



# Typical Campus Dilemmas Addressed by CFaR Research

By Maggie Kinnaman, APPA Fellow

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As part of my Information and Research Committee duties, I was recently asked to identify some of the reasons APPA members might want to draw on projects completed under the Center for Facilities Research (CFaR) umbrella. I know each of you can identify with one or two of the dilemmas listed below. The IT world says, “There’s an app for that,” while in the APPA world we say, “There’s a research project for that.” Take a look at the dilemmas presented below, and the solutions offered through CFaR. More importantly, when you are faced with a real-world challenge on your campus, remember all of the resources that are available as part of your APPA membership.

## Dilemma 1:

The Dean of the School of Social Work is pressing for some major upgrades to space to better serve your institution’s academic programs. On the other hand, your student governance leaders are pushing for an upgrade of outdoor spaces within the campus. Where do you go for assistance? APPA has a research project for that!

## The Development of an Instrument Measuring Elements of the Outdoor Physical Campus Environment for Student Satisfaction and Perceived Importance

*Principal Investigator:*

Erica Eckert, Ph.D., Kent State University

### ABSTRACT:

With limited resources, it is difficult to justify expenditures that fail to yield results. Assessment provides for the investigation of initiatives for their relative success or effectiveness with a specific population. An institution’s outdoor physical campus environment is rarely the object of careful assessment, and yet is an area of great expense. As campus planners prioritize projects, there is value in knowing which ones net the greatest satisfaction and are of the most importance to current students, which can serve as proxy for prospects. As institutions are charged with the task of bringing the most qualified prospects to fruition as enrolled students, and at the same time retaining the ones who do enroll, expenditures should be considered as they relate to increasing satisfaction of prospective and current students in an efficient way. Assessing the outdoor physical campus

environment will allow administrators to understand the level of satisfaction students have with the physical campus environment and which areas, if improved or left to languish, would have the greatest impact.

The purpose of this study was to develop an instrument that asks current students about their satisfaction with elements of the outdoor campus environment as defined by campus design and campus ecology literature. Additionally, the participants were asked to rate the importance of these elements, which provided a sense of magnitude not necessarily found in a simple measure of satisfaction. The information collected through the developed questionnaire provided valuable feedback for campus planners and facilities managers, and may even be useful as a tool for benchmarking or competitor analysis.

## Dilemma 2:

It’s Monday morning and your vice president is asking you to give feedback regarding conflicting capital requirements. Where do you turn for guidance? APPA has a research project for that!

## Strategic Capital Development: The New Model for Campus Investment

Principal Investigators:

Harvey H. Kaiser, Harvey H. Kaiser Associates, Inc.; Eva Klein, Eva Klein & Associates, Ltd.

### ABSTRACT:

This research presents a bold approach for planning capital investments from a strategic and long-range perspective. The researchers define stewardship principles necessary to create and sustain a built environment that is responsive to institutional strategies and functions; remains attractive to faculty and students; and optimizes available resources.

The report, published in book form in 2010, provides a summary of how capital planning and funding practices in higher education have evolved from the late 1940s to the present; makes the case for why change is needed, based on an examination of environment/context factors; and provides the proposed model for improved campus investment.

### Dilemma 3:

Your boss comes to you with the 2013 FPI report and wants to know what might be positive outcomes from raising our service levels in the custodial arena from a Level 3 of cleanliness to a Level 2. He knows that this shift will require a significant influx of funding and that he will have to develop a case for the necessary funding. APPA has a research project for that!

### The Impact of Levels of Cleanliness on the Academic Achievement of Students

Principal Investigators:

Alan S. Bigger, member emeritus; Jeffrey L. Campbell, Brigham Young University

### ABSTRACT:

The purpose of this study was to

determine if there is a direct correlation between cleanliness and the resulting academic grade(s) of students. In 1992, APPA published the first edition of *Custodial Staffing Guidelines for Educational Facilities*; the second edition was published in 1998, and the third edition was published in 2011. This seminal

document set the precedent for correlating levels of productivity and cleaning of facilities and has been used as justification for appropriate staffing levels at institutions. In addition, ISSA has long established cleaning times and guidelines that also address productivity issues.

However, such data is now being

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brought into question as performance indicators are being used to address specific outcomes of maintenance programs. The principal investigators led a team of researchers representing APPA and ISSA to collect data, review and research relevant literature, and determine whether levels of staffing and cleaning have an effect on the academic achievement of students.

**Dilemma 4:**

Your vice president is coming to you with a request from the Dean of the School of Nursing that a donor is willing to give the university a building for its future use. You are being asked to develop a white paper about the pros and cons of accepting this donation. Where do you turn for guidance? APPA has a research project for that!


**Buildings...The Gifts That Keep on Taking: A Framework for Integrated Decision Making**

*Principal Investigators:*

Douglas K. Christensen, Brigham Young University; Rod Rose, STRATUS—A Heery Company; Terry W. Ruprecht, University of Illinois, Urbana-Champaign

**ABSTRACT:**

APPAs Center for Facilities Research (CFaR) has sponsored and conducted research that is expected to produce a widely accepted model for understanding the total cost of investing in and maintaining college and university facilities. This Strategic Investment Model and Asset Investment Strategy is intended to assist higher education policy makers (e.g., presidents and chancellors, boards of trustees, legislators, etc.) to better

understand the impact of major decisions on such key issues as resource allocation, building design criteria, recruitment and retention of faculty and students, construction strategies, the nature of the learning and research environment, and accountability measures. Completed and published in book form in July 2007. 

For more information about APPAs CFaR program, please go to <http://www.appa.org/Research/CFaR/index.cfm>.

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