

Dimensio	Category	Idea	Number of Votes
<b>Communication</b>			<b>254</b>
<b>Input Meeting</b>			<b>57</b>
		Establish input Meetings/Communication: two way communication and follow up, accountability for not having Meetings/Communication	11
		Central meeting venue, for department to meet	7
		More face to face discussion	7
		More input/output Meetings/Communication	7
		Comm. – scheduled, organized, dept. and team	6
		Listen (more input between supervisors and workers)	5
		Employee input Meetings/Communication with timely feedback and action	4
		Input meeting	4
		More Staff Meetings/Communication	3
		Regular input Meetings/Communication with follow up	3
		Landscape input meet	0
		More frequent zone Meetings/Communication	0
		More productive Meetings/Communication (input)	0
		Directors to have Meetings/Communication cross departmentally with employees monthly.	0
<b>Information Sharing</b>			<b>54</b>
		Supervisor creates zone email list	7
		Communication board/portal	7
		Better department communication	6
		Chat site/message board for Maintenance, Custodial & Landscape & Dining? & Building Coordinators (staff)	6
		Website listing different happenings in other departments	5
		Better communication with trade workers/custodian when starting new programs or new buildings	4
		Clear cut vision, mission understood by all	4
		Clear cut goals and objectives understood by all	4
		Top down communication FM funding models explained down to each member of each division. Explanation of short and long term planning and planning expenditures	3
		Communicate with all groups before communicating with the public	3
		Improve leadership understanding of work performed	2
		Custodial W.O. verification	1
		Provide email updates on status of work orders to originator. Trades update their items	1
		Transfer contact info to landscape N.O.s (phone #) - 1	1
		Better training, education (technical – tours), plant wild flowers	0
		Information sharing across divisions	0
		Universal description work zone and labeling	0
		Interdepartmental message board for communication on projects (calendar)	0
		Better way of knowing who is here and who's not	0
		Post shop list contact on intranet and at time clock (custodial)	0
		Better communication	0
<b>Transparency</b>			<b>42</b>
		Upper management transparency and quarterly Meetings/Communication with managers/upper management.	8
		Transparency on budget and resources (why is staff short, where the money goes)	7
		Stop info harboring: share info so we can make good decisions	7
		Transparent, specific agenda	6
		Supervisors and directors on the same page	5
		Transparent communication	4

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		Budget and decision making transparency	4
		Open Communication, Top down	1
		Job future privatization /staff reduction	0
		<b>Direct Communicaiton</b>	<b>37</b>
		Allow direct communication	9
		More open communication between depts. (make it acceptable to go a direct route to information)	7
		More input -cross communication	5
		Improve communication between divisions	5
		Being able to talk to a person and not having to go online to discuss it	4
		Direct line to talk to the decision maker (iPad station or kiosk)	3
		Open door policy with office hours	2
		More communication with management	1
		Programs of communication between departments	1
		Forget about position/title – being open/honest/truthful	0
		<b>Feedback/Follow Up</b>	<b>25</b>
		Move appreciation, simple “thank you”, nicely done, provide feedback	7
		Scheduled follow up	6
		Better feedback	5
		Allow feedback to show we are listening	3
		Communication – feedback	2
		Build trust two-way communication	2
		Follow up and follow through	0
		Communication: praise workload, divisions and description.	0
		In one ear and out the other	0
		<b>Employee Committee</b>	<b>16</b>
		Bottom up communication. Establish “efficiency” committees in each division Reps from each division meet quarterly with SLT	13
		Communication: Quality Improvement Team - improve forms of communication	2
		Study communication process across departments, regular input Meetings/Communication, more transparency with staff input	1
		<b>Newsletter</b>	<b>12</b>
		Create an FM newsletter	5
		Quarterly electronic newsletter	5
		Newsletter computer access	2
		Weekly newsletter with info on resources and assignments	0
		<b>Inclusion</b>	<b>11</b>
		Inclusive approach (round table vs. top down)	6
		Let’s be honest/courtesy	3
		Respect workers shift preference when making department changes	2
		Community between shifts (supervisors)	0
		Unified foundation: Training across the board, job specific training	0
		<b>Collaboration</b>	<b>245</b>
		<b>FM Teambuilding</b>	<b>83</b>
		Collaboration: quarterly meeting with all available staff and management	12
		“Town hall meeting”	8
		Team building between divisions	8
		Break bread	8
		Cross divisional meeting once a year (Facilities as a whole)	7
		More meet and greet mixers	7

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		Collaboration: FM coffee hour - monthly, allow people to cross train, organization should be both ways not top down, need balance	7
		FM mixer to get to know each other.	5
		Potluck – smaller groups to get to know each other.	5
		Team building with other departments	5
		Having meet and greet events with FM staff	5
		Quarterly staff meetings.	3
		Multi-group “get-togethers”	3
		Team building during downtime	0
		Team building events across divisions	0
		Breakout sections	0
	<b>Teamwork</b>		<b>44</b>
		Be more supportive of peers	7
		Everyone gets on same platform/level	7
		Develop a system of trust	7
		Allowing people to help when it’s necessary. (work as a whole “team” not just “1”)	6
		Continue to work interdepartmentally	5
		FM directors create a system for collaborating across departments	4
		Dispelling the hierarchy and allowing us to collaborate with peers	4
		Getting along with others	2
		Better director involvement/presence and between departments	2
		Team Player	0
		Breaking down barriers between departments and working together	0
		Positive VS tearing departments down	0
	<b>Employee Input</b>		<b>42</b>
		Allow boots on the ground to give input to design, construction and operations.	15
		Utilize staff input on decisions	6
		Survey for trade group recommend for building inventory schedules	5
		Better planning – listen to the boots on the ground	5
		Involvement	3
		Standardize equipment/materials - get input from the people that use the equipment/materials	3
		Inner FM collaboration. Collaborative Labor planning. “boots on ground “to” boots on ground”	2
		Round table (let’s all have a voice)	1
		Project collaboration operations life expectancy	1
		Better collaboration on how to repair from start to finish (accountability)	1
		Being able to vote/ have a voice prior to changes and having a voice for ideas.	0
	<b>Communicaiton</b>		<b>40</b>
		Job security? P3	21
		Intercommunication between silos	7
		We need a better check and balance system between departments	5
		Cross collaboration /communication	5
		Shorten chain of command and more trade level interaction	2
		Routine surveys across divisions	0
	<b>Management &amp; Union Relations</b>		<b>17</b>
		Setting goals and problem solving (w/union and WMU senior leadership)	7
		WMU and Union work together to fight threat of privatization	6
		Fair bidding on new buildings services: Collaborate with management and employees on insourcing	4
		Breakdown of “us vs them” barriers	0
	<b>Cross Training</b>		<b>15</b>

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		Meet your Dept. – walk through (meet people), find out what different departments do, involve in projects, kick-offs and post projects.	7
		Working in your dept., with student groups and other depts.	6
		Walk in someone else’s shoes program	2
		Work together with departments to understand what they do	0
	<b>Inclusion</b>		<b>4</b>
		3rd shift inclusion	4
	<b>Fairness</b>		<b>165</b>
	<b>Accountability</b>		<b>77</b>
		More accountability across the board	21
		Holding people consistently accountable (forcing a standard of expectation)	12
		Accountability by refresher on rules programs	6
		Accountability	5
		Procedures in place but need better follow through	5
		Heal old wounds	5
		Accountability, transparency and training	4
		Accountability for (self) job performance	4
		Accountability, evaluations, transparency	4
		Accountability	4
		Being held accountable not just staff	4
		Accountability hold those accountable from the top down, instead of making someone else job difficult.	3
		Nobody says anything – lack/absence of accountability, If I sit on my “b—t” nobody would know	0
	<b>Advancement</b>		<b>28</b>
		Promotions based on ability? Who you know?	21
		Accountability: Improve annual review process, no incentive to go above and beyond	7
		Promotion should be based on knowledge/experience; not just how long you have been here.	0
	<b>Hiring</b>		<b>27</b>
		Expedite the process of staffing	14
		Filling positions faster (fairly)	9
		Insure proper protocol for hiring and promoting is followed	4
	<b>Management Practices</b>		<b>21</b>
		Workload	5
		Accountability through on one follow up	4
		Poor performance issues: praise in public criticize in private	4
		Ability to speak up with no consequences	4
		Fairness: audits randomly by management	3
		Confidentiality/respect	1
		Work load balance (within depts.) – talk to people how they feel their work load is fair or unfair, review work load distribution and delegate accordingly	0
		Fairness / communication	0
		Intimidation (speak freely)	0
	<b>Consistency</b>		<b>12</b>
		Accountability by increasing consistency and awareness of rules and following them	6
		Consistency	4
		Fairness- too much favoritism, men seem to be favored over women in some areas	1
		More consistency	1
		Treat everyone the same	0
	<b>Professional Development</b>		<b>134</b>

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<b>Apprenticeship</b>			<b>52</b>
		Apprenticeship Program	11
		Apprenticeship Programs – create talent, build ownership, create more in house opportunities	11
		Hybrid apprenticeship – KVCC/WMU so we can move up to better ourselves	11
		Apprenticeship program and professional development	9
		Institute apprenticeship	6
		Reinstate apprenticeship	4
		Apprenticeship advancement	0
<b>Training</b>			<b>47</b>
		Proper Training	7
		Problem solving	5
		Training, consistency and transparency	5
		Training	5
		More consistency with training	5
		More training on computer operation (emails, AL request, work orders)	5
		Training – more/better	4
		Trainings	4
		Over lapping positions for training. More training apprenticeships	3
		“Western Workshops”	3
		More training and opportunities.	1
		Share and promote and educate how to utilize tuition remission	0
		Training	0
<b>Advancement</b>			<b>24</b>
		Training program/ path for advancement	9
		Promotion process	6
		Promote within dept. hiring H.R. practice	4
		Advancement for individuals	2
		Promotional ladder	2
		Job advancement.	1
<b>Job Shadowing</b>			<b>11</b>
		Job shadowing between departments (custodial, trades, maintenance, etc. This opens the lines to collaboration and communication	11
<b>Supervisors/Department Chairs</b>			<b>74</b>
<b>Accountability</b>			<b>31</b>
		Leader lead by example and come to work with us to see out daily issues. (shadow each area, Input isn't listened to)	11
		Being Proactive instead of reactive	9
		Action items	6
		Set the example from the top down.	5
		Leadership	0
<b>Communicaiton</b>			<b>29</b>
		*FM Sr. leadership input meetings: What's the vision? What are we doing?	6
		Clearly defined expectations	6
		Communication a clear direction upcoming task jobs	5
		Make policies procedures clear and consistent and enforce them.	5
		Better Open door policy/follow through	4
		Clear direction and proper training	3
		Fraternization	0
		Supervisors – (really) listen to our needs. Enough workforce to accomplish our jobs - not band aid fixes	0

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		Give us direction VS Correction	0
	<b>Empowerment</b>		<b>7</b>
		Leadership delegate responsibilities to team members	7
	<b>Support</b>		<b>7</b>
		Supervisor support	4
		Department directors should make their department a priority	3
	<b>Compensation, Benefits &amp; Work/Life Balance</b>		<b>58</b>
		Diminished benefits	21
		Hard to use individual tuition remission – work/class schedules conflict	21
		P3 initiative, salary, wages	9
		Out with the old in with the new	5
		Giving/sharing leave time – annual policy/procedure review	2
		Working with MSU to get a veterinarian program here to transfer	0
	<b>Job Satisfaction/Support</b>		<b>47</b>
	<b>Computer/Tablet Access</b>		<b>35</b>
		Bronco Fix-it Station	17
		Develop a way for people to submit ideas online with feedback for ideas given.	9
		Tablets at time clock for AL and fix-it forms.	5
		Check email	3
		Process for turning in work orders from the field	1
		Need computers or tablets available to all staff	0
	<b>Information Sharing</b>		<b>6</b>
		More detailed digital directory	3
		Have full details, scope, expectations and materials for all tasks	3
	<b>Programs/Systems</b>		<b>4</b>
		Supportive budget management systems	4
		Better/New program for annual leave: an app for easier input	0
		Systems	0
		Updating new technology	0
		Upgrade our software	0
	<b>Training</b>		<b>2</b>
		When OT is offered more material training to complete the job.	1
		Computer/IPad training	1
	<b>Policies, Resources, &amp; Efficiency</b>		<b>25</b>
		Collaborating with community off campus	17
		True on boarding program	4
		Leadership: Timely filling of all vacant positions	4
	<b>Respect &amp; Appreciation</b>		<b>22</b>
		Value and respect	7
		Incentive program? (performance attitude)	6
		Incentives across crews and departments	5
		Rewards	3
		More appreciation	1
		Consideration recognition	0
		More awards recognitions	0
		Would like management to care about what “I” do	0
	<b>Facilities</b>		<b>18</b>
		Visualization	5
		A safe place	5
		More parking for students	4

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		Safety, lighting, parking, rezone, redesign, rethink, start locations	4
		Ensure each worker has a secure place for belongings	0
	<b>Pride</b>		<b>12</b>
		Self-motivated/development attitude from within	5
		Community Pride	3
		Challenge your greatness	2
		Campus Pride – Cultural ID	1
		Taking ownership of decisions that are able made from every job classification	1
	<b>Faculty, Administration &amp; Staff Relations</b>		<b>8</b>
		Too much individual (not team players)	7
		Staff Relations: Improves communication and collaboration	1
	<b>Senior Leadership</b>		<b>4</b>
		Quarterly/Semi-Annual Meetings/Communication with Senior Leadership (VP's, associate VP's)	4