INTRODUCTION

Campus Operations (CO) has five major units: 1.) Facilities Operations and Maintenance; 2.) Capital Construction; 3.) Utilities Services, 4.) Custodial Services; and 5.) Administrative Services. These units work together to support a quality university experience by handling the operations, maintenance, and cleaning of campus buildings, building systems, utilities, equipment, and grounds, as well as the administration and oversight of all campus construction.

(Note: Prior to its reorganization in FY12 into Enterprise Risk, Environmental, and Emergency Management, Environmental Health & Safety was part of Campus Operations. For purposes of this 5-year review, EHS is considered part of Campus Operations.)

The size and nature of Campus Operations allows it to take a multi-faceted approach to diversity planning. The Campus Operations Diversity Committee, central management team, and human resources unit have done a significant amount of formal planning presented in the Diversity Action Plan. In addition, individual Campus Operations units have undertaken efforts specific to their areas of industry when opportunities have arisen.

GOALS & ACTION ITEMS

Over the five-year period the department has identified several goals and numerous action items. A majority of the goals have fallen into the following categories: training and development, purchasing, contracting, assessment, hiring and selection, awareness, and acknowledgement. Examples of actions taken with successful outcomes include:

Training & Development

- Multiple trainings on diversity and inclusion topics for all employees and supervisors
- Computer training for custodial employees
- Development of new employee orientation emphasizing respectful workplace

Purchasing & Contracting

- Participation in reverse vendor trade shows
- Participation in events targeting Minority, Women & Emerging Small Business (MWESB) companies (e.g. Oregon Association of Minority Entrepreneurs, National Association of Minority Contractors – Oregon, Eugene Hispanic Chamber)
- Seeking out and establishing relationships with MWESB companies
• Working with OUS administrators to craft MWESB policy language, assist in the development of reporting documents, establish meetings between OUS institutions to discuss and improve processes

Assessment
• Implementation of employee surveys on diversity and inclusion
• Implementation of a process for employees to provide supervisors with feedback

Hiring and Selection
• Participation in job fairs
• Development of a recruitment brochure
• Inclusion of statements related to diversity in position announcements
• Inclusion of questions related to respectful workplace in interviews
• Use of Qualified Rehabilitation Facility for a majority of temporary employment needs

Awareness
• Partnership with UO Library to display photo exhibits with diversity-related themes
• Inclusion of diversity in CO webpage
• Monthly articles in CO newsletter

Acknowledgement
• Veteran’s Day Coffee Klatch for Campus Operations employees

MEASUREMENT

Progress to date has been measured by the completion of action items or by measuring the impact of action items (e.g. increase in contracts with MWESB companies or increase in the diversity of applicant pools).

PROGRESS MADE & AREAS OF OPPORTUNITY/IMPROVEMENT

Progress Made
In addition to the actions described above Campus Operations has seen progress in the following areas:
• Increased purchasing and construction contracts with MWESB companies
• Changes in construction contracting selection policies and procedures to increase opportunities for MWESB companies
• Regularized training and development opportunities related to diversity and inclusion
• Review and changes to hiring and selection processes to increase the diversity of applicant pools and create a focus on hiring individuals willing and able to contribute to a respectful workplace
Areas of Opportunity/Improvement
Campus Operations continues to struggle to increase representation of women and people of color in certain job groups, particularly the trades. In addition, we face the ongoing challenge of attracting diverse candidate pools for our positions despite targeted recruitment. Campus Operations will continue to proactively engage diversity recruitment tools and will continue its community outreach efforts.

MOVING FORWARD

Moving forward, Campus Operations intends to continue many of the endeavors identified above such as ongoing training, continued efforts to increase representation of women and people of color within the department and increased contracting with MWESB businesses. In addition, we hope to accomplish the following:

• Include a respectful workplace assessment in performance appraisals for employees across CO
• Conduct an employee engagement survey
• Update the Diversity in CO webpage
• Continue to improve recruitment and selection processes to increase the diversity of applicant pools and focus on a respectful workplace
• Fully incorporate the MWESB reporting requirements across all capital projects
• Continue to build quality working relationships within the MWESB community through outreach programs as well as contracting
• Continue to participate in and take a leadership role within the OUS institutions regarding the development of processes that will improve our MWESB contractor participation statewide.