Vision
CAPCOT is the model service provider for our campus community in support of NAU’s mission.

Mission
CAPCOT’s programs serve, support, and enhance our community through effective, efficient, and sustainable planning and operational practices.

University Goals

Goal I: Student Success and Access: Educate students to serve, lead, and achieve

Goal II: Research and Discovery: Expand the boundaries of knowledge and creativity

Goal III: Commitment to Native Americans: Become the nation’s leading university serving Native Americans

Goal IV: Engagement: Strengthen university, community, regional, national, and global ties for the mutually beneficial exchange of knowledge and resources

Goal V: Stewardship: Ensure long-term viability of the university
STRAEGIC GOALS

GOAL 1

Establish meaningful and relevant work opportunities for student workers.

Priority Action Steps

a. Identify process for creating internship opportunities within CAPCOT departments.

b. Create mutually beneficial student employment positions for effective service delivery.

c. Develop and pilot a support system for student staff to ensure GPA remains satisfactory.

d. Prioritize recruitment of graduate assistantship positions with high outside-industry relevancy.

e. Implementation of the Sustainable Campus Ecosystem Initiative, which folds real world campus scenarios into research and class work.

Performance Measures

1.a.1 Number of internship opportunities identified.

1.b.1 Increase number of students employed.

1.b.2 40% of students will be work study.

1.c.1 Number of students with improved GPA.

1.d.1 Number of GA positions.

1.e.1 Number of Student driven projects that impact campus process improvement.
STRATEGIC GOALS

GOAL 2

Provide student-centered housing that ensures access to resources, supports the transition from at-home to independent living, and fosters inclusive communities and a sense of belonging.

Priority Action Steps

a. Guarantee housing for 100% of new incoming freshmen.

b. Prioritize upper-division room selection for rising sophomores (freshman moving to sophomore year) so that all who apply can have the opportunity to select a space.

c. Utilize the Residence Life Advisory Council (RLAC) consisting of student and non-housing representatives, to inform and set proposed housing rates.

d. Ensure all housing communications, marketing materials, presentations and individual interactions are positive, welcoming and inclusive.

e. Expand the number and size of LGBTQIA and gender-inclusive housing options to ensure that all students have access to housing options within their respective Residential Colleges, and in upper-division housing.

Performance Measures

2.a.1 100% of incoming freshmen who apply by May 15 will be able to select a space.

2.b.1 100% of on-campus rising sophomores who apply by February 1 will be able to select a space.

2.c.1 Proposed rates will fall within a range that balances affordability with services provided.

2.d.1 HRL is represented at all Admissions recruitment and orientation events. Specific feedback will be sought from Admissions event surveys.

2.d.2 All communications are reviewed for welcoming and inclusive tone and content prior to publication and distribution.

2.e.1 Every Residential College will have in-hall residential options for LGBTQIA students, including gender-inclusive housing.

2.e.2 Gender-inclusive housing options will be available for upper-division students.

2.e.3 At least 85% of annual housing survey respondents who identify as transgender, bisexual, gay/lesbian, or unsure/questioning note satisfaction or agreement with the following areas: ease of application and assignment/selection process; feeling accepted by other students; degree the on-campus housing experience helped interact with residents different from you overall on-campus housing experience.
GOAL 3

Promote infrastructure that supports innovative research and discovery.

Priority Action Steps

a. Develop process for reviewing and recommending compliance, equipment, and technology needs as part of future research space allocation.

b. Assess physical space for research to identify needs and opportunities to inform infrastructure needs and to incorporate into future building designs.

c. Identify system to digitize hazardous chemicals inventory and lifecycle, including disposal costs.

d. Identify existing internal data sets and their potential value.

Performance Measures

3.a.1 Research dollars per square foot compared to cost of lab space per lab square foot.

3.b.1 % research space assessed.

3.c.1 Total disposal cost of hazardous materials.

3.d.1 Number of data sets applicable for use in research.
Establish and enhance connections with Native American communities.

Priority Action Steps

In Collaboration with Native American Initiatives:

- a. Identify opportunities for employment of Native American individuals in CAPCOT.
- b. Streamline procurement and accounts payable processes with Tribal Nations.
- c. Increase cultural relevant events and strategic partnerships.
- d. Identify individual that will attend plans review to offer recommendations that incorporate recognition & significance of indigenous space and people into design.
- e. Develop trades apprenticeship program focused on recruiting Native Americans.

Performance Measures

- 4.a.1 Increase number of Native American employees.
- 4.b.1 Reduced turnaround time.
- 4.c.1 Number of events and partnerships.
- 4.d.1 Native American plan review representative will participate in plan and/or design review stage.
- 4.e.1 First cohort begins apprenticeship.
Improve coordination, build better partnerships and create opportunities for strategic alignment.

Priority Action Steps

a. Provide and participate in training and exercises with partnering agencies to include conducting annual EMAG training and other exercises with local agency partners (FFD, FPD, CCSO, etc.).

b. Document, celebrate, and promote at least two strategic partnerships annually through relevant media channels.

c. Engage with community on Master Planning.

d. Establish departmental portal for external marketing purchases in order to ensure all are using approved vendors and proper logo usage.

Performance Measures

5.a.1 Number of trainings and exercises.

5.a.2 Number of professional development hours recognized.

5.b.1 Amount of impressions/exposure in media.

5.c.1 Results of community survey.

5.d.1 Compliance with portal.
STRATEGIC GOALS

GOAL 6

Sustain a culture of academic, research, student, and workforce safety.

Priority Action Steps

a. Review and refresh all Job Hazard Analyses.
b. Implement NAU’s Campus Safety Culture Plan.
c. Establish appropriate staffing levels.
d. Create training programs to reduce Workers Compensation injuries.
e. Establish mandatory maintenance compliance rate for state vehicles.
f. RFQ issued and consultant selected for Master Plan.

Performance Measures

6.a.1 100% of Job Hazard Analyses complete.
6.b.1 New safety committee structure in place and core safety values are adopted.
6.c.1 Monitor KPI’s-KPI’s to be determined.
6.d.1 Training implemented.
6.d.2 Baseline data on number of lost workdays.
6.e.1 Compliance rate.
6.f.1 50% complete.
Deliver high-quality service that exceeds customer expectations.

Priority Action Steps

a. Develop baseline CAPCOT customer service delivery standards.

b. Prepare for March 2022 reaccreditation award by maintaining successful annual reviews and operating in compliance with the standards established by the Commission on Accreditation for Law Enforcement Agencies (CALEA).

Performance Measures

7.a.1 100% of customer service delivery standards implemented.

7.b.1 Maintain successful annual reviews in preparation for March 2022 reaccreditation award.
STRAIGHT GOALS

GOAL 8

Reduce environmental impact of university operations.

Priority Action Steps

a. Identify number and types of vehicles needed for campus operations. Develop incentive for green modes of travel.

b. Fully implement true “zero-waste” dining pilot program to reduce on-campus food waste.

c. Decrease energy consumption.

d. Develop Green Lab Certification.

e. Initiate a feasible Climate Action Planning process that aligns with the City of Flagstaff’s plan.

Performance Measures

8.a.1 Vehicles needed identified, and plan documented.

8.a.2 Number of vehicles phased out.

8.b.1 Dining waste output.

8.c.1 Utility usage.

8.d.1 Number of Green Labs.

8.d.2 Hazardous waste output.

8.e.1 Complete NAU road map for climate neutrality.
STRATEGIC GOALS

GOAL 9

Create strategies to optimize space utilization.

Priority Action Steps

a. Identify central events management system.

b. Implement use of scheduling software.

c. Create process for vetting space use suitability to prevent unanticipated retrofit and compliance costs in labs.

Performance Measures

9.a.1 100% implementation.

9.b.1 % utilized for classroom scheduling.

9.c.1 Establish metrics and space guidelines and standards.

GOAL 10

Provide dependable, appropriate, and cutting-edge research, discovery, creative, and performance facilities that are aligned with needs.

Priority Action Steps

a. Review condition of facilities in order to target capital investments.

Performance Measures

10.a.1 Facility Condition Index.