



# Strategic Questions Improve the Facilities Performance Indicators Survey

By Maggie Kinnaman

When I think back over my career in Facilities Management, I must say that I have never been bored. Forwarding the mission of education, research, and community service is an awesome opportunity and one to which Facilities Management can add great value. No

## Facilities Performance Indicators



other administrative department affects the ultimate success of higher education more than Facilities. We touch

each faculty member, researcher, and student every day, all year long. No other campus department can say the same. Our campus community is deeply impacted by the quality of our facilities and that quality deeply impacts the effectiveness of higher education outcomes.

Some say that our only role within Facilities Management is to be a steward of our buildings and infrastructure. Actually, our most important role is to understand the

realities of our largest campus capital asset (buildings and infrastructure) and engage the campus community in a discussion about those realities. We need to share what the realities are, where we are at based on those realities, and ultimately develop a strategy for addressing the realities moving forward. All of this must occur within an environment of competing needs.

I don't know about you, but when I'm placed in such a tenuous position, I try to arm myself with data. Collecting peer information also helps to strengthen the case. So where can you turn for such supporting data?

APPA has spent many years and dedicated significant resources to the task of developing a Web-based Facilities Performance Indicators (FPI) survey and report that can give you the credibility and confidence that you seek. Not only is this survey comprehensive, but it is a fabulous bargain. APPA currently charges only \$125 for up to five Web users at schools that participated in the survey. But it gets better—participants of the 2007-08 FPI survey will have free access to the reports.

After the 2007 FPI Survey was conducted, APPA began working on an initiative called Tier 1 or Strate-

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gic Facilities Questions. The need to introduce a new set of questions arose from information gleaned by member participants of the 2007 FPI Survey. It became clear to APPA that every SFO (Senior Facilities Officer) representing campuses of all sizes and complexities, needed to focus on the most important data concerning campus management. These members were surveyed in order to better understand which types of questions would be most important/strategic for them and their key campus administrators to know.

The other benefits that will be derived from Tier 1 questions include the enabling of small facilities operations to participate at an effort level that can be afforded in terms of cost and time. APPA

**MOVING BEYOND THE BASICS, IF YOU WANT CREDIBLE DATA THAT IDENTIFIES THE OVERALL CONDITION OF YOUR CAMPUS, TAKE A LOOK AT THE STRATEGIC FINANCIAL MODULE AND SPECIFICALLY THE DEFERRED MAINTENANCE BACKLOG, CURRENT REPLACEMENT VALUE AND RENOVATION, MODERNIZATION AND ADAPTATION DATA POINTS.**

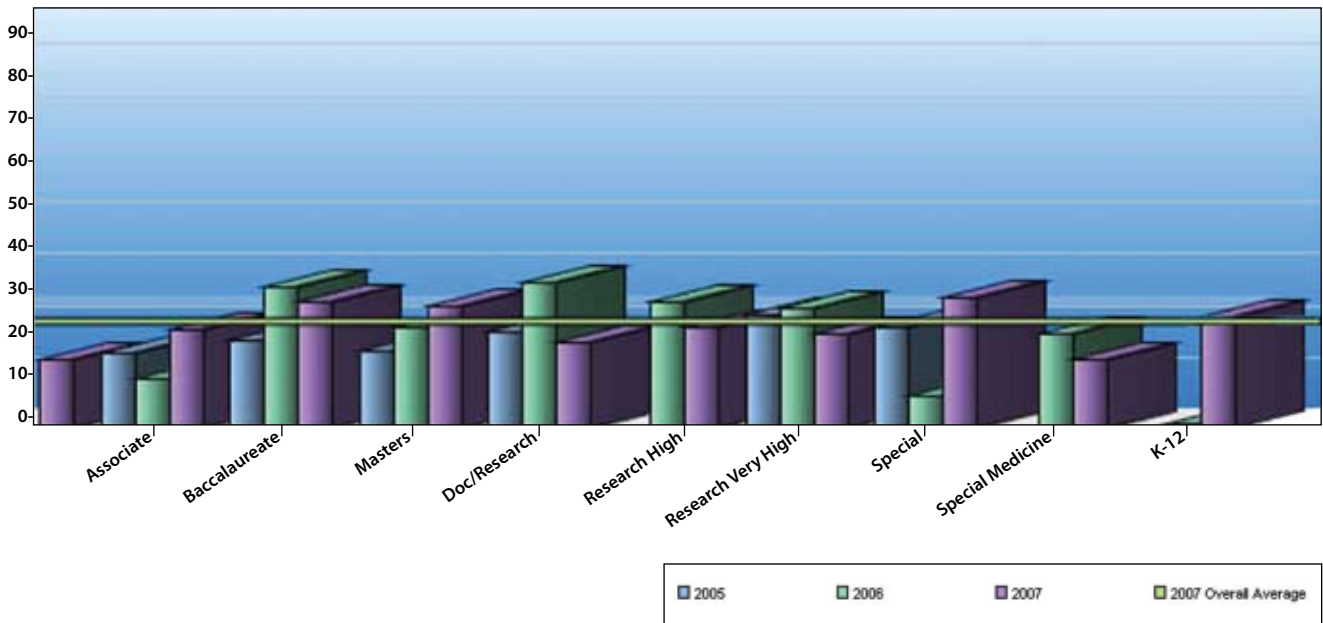
also recognizes that most growth in FPI participation will come from the smaller school sectors and APPA wants to continue to encourage peer to peer comparisons which can only be achieved with increased participation in the survey.

If you're a new participant and cannot complete the entire survey the first year, complete the Tier 1 and the General

Module questions at the very least and then you can pick and choose those indicators that are most important to your campus.

Moving beyond the basics, if you want credible data that identifies the overall condition of your campus, take a look at the Strategic Financial module and specifically the Deferred Maintenance

Needs Index—Averages summarized by: Carnegie Class—Fiscal Year 2006-07 APPA FPI Report



	ASSOCIATE	BACCALAUREATE	MASTERS	DOC/RESEARCH	RESEARCH HIGH	RESEARCH VERY HIGH	SPECIAL	SPECIAL MEDICINE	K-12
<b>2005</b>	14.48	16.94	15.07	18.66		21.97	19.32		
<b>2006</b>	9.802	27.102	19.29	28.192	24.353	23.005	6.43	18.023	0.95
<b>2007</b>	18.929	24.483	23.474	16.46	19.413	18.408	25.335	13.314	21.53
<b>2007 OVERALL AVERAGE</b>	20.693	20.693	20.693	20.693	20.693	20.693	20.693	20.693	20.693

Backlog, Current Replacement Value and Renovation, Modernization and Adaptation data points. By completing these data points, you will get reports that indicate a Needs Index Ratio that describes the percentage of your campus that does not adequately support programmatic needs.

If you want a better picture of how

IF YOU WANT A BETTER PICTURE OF HOW YOU'RE DOING WITH THE RESOURCES PROVIDED, CHECK OUT THE FINANCIAL OPERATIONS MODULE AND ANSWER THE QUESTIONS RELATED TO MAINTENANCE, CUSTODIAL, AND GROUNDS EXPENSE.

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you're doing with the resources provided, check out the Financial Operations module and answer the questions related to maintenance, custodial, and grounds expense. Make sure you complete the entire section to include the GSF or Acres supported by these programs. The resultant reports will give you data about your program, your program compared to an overall average as well as a variety of functional groups.

As a participant in the survey, you also have access to the contact information of other participants. This enables you to call and discuss operational differences such as level and frequency of service.

The bottom line is clear, if you're just starting out, you can't eat the elephant all at once but you certainly can have an appetizer. Next year, you can add additional indicators and before you know it, you will be armed with compelling data. As Thomas Edison put it, "Opportunity is missed by most people because it is dressed in overalls and looks a lot like work."

I'm encouraging you to put on those overalls and take full advantage of a fantastic opportunity. By participating in the FPI survey and receiving the accompanying reports, you will surely enhance your competence and credibility. ☎

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