

BUSINESS AND FINANCIAL AFFAIRS

DRAFT SCOT Assessment at a Glance (2018)

STRENGTHS	OPPORTUNITIES
<ul style="list-style-type: none"> • Professional, Collaborative, Supportive and Competent Staff • Committed to Providing the Best Service Possible • Broad University Knowledge • Committed to Equity, Inclusion and Diversity • Committed to Ingenuity, Innovation and Continuous Improvement • Committed to Sustainability • Professional and Organizational Development Opportunities • Committed to Campus Health and Safety 	<ul style="list-style-type: none"> • The University will Require Increased Services to Deliver the 2025 Strategic Plan and Vision <ul style="list-style-type: none"> ○ Develop a Resource Plan in support of the new Strategic Plan ○ Expand support and services for Western’s employees and students ○ Improve collaboration with university stakeholders ○ Expand efforts to measure service delivery and customer satisfaction • Improve and Develop Administrative Systems and Business Practices • External Partners are Open to Improving Access to and Circulation on Campus • Developing Initiatives in Support of the University’s Emphasis on Sustainability
CHALLENGES	THREATS
<ul style="list-style-type: none"> • Staff Recruitment, Retention and Morale • Communications Within BFA and With University Stakeholders • Insufficient Resources for Increasing Demands • Lack of Individualized Training Plans for Employees • Maintaining Adequate Facilities and Equipment • Constant and Increasing Technological and Operational Change • Maintaining a Living Long Term Cross-Divisional Facilities Development Plan • Continued Development and Implementation of a Comprehensive and Thorough Emergency Management Program 	<ul style="list-style-type: none"> • Unclear University Planning and Decision Making • Unclear University IT Strategy and Risk Mitigation • Recruitment and Retention is Impacted by Availability of Candidates, Aging Work Force and Cost of Living in Bellingham • Unprecedented Demands on State Appropriations and Limits on Tuition Increases • Federal, State and Local Government Regulations and Requirements, and Unfunded Mandates • Increasing Number of Safety and Security Incidents and Concerns Across the Nation • Gaps in Safety, Risk and Compliance