



F&S Strategic Plan

A Strategy for Service & Stewardship



F&S – New Purpose Statement

University of Illinois Urbana-Champaign

- **Mission**
 - The University of Illinois Urbana-Champaign is charged by our state to enhance the lives of people in Illinois, across the nation and around the world through our leadership in learning, discovery, engagement and economic development.
- **Vision**
 - We will be the pre-eminent public research university with a land-grant mission and global impact.

Facilities & Services

- **Purpose Statement**
 - Facilities & Services provides and maintains an environment that supports learning, discovery, engagement, and economic development.



F&S Themes and Values

Themes

- 1) Team Members
- 2) Stakeholder and Customer Engagement
- 3) Access & Belonging
- 4) Stewardship & Sustainable Resource Management
- 5) Innovative Collaboration

Values

- Trust
- Respect
- Accountability
- Integrity
- Teamwork
- Safety*
- Perseverance*



Theme 1: Team Members

The excellence of Facilities & Services is forged by its outstanding team members. We foster a culture of continuous learning and professional growth through recruitment, retention, and the enhancement of professional skill and competencies through training and career advancement opportunities to drive innovation in pursuit of sustained success.



Goal 1

Strengthen the Onboarding Experience

- Develop a comprehensive division-wide onboarding program
- Cultivate a welcoming environment through consistent communication, structured introductions, and intentional engagement.
- Create and maintain Standard Operating Procedures (SOPs) for announcing new hires through internal communication channels.



Goal 2

Expand Professional Development Pathway

- Establish a professional development budget for each division with transparent allocation and reporting practices.
- Define clear guidelines for position-related certifications and skill enhancement opportunities.
- Strengthen collaboration with local unions and higher education partners to enhance training and growth opportunities for the skilled trades.



Goal 3

Improve Career Advancement Opportunities

- Leverage the G.R.O.W. (Great Resource Opportunity Within) program to advance internal mobility into F&S Crafts and Trades.
- Create promotional lines for classifications that currently lack established advancement opportunities.

Theme 2: Stakeholder and Customer Engagement

F&S is committed to delivering high-quality services that support the operational needs of the University of Illinois Urbana-Champaign. We prioritize meaningful engagement, proactive communication, and data-driven responsiveness to build trust and strengthen relationships across campus.



Goal 1

Consistently Engage with Customers and Stakeholders

- Identify and engage with key customers and stakeholders, both new and existing, on an annual basis.
- Host regular, recurring meetings for deans, directors, and department heads to establish shared expectations and available resources.



Goal 2

Use Data-Driven Decision-Making

- Enhance and standardize customer satisfaction surveys to improve survey design and distribution methods.
- Analyze survey data to identify trends and prioritize service improvements by reviewing recurring themes and dissatisfaction areas.



Theme 3: Access & Belonging

Guided by the values of our land-grant mission—accessibility, applied education, public service, economic development, and community impact—we are committed to fostering an environment where all individuals feel respected, accepted, and valued. By promoting equity, cultural competency, and inclusive representation, we eliminate barriers to participation and strengthen connections to the diverse communities we serve.



Goal 1

Ensure Equitable Policies and Programs

- Review F&S policies and programs to ensure alignment with university values, promotion of equity, and removal of participation barriers.
- Review recruitment programs to ensure accessibility, fairness, and alignment with F&S' commitment to diversity and inclusion.
- Enhance community outreach to increase awareness of career opportunities at F&S.



Goal 2

Streamline the Hiring Process

- Improve the form management system to support flexible submission options, streamline data collection, and enhance overall user experience.
- Develop clear communication procedures for search timelines and provide regular updates.
- Create a feedback process for new hires and hiring managers to evaluate experience and identify areas for improvement.
- Standardize job advertising language to attract a diverse range of candidates while ensuring accessibility and inclusivity in recruitment materials.



Goal 3

Enhance Team Members' Engagement in Inclusive Practices

- Implement quarterly workshops focused on equitable practices, cultural awareness, and inclusive service delivery.
- Embed access and belonging principles in onboarding and daily operations.
- Strengthen the Access and Belonging Committee to lead initiatives promoting an inclusive workplace culture.



Theme 4: **Stewardship & Sustainable Resource Management**

We manage and utilize our resources responsibly through sustainable practices, innovative technologies, and efficient operations. Maintaining high standards of service delivery supports the long-term fiscal and environmental goals of the university.



Goal 1

Reach and Maintain Environmental Sustainability

- Produce a business case to reach and maintain environmental sustainability goals in alignment with the Illinois Climate Action Plan (iCAP).
- Continue to support iCAP development and implementation in coordination with campus partners.



Goal 2

Align Service Delivery Standards with Campus Expectations

- Increase in-house performance capabilities to reduce reliance on external consultants.
- Establish communication protocols with customers for team members working in building.



Goal 3

Audit Processes to Improve Efficiencies

- Improve accountability for financial resources and their allocation to strengthen operational transparency and effectiveness.
- Review service level agreements and appropriately right-size the F&S workforce and internal budget allocations to optimize efficiency.
- Measure and balance resources in alignment with the university strategic plan to ensure sustainable and effective service delivery.



Theme 5: Innovative Collaboration

We foster a culture of innovative collaboration by forging strategic partnerships, leveraging diverse expertise, and integrating cutting-edge technologies. This enhances operational efficiency, service quality, and sustainability.



Goal 1

Streamline and Enhance Internal Safety Processes

- Identify safety hazards on work orders in spaces where potential hazards exist.
- Collaborate with Information Technology Services (ITS) to develop solutions for documenting Lockout/Tagout (LOTO) procedures, Job Hazard Assessments, and safety inspections.



Goal 2

Advocate for Policy Changes Supporting F&S Operations

- Advocate for changes in the procurement code to streamline processes, reduce inefficiencies, and improve project timelines and labor utilization.
- Continue advocating for modernized guidelines for project delivery at both the state and System levels.



Goal 3

Collaborate with University and Community Experts

- Achieve operational excellence by collaborating with university departments and community stakeholders to optimize space management and streamline capital project delivery.
- Support teaching and research collaborations by working closely with academic and community partners to align facilities, resources, and expertise with research and academic program needs.
- Contribute to the Environmental Health and Safety (EHS) community by partnering with subject matter experts in EHS and the Division of Research Safety (DRS) to promote safety standards, accessibility, and inclusive practices across campus operations.





Questions?

