

# Executive Summary

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## Business Case

The College of Education undergoes an annual process to review, track and allocate space in their facilities. This process takes input from Facilities and Services (F & S), Faculty members, Researchers and College of Education staff members. Once initiated, the participants review all existing space, plot allocated/unallocated space on printed diagrams, compare space requests with available spaces, assign space and then coordinate the resulting move-in/move-out schedules.

Currently the process is very time consuming, involves many manual steps, and does not provide enough analytical support to enable real-time decisions to be made throughout the year. The College of Education would ideally like a system with a graphical user interface of the facilities that can be maintained in real-time, provides analytical support for decision making and reduces the amount of time required to track and allocate space.

## Goal

Reduce the amount of manual intervention required for the annual space allocation process, improve the visibility and tracking of allocated and unallocated space, and improve the support for common analytical needs (e.g., comparing space size with the number of students, etc.).

## Approach

Developed an understanding of the current process and related issues through process mapping, focus groups and surveys. Analyzed the resulting information and organized the issues into four distinct categories: communication, space meets needs, space policy and accuracy of data. Brainstormed solutions to the identified issue categories and vetted the proposed solutions with a campus-wide group of individuals with research space coordination responsibilities.

## Key Findings

- **Space allocation maps are inaccurate due to inability to sufficiently track changes and lack of communication when changes do occur throughout the year.**
- **Process lacks consistent approach to allocating space.**
- **Research faculty have a lack of understanding of the process and policies governing research space within the College, limiting cooperation and communication of changes occurring outside of the space allocation process.**
- **No formalized request and/or feedback mechanism exist.**

## Short-term Improvement Recommendations

- 1. Develop an FAQ for the coordination of space allocation and resulting moves** – providing research faculty with upfront answers to common questions and concerns about the process and governing policies.
- 2. Partner with the Children’s Research Center (CRC) Occupants Committee on space related activities** – increases organizational knowledge of the space allocation process and enables committee members to serve as a liaison for space related issues, increasing cooperation within the CRC space.

## Long-term Improvement Recommendations

- 1. Develop a formula for determining appropriate allocation of research space** – ensures a consistent approach is used for allocating space.
- 2. Create a website to serve as a repository for space allocation information and a mechanism for requesting space or providing feedback** – increases awareness of process and policies and improves coordination of space allocation and issue resolution.
- 3. Pursue implementation of a campus-wide space management software where college administrative staff have access to maintain relevant, reliable space data** – enable staff to track, and report on space throughout the year as changes occur, providing the College with an accurate, real-time picture of space usage.

## Implementation of Recommended Improvements

Discussions are underway with how best to approach the proposed campus-wide space management software solution and a timeline for the other items. The College of Education administrative staff will work on timelines and implementation plans of the recommended improvements. Improvements scoped as short-term will be complete by August 2013, those scoped as medium-term will be complete by November 2013 and those scoped as long-term will be completed after November 2013 and the timeframe will depend on complexity and resources. As soon as implementation plans are created, this report will be updated to reflect those plans.

## Outcome

Process issues and potential improvements were openly discussed at multiple levels within and outside of the College. Discussions are underway with how best to approach the proposed campus-wide space management software solution. To evaluate the recommended improvements, measures have been recommended. This report will be updated to reflect the achieved results once implementation has completed.