

# Envisioning the Facilities of The Future – Collaborative & Integrated Planning

Facilities Management  
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# Public Universities Striving for Excellence

- Missions include Teaching, Research & Outreach
- Optimizing Opportunities for Private & Public Partnerships (local, state, federal and international)
- Beginning to Plan for and Understand the need for Comprehensive Framework Plans (Academic, Financial, Physical, Outreach) – Framework concepts are replacing “District or Physical Master Plans”
- Striving to Transform Education through:
  - Innovation & Technology – integration in all aspects of the environment & experience (E learning, distance learning, reaching internationally)
  - Living, Learning Environment (Residential Experience)
  - Graduation & retention rates – improve and building K-12 partnerships
  - Recruiting excellence in students, faculty & staff – while striving to maintain their service mission & access to the community
  - Diversity & Sustainability are key elements of all plan elements & decisions
  - Some are focusing on Core Values and Principals of Community

# Creating a Facilities Vision

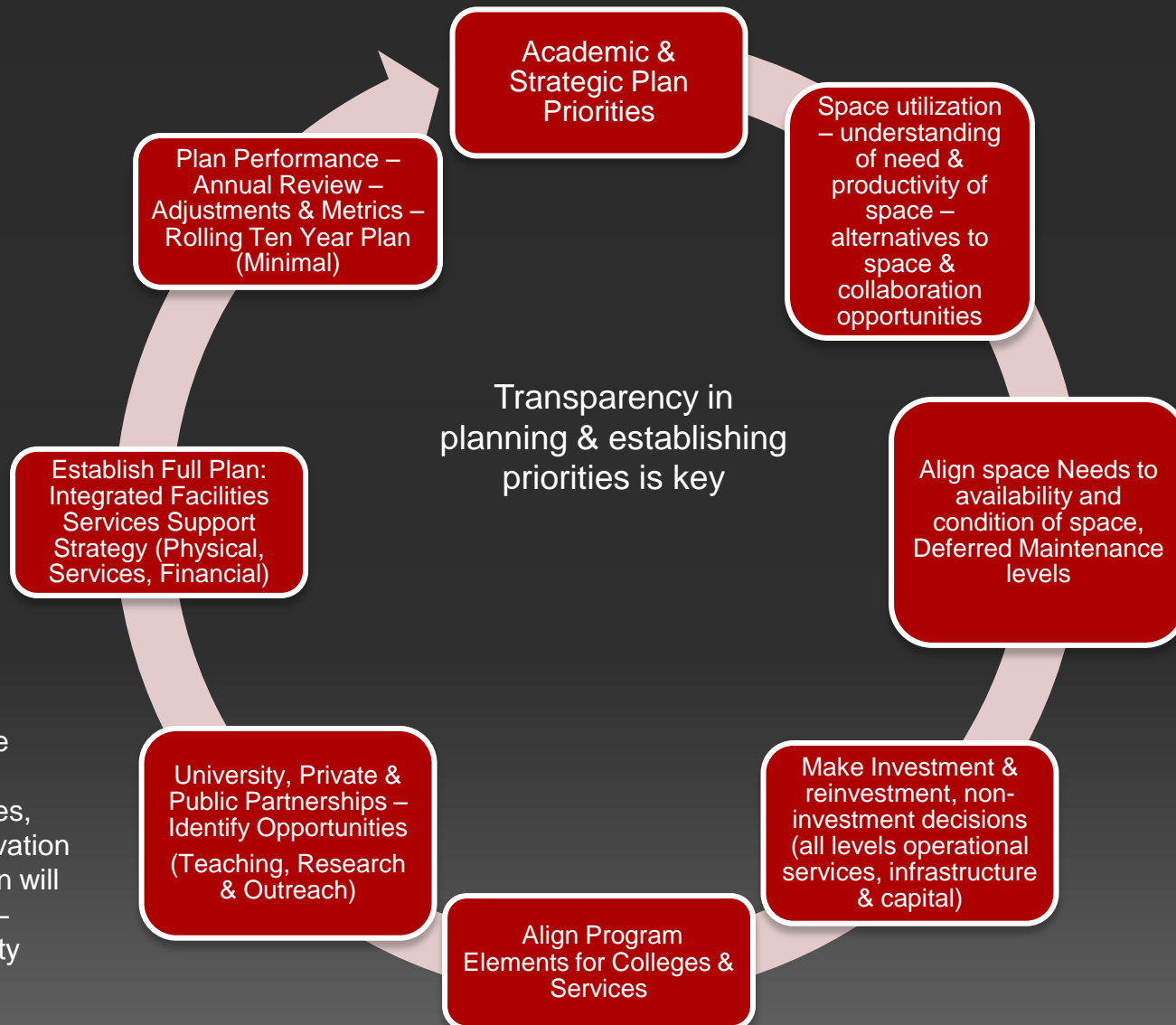
- To create a facilities services organization that is a core component of the universities research, teaching and outreach mission. Serving a steward of physical and service resources in the quest for excellence.
  - Collaboration and Partnership
    - Research, teaching, outreach & services
    - Sustainability & Energy Management
    - Community Outreach
    - Internal/external Partnerships
  - Stewardship & Planning
    - Multi-Year Plan (10) (Services, Resources, Physical - Space, Capital, Renewal & Financial)
    - Customer & Community Service/Outreach
    - Technology & Process Improvement (organizational stewardship)
    - People - communication, values, team based environment, goals
    - Transparency & Performance Metrics
    - Financial (grants, efficiencies, alternate delivery models, core services)

# A Vision Alone is Just a Vision.....

- Facilities Services Can Do More Than Exist – They CAN contribute!!!!
- Universities are moving to understand that Facilities Services are places and services that **support** the academic plan and university mission (critical to university & student experience) and should be planned as critical resources that are integrated into the education service delivery model, short, mid & long term.
- Five Planning Principles would be used to develop Component Business Plans for Facilities Services to ensure the plan is comprehensive, transparent and measureable.
  1. Link Directly to the Institution's Strategic Priorities
  2. Understand the Need to Make Facilities an Institutional Wide Experience (education, sustainability & learning)
  3. Service & Operational Continuity – even during times of change – plans and services must be flexible & adaptable
  4. Accountability – Plan must deliver quality and sound stewardship – People & Service remain our top priority!
  5. Achieve Credibility (Plan Integrity, Technology, Sustainability, Space Management, Communications, Transparency, Financial Stability and Metrics)

**"Leadership is the capacity to translate vision into reality."  
— Warren Bennis**

# Framing the Future – Utilizing An Integrated Strategy



Resources are often limited, setting priorities, phasing, innovation & collaboration will be essential – “One University Concept”

# Integrated Facilities Services Management

- As you would plan for a Learning or Living Environment for Student Housing, A Stadium or Athletics Complex for Athletes or Labs for Researchers – the entire campus requires a plan that “frames” the activities, the needs and the experience to ensure the “whole” physical and service experience is thought out, supportive and relevant.
- Innovative plans embrace and integrate carefully the University and Unit Core Values to ensure behaviors and values are embraced as well as support the “Service Mission”
- Educational and Outreach should be an integral plan component and important to supporting student, staff and faculty engagement. Future thinking organizations use facilities as part of the outreach and educational strategy – Facilities Services should be seen as “living, learning laboratories”
- Plans will include components for all services (operational, capital and financial) as well as included subcomponents for customer service, communications, sustainability and diversity which are integrated and measured.

A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.

[Mahatma Gandhi](#)

# Planning Forward

- Creativity, Innovation & Collaboration Have Become Critical
  - Research & Residential Missions are Top Priorities
  - Academic, Private & Public Partnerships Are Essential
  - Streamlining Operations & Simplifying Processes in All Areas
    - Space utilization and reduction in net new space, collaborative and flexible space are core plan components
    - Leveraging spend & targeting investments (Facilities, Campus & System Wide)
    - Improving Data & Technology (handhelds, work management systems, database integrations and self-serve modules, integrated space, facilities, project and capital planning)
    - Reducing organizational complexity & improving operational efficiency
    - Continuous improvement all service areas – must be flexible and scalable
    - Encourage & Reward Innovation, Flexibility & Accountability
    - People Are Our Business and They will Create The Future
    - Plan Ahead & Ask Why?



# Discussion & Questions

"Education must not simply teach work—it must teach life." -  
W.E.B. DU BOIS, American Civil Rights Leader and Writer