



Facilities Management

POINT OF CONTACT

Michael Wong
Facilities Management
Michael.Wong@lmu.edu | [Website](#)



SYSTEMIC ANALYSIS STEPS UTILIZED

PROCESS ■ ISSUES ■ ACTION STEPS ■ OUTCOMES

PROCESS

FM leadership has discussed the systemic analysis process and the unit is committed to the following process. This process is adaptable and may change as we engage members of the FM community.

- Creation of the FM Inclusive Excellence Working Group that will include members throughout the FM unit.
- Listen to members of facilities management—staff and students—whose identities are socially marginalized.
- Review the facilities management infrastructure, approaches, policies, and processes.
- Review the scope and content of FM programs, activities, and work.
- Evaluate structural diversity of staff and populations served.
- Evaluate the values reflected in your department's vision/mission statement.
- Identify training needs and opportunities and create learning opportunities for the FM team.
- Create a process for accountability and assessment of inclusive excellence.

ISSUES IDENTIFIED

Issues will be identified through listening sessions and the process previously indicated. Additionally, while a recent survey has not been done, staff concerns gleaned from past listening sessions include:
Access to computers for receiving and responding to work email
Communication challenges due to Spanish/English language barrier.

OUTCOMES

- ✳ Refine existing processes as appropriate to address current staff concerns. Introduce new programs to address inclusively gaps as identified by listening sessions.
- ✳ TBD based on feedback from staff and DEI committee.
- 📄 Staff is trained and knowledgeable about DEI topics to strive towards an inclusive work environment.

PARTICIPATION AND REPORTING

Submitted a Progress Report

HIGHLIGHTS

Actions already in place:

- Built 27 gender inclusive restrooms on the Westchester campus.
- Initiated a computer loan program for FM staff who did not obtain a loan through the campus wide computer lottery.
- Cesar Chavez mass and breakfast (partnership with ASLMU and Campus Ministry).
- Delivered written and verbal communications in English/Spanish.
- Made available 13 computer terminals for staff use who may not have access to computers at their homes or in offices. (Will be expanded to 16 by fall 2021.)
- Provided training for use of the computers (email, timekeeping, MyLMU).
- Provided supervisors who are bilingual.
- Established a process by which FM team members are able to work through an HR rep fluent in Spanish.
- Provided availability of bilingual Customer Service (Help Desk/Front Office) staff to take incoming requests.
- Provided Spanish/English Rosetta stone-based training free of cost to FM staff.

The above mentioned are examples of the actions FM is taking and will grow as we continue to engage with staff and develop new opportunities/actions in an effort towards inclusive excellence.

ACTION STEPS

- ✳ FM will reopen listening sessions as part of a return-to-work program for staff returning from furloughs. Additional listening session will be conducted for staff that were not furloughed to ensure all have the opportunity to participate.
- 📄 Based on listening sessions development DEI learning and training opportunities for staff.
- ✳ Formation of DEI committee to address ongoing issues and challenges to diversity and inclusively.

LEGEND FOR PRESIDENTS COMMITMENTS

- 📄 Hiring
- ✳ Culture and Climate
- 📄 Education

SYSTEMIC ANALYSIS STEPS: QUICK REFERENCE

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| 1. Listen to your team and constituents | 5. Analyze strategic partnerships |
| 2. Review infrastructure and policy | 6. Evaluate vision/mission statement |
| 3. Review scope and content of programs | 7. Identify training needs |
| 4. Evaluate structural diversity (data) | 8. Accountability and Assessment |