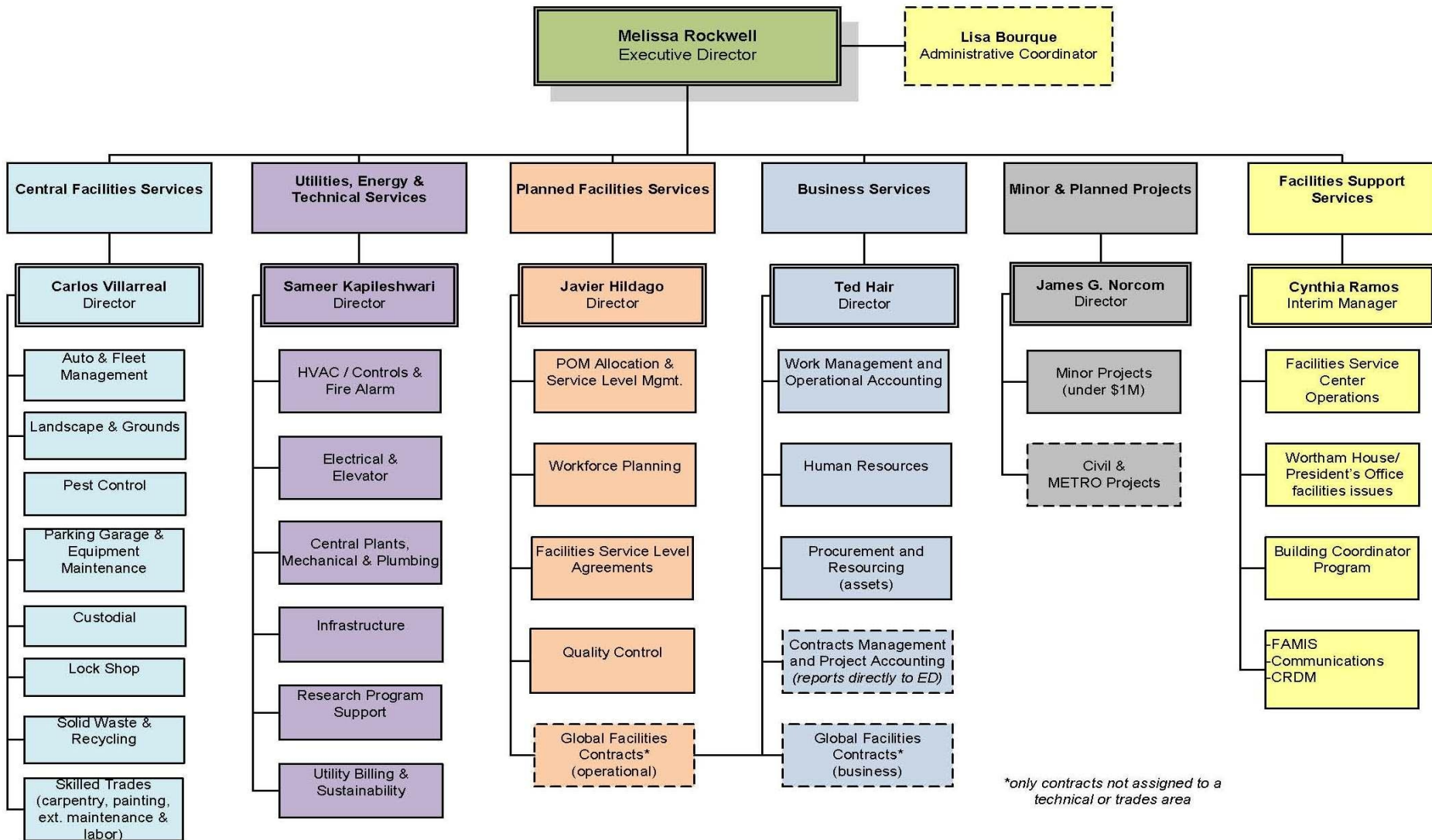


Stewardship 101 “We are UH”

April 27, 2011

Organizational Structure



Stewardship = Common Goals

- The “Keeper of the Hall” or the person trusted with the care of another’s property or affairs is a Steward.
 - The building and grounds of an institution must be treated “as assets which it must turn over to the next generation with an increased and not impaired in value.” Teddy Roosevelt
 - See the space as “your space” and utilize the care and stewardship as if UH were your home
 - Neighborhood watch concept organizationally

What is Value?

- Value of a Facility includes
 - Financial
 - Tradition (History)
 - Protection (Safety)
 - Service & Systems
 - Operational efficiency

Comprehensive Stewardship

- Taking ownership regardless of your role
 - Treat this like your home
 - Identify & proactively address issues
 - Step out of your box
 - Become “UH”
 - Speak with one voice
 - Understand tiered response (tier 1, tier 2 & tier 3)
 - Communication & timely escalation are critical
- Facilities Operational & Capital Plans are essential components to success
 - Short term
 - Long term

Tiered Response

Tier 1- Response Locally	Tier 2- Campus Support/Contractor	Tier 3- Emergency Responders
Minor leaks and spills	Continued System Issues	Life Safety
Daily Maintenance	Fire and Security alarms	Supporting Services
	Elevator	Fire/Flood/Death
	HVAC & Controls	Structural Failure
	Building Access	Natural Disasters
	Security (doors and windows)	Terrorism
	Outages	Hazmat Incidents
	Water event	

The Six Criteria of Stewardship

Criteria 1: Link Directly to the Institution's Strategic Goals

– Tier One

- Research
- Residential
- Student Success & Student Experience
- Facilities Improvement

“Think Residential”

Stewardship: Criteria Two

2. Make Facilities and Institutional Wide Experience

– Multi-disciplinary Teams

- Master Planning
- CRDM
- S-STAR
- Infrastructure
- FCA
- Building Coordinator Program
- Executive Leadership

Stewardship: Criteria 3

3. Conduct Comprehensive Assessment of Need

- Academic Plan Priorities
- Facilities Condition Assessment
- Infrastructure
 - Multi-year plan
 - Plan Transparency

4. Achieve Credibility for Investment Decisions

- Plan Integrity
 - Maintenance & Operations
 - Capital (new)
 - Renewal & Renovation
- Strategy
- Communications
- Service & Ownership
- Performance Metrics

Stewardship: Criteria 5

5. Accountability

- Ability to develop and deliver QUALITY & Comprehensive plans
 - Operational
 - Capital
 - Planning
 - Financial
 - Service

Stewardship: Criteria 6

6. Sustain Continuity Even through Continual Change

- Plans are multi-year
 - Need to be comprehensive
 - Endure change (financial, organizational, leadership)
 - Fluid and transparent
 - Measureable

Discussion & Quick Facts

- For Group Discussion & Development