

RECRUITMENT, RETENTION AND DEVELOPMENT

THEMES

Need for enhanced understanding of the hiring and promotion process
Lack of understanding about available career development opportunities

RECOMMENDATIONS

Create a data-driven strategic recruiting plan
Develop a succession planning and professional development model
Develop strategies that increase communication about hiring and advancement opportunities

EDUCATION AND SCHOLARSHIP

Lack of understanding of how diversity, equity and inclusion applies to our work

Implement a variety of education and training on diversity, equity and inclusion for staff

PROMOTING AN EQUITABLE AND INCLUSIVE COMMUNITY

Perceived lack of communication

Devise solutions to improve communication and solicit feedback

SERVICE

Limited understanding of the impact diversity, equity and inclusion has on operations and service delivery

Provide examples of the impact diversity, equity and inclusion has on operations and service delivery and how it's aligned with our core values
Build a mechanism to collect real-time data and feedback to more efficiently measure service delivery

THE DIVISION OF PUBLIC SAFETY AND SECURITY AT A GLANCE

DPSS supports the mission of the University as a partner serving to ensure a safe and secure environment while improving the quality of life for all those living, learning, working, healing and visiting within our community.

Approximately 350 full-time staff, representing six departments, four major unions and approximately 40 student employees.



PUBLIC SAFETY & SECURITY

UNIVERSITY OF MICHIGAN

SUMMARY OF THE PLANNING PROCESS

Collected, analyzed and evaluated feedback collected through a DPSS employee survey, an all-staff survey, department meetings and personal input

Identified key areas of opportunity, engagement and strength

Reviewed institutional data and demographics from the human capital report, data warehouse, town hall feedback and shift/department interviews

"TO BECOME THE GLOBAL LEADER IN SAFETY AND SECURITY SERVICES, EXCEEDING ALL EXPECTATIONS"

GOALS

DIVERSITY

A workforce that reflects the population we serve

EQUITY

More career development opportunities
Staff engagement in training and educational opportunities



INCLUSION

Satisfaction surveys to include proxy measures such as trust, fairness and transparency
Improved relationships and collaboration among staff across the division and campus
Increased participation in cultural training opportunities

OUR TEAM

PLANNING LEADS

MARLANNA LANDEROS
ADMINISTRATIVE SERVICES

STACY MOORE
ADMINISTRATIVE SERVICES

PLANNING GROUP

MAUREEN BURKE
POLICE DEPARTMENT

SCOTT COOK
COMMUNICATIONS & TECHNOLOGY MANAGEMENT

SHARICE HARRISON
HEALTH SYSTEM SECURITY - GUEST SERVICES

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