

# SERVING STUDENTS, ENHANCING CAMPUS LIFE



Iowa State University Memorial Union

Following is a compilation of recent campus renovations and new construction of auxiliary facilities, which include residence halls, dining and bookstore facilities, student union complexes, sports and recreation, and parking structures.

Compiled by Steve Glazner

## Carleton University

Ottawa, Ontario, Canada

*Darryl K. Boyce, assistant vice-president, facilities management and planning*

**Campus GSF:** 3.8 million

**# Students:** 24,085

**# Students Living on Campus:** 2,600

**Do your auxiliaries have a separate facilities crew?** No

**What areas, if any, use contracted facilities services?** Snow clearing of parking lots, elevator maintenance, fire prevention systems maintenance, pest control, custodial services, waste removal, recycling, facility maintenance service, loading dock cleaning, sports field maintenance, glass repair, and street lighting maintenance.

**Most recent auxiliary facility construction or renovation**

**project(s):** University Centre Expansion (\$14.6M), University Centre Cafeteria Fit-Up (\$3.3M), University Centre Bookstore Fit-Up (\$625K), University Centre Campus Card Fit-Up (\$300K), University Centre Oliver's Renovation (\$1M), University Centre Washroom Renovations (\$200K), University Centre Galleria Furnishings Level 1 and 2 (\$200K), East and West Entrance Upgrades (\$300K), Glengarry Building Renewal (\$5M), Grenville Residence Roof Replacement (\$250K), and Parking Lot 5 Paving, Curbing, and Line Painting (\$290K).

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**What do you see as the "next trend" in campus auxiliaries?**

"Greener" facilities, more sustainable operation (e.g., packaging, recycling, garbage, energy, and resources).

**What do you want others to know about your campus auxiliary facilities?** The importance of the state and condition of auxiliary facilities on the overall student experience demands that there be a good and effective connection between Physical Plant and the various auxiliary services.

## Creighton University

Omaha, Nebraska

*Lennis Pederson, associate vice president for administration*

**Campus GSF:** 3.3 million

**# Students:** 6,981

**# Students Living on Campus:** 2,266 living on campus; 2,413 beds available

**Do your auxiliaries have a separate facilities crew?** Limited to small summer projects by a few students.

**What areas, if any, use contracted facilities services?** None for routine work; contractors are employed for building improvement projects.

**Most recent auxiliary facility construction or renovation project(s):** The remodel of the Skutt Student Center included creation of a coffee café that incorporated state-of-the-art computer technology with the ambiance of the history of the school including building a wall with a trolley track in brick

salvaged from an adjacent street. Two apartment-style residence halls for juniors and seniors have been completed in the past three years, adding 525 beds. Amenities include: full-size kitchen; private bedroom and shares a bathroom with only one roommate; and voice/data and TV connections.

**What innovations (design, operational, other) are represented in your auxiliary facilities?** Auxiliary facilities are designed to enhance the development of the holistic student while providing an opportunity for independence and free thinking.

**What do you see as the "next trend" in campus auxiliaries?** Student security.

**What do you want others to know about your campus auxiliary facilities?** The campus auxiliary facilities are operated to make life on campus a total experience that fosters the development of leaders through community activity while enhancing the sense of individual responsibility and learning.



## Haverford College

Haverford, Pennsylvania

*Shelley McConkie, public relations coordinator, Metcalfe Architecture & Design and Kathy DiJoseph, project manager at Haverford College*

**Campus GSF:** 1.5 million

**# Students:** 1,168

**# Students Living on Campus:** 99 percent of students live in Haverford owned, operated, or affiliated housing

**Do your auxiliaries have a separate facilities crew?** No

**What areas, if any, use contracted facilities services?** They are separate, but not contracted. No area of the campus uses contracted facilities services.

**Most recent auxiliary facility construction or renovation project(s):** 4,000 sq. ft. addition to student center (Coop) dining facility. With an \$800K construction budget, the challenge was to inexpensively double the seating and renovate/expand the cooking capacities of an existing facility with minimum disturbance to college life, while also creating an updated image to complement the college's adjacent new gym.

**What innovations (design, operational, other) are represented in your auxiliary facilities?** Creating a space that serviced students at different hours of the day. The dining facility

provides food prepared to order during traditional meal hours, yet the coffee bar remains open during extended hours. This provides students with access to coffees, snacks, and television late at night. The café has become more of an after-hours gathering spot, reflecting students' lifestyle and provides a space with more character than can be found in a traditional cafeteria setting.



## Iowa State University

Ames, Iowa

*Christopher K. Ahoy, associate vice president for facilities and A. Dean Morton, university architect*

**Campus GSF:** 12.7 million

**# Students:** Full-time: 22,180, part-time: 3,282; Total: 25,462

**# Students Living on Campus:** 8,112

**Do your auxiliaries have a separate facilities crew?** Yes

**What areas, if any, use contracted facilities services?** None

**Most recent auxiliary facility construction or renovation project(s):** *Memorial Union:* renovation and addition (\$20.8M).

Goal is to reorganize and improve existing circulation; create architectural unity between past additions; and update meeting spaces and public areas to accommodate current technological needs. The Iowa State University Book Store will be expanded in a new south building addition.

The overall project consists of approximately 32,000 NSF of new construction along with 48,000 NSF of interior renovation. Completion is scheduled for 2008.

*East Parking Structure:* Created an additional 185 vehicle spaces over an existing 200-space, on-grade parking lot. Because of existing topography, both levels are able to be accessed without ramps.

Construction cost was \$2.67 million, project cost \$3.11 million.

Construction completed in December 2003. *Hilton Coliseum Addition:* Will provide a new basketball/volleyball practice facility for the Department of Athletics. The new 98,500 GSF basketball/volleyball practice facility will provide full-size practice courts for the men's and women's varsity programs, the women's varsity volleyball program, and related support spaces.

**What innovations (design, operational, other) are represented in your auxiliary facilities?** Energy conservations and sustainability awareness.

**What do you see as the “next trend” in campus auxiliaries?**

Outsourcing university bookstores, dining, and residential life; partnerships where university provides the land and private entity builds and operates the facilities and manages the operations for a fee.

**What do you want others to know about your campus auxiliary facilities?** They are self-sustaining and well run.



**North Carolina State University**

Raleigh, North Carolina

*Gary Thompson, associate director for facilities—  
NCSU housing*

**Campus GSF:** 2.2 million housing inventory

**# Students:** Approximately 31,000 students total enrollment

**# Students Living on Campus:** 8,350

**Do your auxiliaries have a separate facilities crew?** Yes

**What areas, if any, use contracted facilities services?**

Elevator service, preventive maintenance, housekeeping.

**Most recent auxiliary facility construction or renovation project(s):** New \$80M, 1,208-bed student apartment-style housing; four bedrooms, two baths, living room, full kitchen, and laundry in each unit. Project included eight residential buildings and one utility services building.

**What innovations (design, operational, other) are represented in your auxiliary facilities?** Most recent construction centered on a “village” approach with four core buildings and four outer buildings, including a town square, food options, classroom space, recreation and multi-purpose space all designed for high aesthetic value and low maintenance.

**What do you see as the “next trend” in campus auxiliaries?**

Financial assessment of campus auxiliaries to help address aging campus infrastructure deficiencies and sustainability issues. The aging out and deterioration of the utility infrastructure coupled with the desire to increase sustainability will challenge all campus areas including auxiliary services.

**What do you want others to know about your campus auxiliary facilities?** University has a highly skilled (all 10 HVAC, electrical, and plumbing trades personnel are licensed) and dedicated workforce who understand and respond to the needs of a campus residential environment.



**St. Francis Xavier University**

Antigonish, Nova Scotia, Canada

*Lisa Little MacKay, facilities coordinator*

**Campus GSF:** 1.7 million

**# Students:** 4,600

**# Students Living on Campus:** 2,000

**Do your auxiliaries have a separate facilities crew?** No

**What areas, if any, use contracted facilities services?** None

**Most recent auxiliary facility construction or renovation project(s):**

*Governors Hall Residence, July 2006 (\$19M):* 226 single rooms with private bathrooms; fully furnished with a 20" TV; fully-equipped kitchens; two large laundry rooms, each with six washers and 12 dryers; seven lounges throughout the first and second floors; individual climate control (heat and cooling). *Renovated MacIsaac Hall Residence, summer 2006 (\$8.6M):* New ventilation, heating, plumbing, and electrical systems; installed sprinkler system; added 22 beds; lounges moved to one central space per floor; coed washrooms and three private washrooms per floor. *Renovating Bishop Hall Residence, summer 2007 (\$11M):* Converting rooms to singles, minimal double rooms available; private bathrooms; addition of two floors, elevator, solarium, and kitchens.

**What innovations (design, operational, other) are represented in your auxiliary facilities?** All buildings have entrances with porticos and columns; quality of finishes including color and material has increased to “hotel” quality; Governors Hall has in-suite bathroom for each room; large flat screen TVs and leather furniture in lounges.

**What do you see as the “next trend” in campus auxiliaries?** Quality, privacy, security, and fun.

**What do you want others to know about your campus auxiliary facilities?** Quality.

**Stevens Institute of Technology**

Hoboken, New Jersey

*Trina Ballantyne, dean of residence life*

**# Students:** Undergraduate 1,850; graduate 3,000

**# Students Living on Campus:** 1,100

**Do your auxiliaries have a separate facilities crew?** No, but offer a physical plant department that services all of campus.



**What areas, if any, use contracted facilities services?** Dining

**Most recent auxiliary facility construction or renovation project(s):** America's Cup is one of the most recent new

facilities. **What innovations (design, operational, other) are**

**represented in your auxiliary facilities?** America's Cup

combines Internet access in a relaxed lounge-type setting.

Students are able to study, hold informal meetings, and

exchange ideas in a less traditional classroom atmosphere.

**What do you see as the "next trend" in campus auxiliaries?**

In fall 2007, unlimited dining from 7:00 a.m. until midnight.

Students don't keep traditional hours and want to be able

to dine at more convenient hours that are less like business

hours and more like their study hours.

**What do you want others to know about your campus**

**auxiliary facilities?** Committed to using technology to the

benefit students whenever possible.

### University of Massachusetts-Dartmouth

North Dartmouth, Massachusetts

*Leslye Kornegay, associate director, housing facilities operations & services (HFOS)*

**Campus GSF:** 2 million, 18 halls, one commons building, and 65 acres

**# Students:** 8,500

**# Students Living on Campus:** Capacity for 4,600

**Do your auxiliaries have a separate facilities crew?** Yes, facilities, landscape services, housekeeping and conference services

**What areas, if any, use contracted facilities services?** Pest management, elevator maintenance, maintenance service contracts for electronics, laundry service contracts, etc.

**Most recent auxiliary facility construction or renovation**

**project(s):** 34 renovation and renewal projects 2006, six new apartment-style residence halls & a student common building 2005.

**What do you see as the "next trend" in campus auxiliaries?**

Sustainability, LEED for CM and existing buildings, redesign of existing spaces and going green as existing facility spaces will be obsolete in 40+ years.

**What do you want others to know about your campus**

**auxiliary facilities?** Housing has its own freestanding facilities department to support services within all student halls, grounds, and conferences services.

**What would I like to see?** A database and listserv for facilities departments of peers housed within Student Affairs.



### University of Nebraska-Lincoln

Lincoln, Nebraska

*Doug Zatechka, director of housing and food services and Ted Weidner, assistant vice chancellor for facilities management and planning*

**Campus GSF:** 11.9 million (Lincoln only, no out-state facilities)

**# Students:** 22,106

**# Students Living on Campus:** 6,068

**Do your auxiliaries have a separate facilities crew?** Yes

**What areas, if any, use contracted facilities services?**

Auxiliary facilities are maintained by university personnel with selected outsourcing.

**Most recent auxiliary facility construction or renovation project(s):**

The Village (2005): 229,877 sq. ft.; 526 fully furnished, two- and four- bedroom apartments; convenience store; free cable TV; full kitchen; study and social lounges, clubhouse; free high-speed Internet. Harper Dining Center (2006): 59,561 sq. ft.

**What innovations (design, operational, other) are represented in your auxiliary facilities?** *The Village:* Fully furnished

apartment-style units; large walk-in closets; bathroom shared with only one other resident and cleaned by university housing staff every other week; full balconies; high-speed Internet access; cable TV access in each bedroom, hook-up in living room; residents receive two meals per week, can purchase additional discounted weekly meal plan; convenience store; and accommodations for disabled students. *Harper Dining Center:* Upscale, marché dining; unlimited student access/food; accommodates 2,500-2,800 customers per day; seats 535 in three dining rooms; renovation costs, \$8M for the two-story building, including meeting space on both floors, Equipment costs, \$1.3M.

**What do you see as the "next trend" in campus auxiliaries?**

Upscale, marché dining with freshness and variety; fully furnished apartment-style units with convenience stores in the building.

**What do you want others to know about your campus auxiliary facilities?**

Universities should consider student enrollment retention of students returning to live on campus; fully-furnished units make move-in/move-out easier and reduce wear and tear on walls, carpet, etc.



## University of North Dakota

Grand Forks, North Dakota

*Larry Zitzow, director of facilities*

**Campus GSF:** 5.2 million

**# Students:** 13,000

**# Students Living on Campus:** 3,400

**Do your auxiliaries have a separate facilities crew?** No.

All services come from Facilities and are charged back to housing.

**What areas, if any, use contracted facilities services?**

Elevators, some snow removal, window cleaning, pest control.

**Most recent auxiliary facility construction or renovation**

**project(s):** A 276-bed facility with suites is under construction and will be completed in August 2008; cost \$20M.

**What innovations (design, operational, other) are represented**

**in your auxiliary facilities?** This facility will have card access, and there is an emporium with a drive-up coffee service.

**What do you see as the "next trend" in campus auxiliaries?**

Family housing is going away. As the campuses become more aware of the competition around them, they realize the need to be more appealing to the students.

**What do you want others to know about your campus**

**auxiliary facilities?** The university will eventually get away from family housing entirely.

## University of Virginia

Charlottesville, Virginia

*Jay Klingel, director, business management services*

**Campus GSF:** 13.9 million

**# Students:** 20,397

**# Students Living on Campus:** 6,500

**Do your auxiliaries have a separate facilities crew?** Yes

**What areas, if any, use contracted facilities services?**

Grounds services

**Most recent auxiliary facility construction or renovation**

**project(s):** Observatory Dining Hall.



## Western Michigan University

Kalamazoo, Michigan

*Peter J. Strazdas, director, physical plant maintenance services*

**Campus GSF:** 8.8 million

**# Students:** 25,000

**# Students Living on Campus:** 5,000

**Do your auxiliaries have a separate facilities crew?** Yes

**What areas, if any, use contracted facilities services?**

Cleaning and custodial services for residence halls/campus apartments; pest control; elevator service/maintenance; vending; water softener service; fire system maintenance.

**Most recent auxiliary facility construction or renovation project(s):**

*Britton/Hadley residence halls:* lobby renovation;

*Fauce Student Services building:* Residence Life offices renovation. The university's Division of Student Affairs (DOSA) oversees many auxiliary facilities, primarily the campus residence buildings and their related areas.

Each year, about \$2M is available for renovation(s) and renewal projects.

**What innovations (design, operational, other) are represented**

**in your auxiliary facilities?** Funding for new construction

and/or renewal is limited, therefore, the Maintenance Services Division focuses on operations to achieve improved customer service, accountability for costs, as well as justifying the time spent (labor) addressing and resolving maintenance issues.

**What do you see as the "next trend" in campus auxiliaries?**

Cost containment, cost justification, and continuous improvement in customer service.

**What do you want others to know about your campus**

**auxiliary facilities?** Maintenance Services personnel are focused on improving customer service, containing costs, and justifying dollars spent on service across campus and especially in the auxiliary facilities. ■