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FACILITIES MANAGEMENT

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Greetings Facilities Management Team,

Now more than ever, we must ensure effective means of communicating information. The primary method of communication for the University, the Division of University Operations, and the Department of Facilities Management is electronic communication, specifically email. Each employee is expected to check their email regularly, i.e., daily. Email is the way we communicate as a team, and CSU relies on it for President McConnell's messages, Public Safety Team notices, and open enrollment guidance.

The FM Diversity Team spent the last few months determining who's receiving emails by assessing over 9,000 read receipts from the FM Daily/Weekly Communication emails that I sent. Based on this assessment we know 170 employees are having trouble accessing their emails, though we don't fully know what the barriers are. We want to help so it's easy for everyone to check their emails. Starting in late October, [FM Diversity Team members will be meeting with 170 of our team to learn how we can improve email access.](#) These meetings, called Focus Group Sessions, will be held in person following COVID protocol for a healthy process. The Diversity Team will notify supervisors regarding which FM team members should attend a Focus Group Session. After we've identified the barriers and what solutions FM has put into place to improve email access, we will continue to assess email effectiveness within the FM team and then consider reducing or eliminating other forms of communication such as fliers, printing out emails, etc.

Please consider the following:

- All CSU employees have a designated CSU email no matter what your position is in the university. All employees receive university emails, and FM is committed to ensuring that each member of our team knows how to access these.
- FM employees can expect to receive communication through email. As an FM employee, you are expected to take 10-to-15 minutes each day to read university email as part of your job.
- The goal of the Focus Group Sessions is to benefit those who appear to have challenges with email access. We want to know what's stopping you from accessing your email. Is it not having the technology like a computer or smart phone to check your email? Is it not having allotted time set aside in your workday to check your email? Is it not knowing how to get to your email? Is it an issue of translation if English isn't your first language?
- Email communications vary from extremely crucial, to moderately important, and sometimes may just have extra information or resources so you may better understand the CSU and FM community. You will receive HR announcements for insurance enrollment; timely benefits that can help you and your family such as communication on the Family First Act; COVID updates and health information; professional development and training opportunities; macro and micro updates on Facilities Management; university campus and street closures, etc.

Our goal is that the entire FM team has timely and consistent email access, and I'm confident that our Diversity Team's dedication will lead us to successful and inclusive email access. Supervisors, please stay tuned for more information on the Focus Group Sessions scheduling.

Thank you,



Tom Satterly, P.E.
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