

FACILITIES MANAGEMENT

Diversity Plan – 2020-2021

Developed by FM Diversity Team (changed to FM JEDI Team) and Department Leadership

Charge of the Team: The Facilities Management (FM) JEDI Team is charged with helping to carry out the Diversity Plan set forth by the Division of University Operations (DUO), specifically for Facilities Management—to communicate the plan, its goals, and help with diversity and inclusion efforts, and to follow up on diversity and inclusivity needs particular to our department.

This Plan outlines the specific actions Facilities Management will take by the Year 2021 to carry out the goals set forth by the DUO Diversity Plan.

DUO Diversity Goal 1: The Division of University Operations will actively support efforts to increase recruitment, hiring and retention of employees from marginalized and excluded populations in all units within the Division.

FM Implementation Plan for Goal 1

1. Establish a 2021 baseline for diversity in current hiring pool, using hiring metrics from CSU Office of Equal Opportunity (OEO) and Facilities Human Resources (HR). Identify FM occupational fields with most/least amount of diversity, providing percentages for each occupational field. Quarterly review of demographics in applicant pool for open positions. Annual review of FM demographics in hiring and retention.
2. **ONGOING** Share information about increasing diversity in hiring process with FM search committees.
 - a. **DONE - DIVERSITY in the Search Process Checklists shared by FM HR with search committees.**
3. FM HR creates EO Coordinator program for state classified searches, training FM employees to serve as Equal Opportunity (EO) coordinators for State Classified searches to assist Hiring Authority and Search Committee. Encourage Admin Pro to become EO Coordinators for Admin Pro Searches.
 - a. **DONE – Develop recommendations for FM HR for EO coordinator program, including selection process and criteria for participation in the program.**
4. Explore various sourcing channels for recruitment in state classified vs admin pro searches—and the associated needs, including length of time posted and cost. Develop an overall list of possible advertising venues and costs. Create subsets of lists that pertain to certain trades/ professions.
5. Determine a budget for FM supervisors to use to advertise in diverse venues that have advertising fees. Submit budget request to Tom Satterly (or VPUO?).
6. **ONGOING** Highlight benefits in job descriptions for open position announcements – specifically, describe some of the lesser known benefits such as the work study privilege, etc. since CSU hasn't been able to compete financially salary-wise with private companies.
7. Develop pathways for advancement within FM to retain good employees.
 - a. **ONGOING – FM Leadership plans and develops Facilities Management Leadership Academy**
 - b. **ONGOING – FM HR assesses position vacancies for “trainee” opportunities to create pathways for career progression for employees (Ongoing) - examples include Service Desk and Utility Plant**
 - c. **ONGOING – Assistant Trades Manager Position Vacancy**
8. **DONE - Develop a resource guide or identify a representative within FM to support employees with navigating the process of applying to college.**

- a. **DONE** <https://www.fm.colostate.edu/esp>
- b. **DONE** 01/11/2021 - [Employee Study Privilege](#) FM Weekly Communication

DUO Diversity Goal 2: The Division of University Operations will actively cultivate an inclusive institutional climate through opportunities for training, increased awareness of diverse cultures and identities, and positive reinforcement of measures taken to promote inclusive excellence.

FM Implementation Plan for Goal 2

- 9. **ONGOING** Provide ongoing visibility of Principles of Community within FM.
 - a. **ONGOING** Principles of Community - Lived Examples for FM Newsletter: FM Diversity Team member Harrison Bridge reaches out to Tom's Direct Reports on a quarterly basis (rotating who he reaches out to), seeking one or two recent examples of an employee or team in their section. The aim is to highlight a lived example of one of the Principles of Community: RESPECT, INCLUSION, INTEGRITY, SERVICE, SOCIAL JUSTICE. Harrison will provide 3-4 weeks for the direct reports to provide one or two concrete examples. The example will be shared in the quarterly *Facilities Focus* newsletter. Harrison will submit the example(s) by the designated newsletter deadline. - **Purpose:** This initiative is intended to showcase specific employees or FM teams who live the Principles of Community to keep us all familiar with the different ways these show up in our daily work. - **FM Diversity Plan:** This is related to two goals in the FM Diversity Plan - 1) establishing a culture with ongoing visibility of the Principles of Community AND 2) recognizing FM individuals and groups for inclusive excellence.
- 10. **ONGOING** Implement Inclusive and Diverse Communication Efforts
 - a. **ONGOING Recommendation:** Have a standard mode of communication (i.e. email) that all FM employees receive, have access to, can rely on for correct information, and know they are responsible for checking.
 - b. **ONGOING Recommendation:** Supplement and reinforce the standard communication through diverse modes of back-up communication (electronic, print, in person – see Appendix) to assist in transparency and timeliness.
 - c. **ONGOING Recommendation:** Provide physical access (computer or smart phone) and work-time access to all employees in their breakrooms or office areas.
 - i. Planning and Development of I-Pod Touch Pilot Wi-Fi Program
 - ii. FM Leadership invested in inclusive physical infrastructure for FM employees, e.g. Weber Custodial Breakroom (Fall 2020), as well as computers and monitors added to custodial breakrooms and other FM-specific areas (Fall 2020)
 - d. **Recommendation:** Encourage supervisors to set up a process that allows all employees to check emails during work time on a computer or smart phone.
 - e. **ONGOING Recommendation:** Supervisors make sure all employees are aware that they have a CSU email during onboarding (and retroactively for current employees).
 - f. **Recommendation:** Develop FAQs or SOPs for employees who may have questions about using technology.
 - g. **ONGOING Recommendation:** Offer in-person (group or individual) computer training sessions, similar to the I-phone training provided by Computer Services, for employees who are not computer literate.
 - h. **Recommendation:** Add all students and hourly employees to the FM Staff distribution list, so it is up-to-date and effectively reaches our whole team.

- i. Tom is using the student and staff email when sending Weekly communications.
- i. **ONGOING Recommendation:** Address all seasons and upcoming cultural events and holidays in a separate section of the quarterly newsletter, "From the AVP," or in FM Weekly Communication or email from AVP, including Memorial Day and Veteran's Day (these two specifically acknowledged based on the precedent of Tony Frank's emails to CSU community).
- j. **ONGOING Recommendation:** Once a year, include a reminder of the Faith, Belief, and Religious Observances calendar (<https://calendar.colostate.edu/observances/>) in AVP newsletter note. (Suggestion to begin in Oct. 2020 newsletter). ONGOING
- k. **ONGOING Recommendation:** Annually, in fall issue of newsletter or in an FM Weekly communication or email from Tom, include guidance reminder for staff on inclusive holiday decorations in work spaces and public areas, referring to SOURCE article from the Office of VP for Diversity.
- l. **Recommendation:** Regarding professional development opportunities, Tom Satterly to address annually in the FM Department Wide meeting, so all employees and supervisors hear him communicate that both hard skills and soft skill development pursuit is valuable and encouraged no matter what level an employee's position is within the department.
- m. **ONGOING Recommendation:** Supervisors are responsible for communicating directly to their employees about available opportunities and professional development. Supervisors reinforce that it's okay to attend trainings by forwarding emails encouraging them to go, as well as speaking with employees in person about engagement.
- n. **Recommendation:** Add professional development goals into annual and mid-year evaluation process. (See Diversity Plan Action Item 14)
- o. **Recommendation:** Encourage employees to communicate with their supervisors if they don't know if something applies to them, but are interested.
Recommendation: Diversity Team to reach out to FM sections to find out best and preferred forms of communication for their groups, so we understand if we are communicating most effectively. Talk to supervisors about the importance of getting all the types of information to employees.
- p. **ONGOING** Include information about FM Diversity efforts in each FM newsletter.
- q. **ONGOING** Communicate about and encourage participation in diversity and other training opportunities for all FM employees.
- r. **ONGOING** Communicate to FM staff when diversity and other trainings are available in an alternative manner (such as online or video training)
- s. **ONGOING** Continue to have Direct Reports inform their staff about training offerings and encouraging their staff to attend. Emphasis from FM leadership that trainings such as these are encouraged and important for all employees to try to attend.
- t. **ONGOING** Translate FM newsletters and department email announcements into Spanish.
- u. **ONGOING** Supervisors print and make available any documents via email to their employees who may not work at a computer.
- 11. **ONGOING** Develop ways to recognize FM individuals and groups for promoting inclusive excellence.
 - a. **DONE** - SEE DIVERSITY PLAN ITEM 09.
- 12. **ONGOING** Develop FM Diversity Team as a resource to support the department in facilitation of the Principles of Community and related topics.

- a. **ONGOING** Develop FM Diversity Team resource folder to support the department in facilitation of the Principles of Community, searches, and other related topics. [\\SW\General\Diversity Team Resources\](#).
- 13. **ONGOING** Increase awareness of diverse cultures and provide inclusive, accessible environments when planning department functions (in person or virtual) such as Zoom sessions, holiday socials, summer picnics including food, music, games etc.
 - a. **DONE** - Diversity and Inclusion in Events and meetings (in person and virtual) checklist to help guide planning.
- 14. **DONE** - Incorporate a commitment to the Principles of Community (including to inclusion and service) into position descriptions and evaluations. Encourage supervisors/employees to develop diversity or service goals into midyear and annual reviews by developing JEDI core competencies that employees will be reviewed on and a tip sheet to help guide discussion around the JEDI core competencies.
- 15. **ON HOLD** Develop a “cohort” of FM staff who have been trained in the Creating Inclusive Excellence Program (CIEP)
- 16. Develop a “taking the pulse” survey for all FM employees with the purpose of asking detailed questions that go beyond those from the employee climate survey.
- 17. **DONE** - Help to facilitate presentation to FM on the 2018 Employee Climate Survey results for FM.
 - a. Develop recommendations for how FM can share department actions taken that address survey results and what challenges exist for those not yet addressed.