

UMSL | FACILITIES

Facilities Management Communications Plan

A proactive and comprehensive communications strategy is critical to the success at UMSL. Successful communications strategy supports the organization's mission, vision and core values whenever possible, to keep the campus informed about campus events (both planned, and unplanned).

FM Mission/Vision, Core Values, and Organizational Philosophy

Mission: Provide the highest level of service by communicating planned and unplanned events that aids our community's ability to conduct teaching, research, service, and learning.

Vision: Ensure a quality environment for students, faculty, staff and visitors in support of the University's mission.

Core Values: Professionalism, Respect, Integrity, Accountability and Service Oriented. Referring to UMSL's Strategic Plan (see attached p 6-7); the foundational Core Value is TRUST – a good one in which transparency and communication is a critical component to earning the trust of faculty, staff, students and community.

<https://www.umsl.edu/stratplan/files/pdfs/stratplan-2018-2023.pdf>

Organizational Philosophy:

- 1) People and Service are the Priority
- 2) Communicating is key
- 3) Becoming Benchmarks for Service, Stewardship, and Sustainability
- 4) Research, Residential & Community Focused

Communication Goals:

- 1) To establish clear path of communication, and whenever possible preplan and proactively communicate information related to the facilities management projects, programs and university services
- 2) Identify stakeholders, both internal and external, and craft the message to help keep them informed and engaged
- 3) Ensure the integrity of the information and data being communicated

- 4) Continuously communicate department mission and core values to staff, faculty and students

FM Communications Strategy Team

- 1) Executive Director (Direction and Leadership)
- 2) Facilities Leadership and Supervisors

Implementation & Approach

- 1) Establish Weekly Communication Meeting with Facilities Team
 - a. Executive Director
 - b. Maintenance
 - c. Custodial
 - d. Environmental, Health and Safety
 - e. Planning, Design and Construction
 - f. Moves, Adds and Changes
 - g. Space Planning
- 2) Important to identify the following:
 - a. Event notice (description)
 - b. Time of event occurrence
 - c. Identify Impacted Parties
 - d. Anticipated timeline that event will take place
 - e. Other related impacts
- 3) Overall communications to the campus to communicate outages and unplanned facilities events to impacted stakeholders

Categories of Communication

- 1) Emergency or Unplanned Maintenance – (imminent or happening now – usually unplanned or unpredicted)
- 2) Planned Maintenance -- (Preventative Maintenance, or other planned events such as sidewalk closure, etc.)
- 3) Projects – (pre-planning)
- 4) Long term & strategic -- (Capital, Infrastructure)

Key Stakeholders and Communications Partners / Audience

- 1) Facilities
- 2) Building Occupants
- 3) Deans, Assistant Deans, Department Chairs
- 4) College Division Administrators
- 5) Students, staff and faculty
- 6) Campus Police
- 7) University Executive Leadership & Administration
- 8) Auxiliary & SLA Partners
- 9) Communications Team
- 10) Information Technology
- 11) University Services (Bookstore, Dining Services, Parking and Transportation)
- 12) Human Resources
- 13) Business Services
- 14) Community Partners (Neighborhood, City, Metro, others ad hoc)

Communications sent through MS Outlook distributions related to:

- 1) Outages & Service Interruptions (planned and unplanned)
- 2) Service Items/Issues
- 3) Projects (ongoing & seasonal)
- 4) Holiday Breaks Projects List
- 5) Key Projects and related milestones (planned)
- 6) Facilities Condition Assessment and Infrastructure Projects
- 7) Operational planning relating to emergency preplanning and emergency recovery
- 8) Ad hoc communications related to projects, services or facility impacts

Communications placed onsite at project site (or impacted areas):

- 1) Project Display Board (Includes photo renderings of project in process, general scope and timeline)
 - a. Includes outages that may occur
 - b. Includes Detour Route (example: if restrooms are being renovated.)