

**Higher Learning Commission
Self-Study Questionnaire/Report for Non-Instructional Units**

BACKGROUND INFORMATION

1. Describe in a paragraph what your unit does.

Facilities Planning & Management provides support services for all academic, athletic, extra-curricular and community activities and programs within the UW-Whitewater campus buildings, grounds, and select community sites.

FP&M services include;

**Campus planning, architectural and engineering design and specification
Renovation, remodeling and capital project implementation and management**

Routine, preventative and corrective maintenance and repair

Landscaping and grounds

Procurement, stores, surplus property management, shipping/receiving

Mail and general delivery

Transportation and Fleet Management

Telecommunications

Event support

Financial management for associated department activities

Computerized maintenance management system support

Technology support

2. Who is/are the constituency/ies you serve, and how many do you serve annually?

State of Wisconsin

Department of Administration

State Building Commission

Department of State Facilities

Department of Natural Resources

UW Extension

University of Wisconsin System

University of Wisconsin System Faculty, Staff, Students, Athletes

**University of Wisconsin-Whitewater campus faculty, staff, students,
student athletes**

City of Whitewater and Whitewater regional community

Number served annually is indeterminate (>100,000)

- Overview in a paragraph the human resources (e.g., number of full-time and part-time employees), physical resources (e.g., office space, supporting technology), and fiscal resources (e.g., annual budget) the unit employs to serve the constituencies identified above?

Facilities Planning and Management employs approximately 100 FTE personnel and various numbers of student employees. Facilities Planning and Management offices are located in the General Services building in the Northeast quadrant of campus and various academic and auxiliary buildings throughout the UW-Whitewater campus. Physical resources within the General Services building are allocated for supporting various functions including office, conference, capital planning and design, mail services, telecommunications, archives and technology. Additionally, there are allocated spaces in the General Services building to support operations and staff for custodial, mechanical trades, maintenance, grounds, auto mechanics, vehicle and equipment storage, materials and property storage. Other physical resources include a power plant facility that serves campus buildings energy, heating and cooling needs. All campus buildings include spaces designated for support of custodial, maintenance, supervision, materials and equipment storage, mechanical systems, technology and telecommunications.

- In a sentence or two, overview how, if at all, your unit has changed since 1996 (i.e., the last North Central Association Accreditation Visit). In another sentence or two, describe why these changes occurred.

Since 1996, the Facilities Planning and Management work unit has experienced reductions in staffing, changes in technology, mail and general delivery systems, vehicle fleet, and organizational structure. The work unit changes resulted from mandated staff reductions and improvement initiatives identified through strategic planning processes.

MISSION & PLANNING

- Below are five "core values" the University identifies as central to its purposes and operation. Please evaluate the importance of each core value in terms of how each aligns with the purposes of your unit (i.e., take a hypothetical 100 points and distribute them among the five values, with those values that align more closely to the purposes of your unit receiving more points).

Core Value	Importance (100 points)
Commitment to the pursuit of knowledge and understanding	20
Development of the individual	15
Personal and professional integrity	25
Commitment to serve	35
Commitment to develop a sense of community, respect for diversity, and global perspectives	5

6. Each and every academic and non-academic unit engages in planning for the future. Review the list of variables below and evaluate the extent to which each of the following influences decision-making behind the planning process for your unit (i.e., take a hypothetical 100 points and distribute them among the planning variables listed below, with those variables playing the larger role in your unit's planning efforts receiving more points)

Planning Variables	Importance (100 points)
The mission of the University	25
Data/Information gathered relevant to unit performance	15
Societal/Cultural trends (e.g., changes in population profiles, demographics, lifestyles)	5
Campus trends (e.g., changes in university-initiated needs and demands)	5
Intent on improving overall unit performance	15
Available human resources (e.g., # of employees, talents, etc.) within the unit	15
Available financial resources (e.g., budget, available and accessible \$)	15
Available physical resources (e.g., space, existing technology, etc.)	5
Other:	

7. Does your unit have a mission statement?

Yes No

If you answered "yes," please list the mission statement here.

Facilities Planning and Management's mission is to maintain and enhance attractive, safe and comfortable buildings and grounds that provide an exceptional environment in which people can work, teach and learn.

If you answered "yes," please describe how, if at all, this mission statement plays a role in your unit's planning and/or decision-making.

The Facilities Planning and Management mission statement establishes a core philosophy from which planning and decision-making result. Planning processes and programs that substantiate the work unit mission statement include the Physical Development Plan (6 yr.), the Long-range Maintenance Plan, FP&M Operations Strategic Plan (OPR) various campus committees for program and operations oversight.

OPERATION AND PERFORMANCE

8. What are the major or measurable objectives of the unit?
Budget Compliance, Services – Work Requests to Completions
9. What outcomes measures provide evidence that your unit's objectives are being met?
Budget Reports, Preventative maintenance to corrective maintenance correlation for system/building reliability measurement, Maintenance Work Requests to Work Completions ratios, Work Request to Work Request Backlog ratio and trend, Project requests to Projects completions ratios, Capital Improvement requests to completions ratios.

10. Related to question #10, does the unit regularly collect data/information to evaluate how effectively it serves its constituency(ies)? (This might include surveys of constituencies.)

Yes No

If "yes," please list specific data/information sets that the UW-W Self-Study Committees, and/or the Higher Learning Commission's Visiting Accreditation Team can access to review/consult.

11. What specific changes to the unit's operation or planning, if any, have resulted from the collection and use of the data/information identified in question #10 and #11? Please be specific.

STUDENT LEARNING

12. If your unit serves students as its primary constituency, does the unit have learning or development-related objectives relevant to its work with students?

Yes No

If "no," please proceed to question #15.

If "yes," please list these outcomes/objectives.

13. Does the unit use data/information to evaluate the extent to which these learning or development-related objectives are, or are not being met?

Yes No

If "yes," please list specific data/information sets that the UW-W Self-Study Committees, and/or the Higher Learning Commission's Visiting Accreditation Team can access to review/consult.

14. What specific changes to the unit's operation or planning, if any, have resulted from the collection and use of the data/information identified in question #13? Please be specific.

SELF-EVALUATION

Strengths

15. List and prioritize no more than three primary strengths that have emerged in your unit's efforts to meet its mission, goals, or objectives. To identify these strengths, you may wish to consider: What does your unit do very well? What good things do people say about your unit? How has your unit aided the campus in meeting its mission? In what ways has your unit "gone beyond the call of duty?"

After identifying each strength, specify supporting evidence that suggests that the statement is true. This may include data/information gathered relevant to unit performance, trend data, information gathered from audits or external agencies visit, etc.

1. Specific Strength: **Dedicated, skilled, and customer-service oriented staff**
 - **Supporting Evidence: Superior building and grounds service as evidenced by maintenance work completions, process improvements and deadlines compliance in spite of staffing reductions and constraints**
2. Specific Strength: **Operations systems, controls and planning**
 - **Supporting Evidence: Buildings, grounds and services conditions, reliability and projections as evidenced through improved maintenance management programs, mail and general delivery systems, fleet management systems, grounds operations, on-call service programs, 'first-response' program, building supervisor programs**
3. Specific Strength: **Capital improvements**
 - **Supporting Evidence: Physical Development Plan, Long-range maintenance plan, space management and analysis systems, campus project completions, state-funded project approvals and completions**

Concerns

16. List and prioritize no more than three primary concerns that have emerged in your unit's efforts to meet its mission, goals, or objectives. To identify these strengths, you may wish to consider: What could be improved? What is done poorly? What do we, as a unit, avoid doing, even though we know it's important?

After identifying each concern, specify supporting evidence that suggests that the statement is true. This may include data/information gathered relevant to unit performance, trend data, information gathered from audits or external agencies visit, etc.

Finally, identify one or more recommended actions to address the area of concern. This may include actions that your unit has already begun, actions being planned, or preliminary thinking about how to address the area of concern.

1. Specific Concern: **Financial Resources**
 - **Supporting Evidence: Difficulty with budget compliance**
 - **Recommended Actions: Supplement operations funding and modify budget construct to more accurately reflective work unit's core functions**
2. Specific Concern: **Project Estimating and Management**

16. **Supporting Evidence:** Actual project and chargeable-work costs exceed estimates in select cases which contribute to budget deficits and difficulties
17. **Recommended Actions:** Modify project estimating and cost recovery processes/systems
3. **Specific Concern:** Communications
18. **Supporting Evidence:** Excessive incidents of no notification, miscommunication, insufficient information, repeated information distribution
19. **Recommended Actions:** Establish protocols to ensure adequate notification and communications are conducted efficiently and effectively