

Quest for the Best Work Group Recommendations

April 2026

Short Term

Medium Term

Long Term

Communications	Action	Operational Procedures	Action	Staffing & Recognition	Action	Onboarding & Training	Action
Appoint departmental communications liaisons	10/1/2025 - Done	Improve education and communication of uniform standards	1/12/2026 - In Process	Add departmental gatherings and team building retreats	8/19/2024 - Directive to all CPFM Directors	Introduce FASS Admin Coordinator to CPFM Leadership	10/13/2025 - Done
Create a "culture of listening" among supervisors and managers	1/1/2025 - In process, leadership training	Implement department specific mandatory training and suggest new training opportunities to staff	Done - Ongoing	Emphasize peer-to-peer recognition systems and increase ways to provide positive feedback	In Process	Designate departmental onboarding coordinators to assist supervisors	9/1/2025 - Done
Add a "print & post" step to all CPFM communications	8/19/2024 - Done	Create staff and common resource directories	4/1/2025 - In Process	Improve Gold Duck nomination process, change to monthly awards	Done	Review professional development goals during annual evaluations	Done
Provide opportunity for interdepartmental communication	In Process	Continue to identify priorities, utilizing feedback from annual reviews and departmental meetings	8/19/2024 - Directive to all CPFM Directors	Bring awareness to CPFM Mission, Vision, & Core Values; post consistently throughout CPFM	Done	Discuss professional development goals with new hires	1/12/2026 - Done, Added to onboarding Checklist
				Provide training for job-specific communication skills	In Process	Review completed and upcoming training opportunities during annual evaluations	Done
				Provide team events like campus tours that are fun and educational	In Process		
Add monitors in lobbies and break spaces to share communications	1/12/2026 - Done, Lillis Basement	Gather input on uniform needs and preferences; Offer an exchange for gently used items to be donated and available to all	Needs addressed	Utilize employee expertise in pre-project meetings and collaboration and provide adequate tools to complete the job	In Process	Develop CPFM Welcome Packet: letter from Mike, CPFM mission, department one-pagers, VPFA Org chart, acronym dictionary	Done
Communicate UO trainings, events, and opportunities to CPFM staff	Done - Newsletter	Offer a variety of training styles; Create shop-specific procedures; Create shared database of software issues experienced across CPFM	In Process	Improve breakroom environments and designate spaces for all, add outdoor space in compound, perform cost/benefit analysis for compound	Done	Confirm essential training needs at the division and department levels; include industry opportunities for each department	In Process
Create CPFM events calendar that all staff have access to	Needs addressed	Involve employees in decision-making processes and communicate upcoming changes	In Process	Revise language around billable time, creating more flexibility with admin time	Needs addressed	Develop department specific onboarding checklists; include a 90-day check-in with the supervisor	Done
		Create a program for employees that leave CPFM to effectively share their institutional knowledge	In Process	Provide CPFM years of service gifts in addition to UO gifts, add recognition to newsletter	Done	Consolidate standard tasks in one CPFM onboarding checklist	Done
		Allow employees to safely provide feedback on processes and supervisors	Needs addressed	Create a feedback box or surveys; promote the use of 'Questions for Mike' email	Needs addressed	Supervisors identify position specific training and professional development opportunities	Done

		Consider a shadowing opportunity between supervisors and employees	Needs addressed	Implement Exit & Stay Interviews for employees who wish to participate	8/19/2024 - Directive from SVPFA		
Invest in Spanish translations of the Newsletter and other relevant communications	In process	Designate unit AIM/UKG/software users to receive extra training and act as point of contact for issues; Schedule refresher training	Needs addressed	Add professional and skills development training, cross-training, mentorship programs, shadow a coworker day, more developmental opportunities	Needs addressed	Share with staff the budget available for trainings	Not applicable after restructure of budget
Create CPFM directory with details on area of expertise and contact information	Needs addressed	Create a SharePoint site to act as a database and shared information hub for CPFM employees	Done - Ongoing	Emphasize work/life balance equally across units, and educate staff about available resources	Done - Ongoing	Create and share the process for employees to request training, and the criteria used for approval	Needs addressed
Add drop-in computer stations for trades and custodial	Done	Consider fund sharing for uniforms within CPFM, redistribute funds not being used by all departments	No longer relevant - process established	Ensure timely annual reviews that include future goals, 5-year plans, and desired training for employees	Done		
Add a "How can we help you?" section to CPFM home page, includes common links	Done - Ongoing	For new policies or changes, provide communication so staff are aware of efforts being made to address their concerns	Needs addressed	Share HR timeline and hiring process with candidates, encourage denied candidates to reapply to University, and send a sincere note to rejected candidates after applying	Done - FASS		
		Ensure PDs reflect duties performed and that new hire expectations are clear	Done, Onboarding Checklist and annual reviews	Increase pay scale to match or beat local industry trends; provide additional incentives when able	1/1/2026 - Determined in CBA, not by CPFM		
		Improve use of iPads: boost WIFI, provide hotspots, add cellular connectivity, enhance offline apps	Done				