

Date: February 18, 2016

To: All Facilities Services Employees

From: Mitch Fields, Associate Vice President, Facilities Services
Amy Plotner, Assistant Vice President, HR




Re: Project Launch – Second Phase

As you know, the Workforce Assessment results were recently shared with employees and discussed at the Facilities Services all-employee meeting on January 14, 2016. Neil Strodel, the lead consultant for the project, was also in attendance. Both Neil and Mitch discussed the survey results by summarizing the primary data points used for measurement, survey methodology, as well as the overall findings. The finalized report is located on the Facilities Services website and can be found by clicking on the “One Group Facilities Staffing Assessment Project” header or can be viewed by copying and pasting the following link into your web browser: <https://www.oswego.edu/facilities-services/sites/www.oswego.edu/facilities-services/files/suny-oswego-consultant-services-report-staffing-assessment-11022015.pdf>

At the same meeting, an introduction to the next phase of the project was provided. This next phase will involve a kick-off meeting with the CSEA Labor Management group and the Facilities Services Leadership Team. Additionally, this phase will include an anonymous employee and supervisor survey, which will be launched in the near future. Focus group meetings will also be held as part of the project. Your input is critical to the success of this project and we look forward to your feedback throughout this process.

The planning for the second phase of this project is already well underway. It is anticipated that this next phase will conclude sometime in June. A copy of the project steps and timeline can be found on the pages following this memo.

We encourage you to visit the OneGroup section of the Facilities Services website. More information will be posted as it becomes available.

If you have questions, please contact Mitch Fields at x2861 or Amy Plotner at x2230.

Cc: Supervisors
Leadership Team
CSEA Labor Management

Project Steps and Timeline

STEPS	WHY	TO DO	COMMUNICATIONS	DELIVERABLES	TIMING
1A. Review the implementation strategy	Gain agreement from Mitch on the work plan and the supporting strategies (i.e. communications)	Neil design the strategy and review with Mitch Strategy shown below #2-#8	Meeting with supervisors to discuss project and introduce Consultant Note to bargaining unit/ Supervisors explaining project Post on facilities page • Agenda supervisors meeting • Note to employees	• Approval of strategy • Supervisors have the opportunity to learn about the project and to ask questions. Expectations for the project will be explained. • Employees are notified of the project by email • Website established and will be updated as the project continues	Week of November 30, 2015
1B. Meet stakeholders	Discuss the project, its goals, timeline and purpose.	• Develop talking points – (Neil) • (Mitch) agree on stakeholders • Set-up meetings (Mitch)	Post stakeholder information and note to employees	• Another layer of communications is built by meeting with stakeholders and by listening to their comments. Expectations will also be covered. • The purpose behind the communication steps is to set the reality, establish a transparent process including encouraging employees participate in finding their work environment	Week of January 18, 2016
1C. Announce the project to Facilities employees	Building on the staffing assessment describe this phase, including goals, timeline deliverables	Neil develop talking points	Mitch invites employees to meetings. Information posted on site	Face to face explanation to employees	Week of January 25, 2016
2. Conduct employee survey	Questions prepared as part of the Geneseo project is available for our review. We need to decide if there are gaps and if other questions are necessary	• Mitch/Neil meeting	Updates as appropriate	Announce and conduct survey	Weeks of February 22 and February 29, 2016

Project Steps and Timeline

STEPS	WHY	TO DO	COMMUNICATIONS	DELIVERABLES	TIMING
3. Conduct follow ups to increase survey participation and summarize information	Targeted response rate should be 60-75%	Discuss role of HR/ Facilities Leadership/CSEA - Followup	Updates as appropriate	Survey date	Weeks of March 7 through March 28, 2015
4. Develop themes and send deliverables to Oswego	Themes require analysis of survey scoring and narrative responses	Neil and Higher Ed Team conduct analysis	Updates as appropriate Discussion with Mitch and leadership team – what did we learn?	Themes and summary report	Weeks of April 4, 11 and 18, 2016
5. Next steps	The learnings from the survey will lead us to a next steps discussion	Neil/Mitch	Updates as appropriate Brief and include leadership in discussion	Next steps plans	Week of May 4
6. Final report		Report to include analysis and next steps	Present to Mitch, stakeholders, leadership, employees	Final report	Week of June 1