



Idaho State
UNIVERSITY

Facilities Services' Strategic Plan

Strategic Plan (2018-2023)

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Prepared by Facilities Services' Strategic Planning Team

Table of Contents

1. Introduction	3
1.1 Introduction to Facilities Services	3
1.2 Core Competencies	3
1.3 Values	3
1.4 Objectives of the strategic planning process	3
1.5 Methodology	4
2. Organizational Profile	4
2.1 Vision	4
2.2 Mission	4
3. Plan.....	4
3.1 Goal: Implement University Aesthetics Standards	4
3.2 Goal: Adopt an Updated Master Plan	5
3.3 Goal: Recruit and Retain Critical Positions	5

1. Introduction

1.1 Introduction to Facilities Services

Facilities Services is the go-to solution for Idaho State University building maintenance and operational needs. It is responsible for supporting the Pocatello, Idaho Falls, and Meridian campuses with new construction and all building remodeling projects; maintaining the inside of the buildings clean and landscaping beautiful and safe for all in every season. It also keeps the heat on when it is cold outside, and the cool air flowing during hot summer days; it keeps the lights on, the plumbing working, and ensures keys work in the right door locks. Finally, the organization builds new casework, desks, tables, and other office furnishings. We are the infrastructure backbone of ISU.

1.2 Core Competencies

- Exemplary Service - We provide reliable and responsible service.
- Team Unity - We are professionals serving professionals.
- Ownership Mindset - We know, protect, and improve our facilities.
- Communication - We minimize surprises through listening, understanding, and being understood.

1.3 Values

- Support our students, faculty, and staff
- Be legal and ethical
- Employ sound business practices
- Deliver excellent customer service
- Be inclusive by embracing diversity
- Support our employees' safety and needs

1.4 Objectives of the strategic planning process

The objectives of the strategic planning process are to:

- Create a five-year plan
- Create a new vision and mission
- Develop strategic goals and objectives
- Align the department's leadership, faculty, and staff
- Create synergy

1.5 Methodology

Using ISU's strategic planning model, faculty, staff, and student representation from Facilities Services started an honest, comprehensive dialogue resulting in an understanding of the organization's past and how it shaped a multidimensional vision of its future. The new vision addresses the delivery of a superior product for the faculty, staff and the students it serves while shaping the University's physical future. The group transformed real and perceived weaknesses into opportunities that translate into achievable but challenging goals and objectives by analyzing the Facilities Services' core competencies and capabilities. This living document is the first one of many steps to come to support Facilities Services achieving its desired results like aligning planning; creating options for the planning and execution of operational plans; motivating employees, students, and the community partners; and serving as a decision-making tool for the Unit's leadership

2. Organizational Profile

2.1 Vision

ISU facilities professionals will provide safe, vibrant, and inviting campuses that inspire learning and discovery.

2.2 Mission

Facilities Services takes pride in the care and creation of ISU spaces where access and opportunity flourish.

3. Plan

3.1 Goal: Implement University Aesthetics Standards

Objective: Use ISU community feedback to establish the criteria for aesthetics that attract students to all campuses and is incorporated into Facilities' projects and the master plan by 2021.

Measures:

1. By 2021, Facilities Services will maintain the new student recruit satisfaction with campus aesthetics at 90% or high.
2. By 2021, increase ISU community satisfaction with campus aesthetics by (5%)
3. By 2021, increase the number of community volunteer hours for campus beautification projects per year by (26%)

3.2 Goal: Adopt an Updated Master Plan

Objective: Reduce deferred maintenance, enhance space utilization, and improve campus aesthetics. Create a new or revise the current master plan by 2023.

Measures:

1. By 2023, reduce deferred maintenance by (.005%)
2. By 2023, resolve the underutilization of space on campus by (2%)
3. By 2023, increase the percentage of executed projects that include aesthetic elements by (20%) per year beginning 2020.

3.3 Goal: Recruit and Retain Critical Positions

Objective: By 2022, 100% of Facilities Services employees will report a (90%) overall job satisfaction consistently over three years

Measures:

1. Increase Facility Services' retention rate up to (90%) by 2022
2. Achieve employee satisfaction to (90%) by 2021 and maintain it for three years to 2022
3. Reduce the time it takes to fill open positions by 50% by 2022