| <ul style="list-style-type: none"> <li>A. Implement a structured, easy-to-use workforce planning process which supports their ability to provide current services with an eye towards future needs and directions</li> </ul>   | <ul style="list-style-type: none"> <li><b>A. Build a comprehensive training program: "U Services U" - Pathways to Excellence</b></li> <li><b>B. Support the U-wide effort to develop a new Enterprise Learning Management System</b></li> </ul>                                    | <ul style="list-style-type: none"> <li><b>A. Enhance employee communications to create a common understanding of our mission, purpose, and goals</b></li> <li><b>B. Develop and Implement a new U Services employee orientation program</b></li> <li><b>C. Strengthen employee recognition programs</b></li> <li>D. Research and report on "best employer" awards and identify criteria used for being a top employer</li> </ul> |