

# BUSINESS AND FINANCIAL AFFAIRS

## SCOT Assessment at a Glance (2019)

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