

University Services Strategic Plan – FY2017-18

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 FY2018 Shared Work Plan are bolded in Maroon

- A. Advance AHC District Planning, including developing plan to decommission and remove the Mayo building**
- B. Reduce Total Cost of Ownership – establish capital cost analysis, ROI, and address first cost vs lifecycle costs
- A. Institute Lean principles for efficiency and effectiveness among U Services practices
- B. Provide a Reliability-Based Maintenance Program based on criticality
- C. Advance the integration of sustainability in University operations.**
- D. **Implement the Enterprise Asset Management Program**
- E. **Support the University's re-definition of the role of the St. Paul Campus**
- A. **Enhance Portfolio Planning Processes (capital and space) for decision making**
- B. **Identify new approaches for reducing costs and/or increasing revenues**
- C. **Institutionalize the application of the Building by Building Strategy in our investment decisions.**

- A. Implement opportunities for continuing to improve transportation safety on the Twin Cities campus
- B. **Define and implement the next steps to improving the safety of public spaces**
- C. **Develop and Implement a Chemical Inventory system.**
- A. **Advance efforts and communications plans to engage students, staff and faculty in a culture of safety at the University**
- B. **Strengthen trust and partnerships through campus community engagement**
- A. **Continue progress to update building emergency plans**
- B. **Provide a new Public Safety Facility that advances efficiency and coordination of responses through appropriate location and design**
- C. Implement a hazard ranking system for buildings/rooms

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 FY2018 Shared Work Plan are bolded in Maroon

- A. **Continue to advance the Twin Cities Campus University Student Housing Strategy.**
- 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.
- C. **Develop an integrated support system and communications for U students living near the Twin Cities Campus**
- A. Identify systematic and regular means of understanding and acting on factors that drive "Love of the U."
- B. **Partner across the U to define and advance the University's broader neighborhood strategy.**
- C. **Apply our integrated planning and design tools to enhance the place-based experience of campus.**
- A. Provide the information on demand to help people with what they want and need, when and where they are.

- 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
- B. **Develop comprehensive program to advance our values of a respectful work environment in U Services**
- A. **Build a comprehensive training program: "U Services U" - Pathways to Excellence**
- A. **Purposefully and thoughtfully integrate University Services mission, purpose, and goals into internal communications and messaging at all levels of the organization**
- B. **Strengthen employee recognition programs**
- C. Research and report on "best employer" awards and identify criteria used for being a top employer
- A. Develop a comprehensive program for student employees that will lead to a pipeline for future post-graduation employment

Note: The bold items are those that the U Services Leadership Team will focus on advancing in FY2018. Items not bolded may be advanced by individual units or delayed until resources are available.