2013-14

Facilities Performance Indicators Report

Tracking Your Facilities Vital Signs

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Preface

Welcome to another expanded Web-based *Facilities Performance Indicators (FPI) Report*. APPA's [Information and Research Committee's](#) goal for this year was to enhance the survey and report tools by making them both more navigable, user-friendly, and accurate. We have made significant progress with all of these initiatives. APPA also automated many of the internal processes for the survey and report, which resulted in a better quality product that can be delivered faster and with more accuracy. APPA will continue to make improvements based on participant feedback, and we welcome any thoughts or comments you would like to provide.

New Report Enhancements for 2013-14

Charts and Graphs

- Trending for all charts and graphs has been changed to allow you to pick which years to display.   Years do not have to be contiguous.
- All charts and graphs have been updated with a new software upgrade that will allow users to access charts and graphs on any e-reader device
- To download any of the charts and graphs in any report area, click the small arrow icon in the right hand corner of the chart/graph and an option to download the chart or graph as a PNG, JPEG, PDF, or SVG vector image appears
- All charts/graphs can either be printed or saved to your desktop as one of the four options noted above

Executive-Level Dashboards

- APPA has added Trending to the Institutions option.

These enhancements and additions, on top of the potent report capabilities delivered in the 2013-14 FPI Report, make it a flexible, sophisticated, and powerful tool for analyzing, planning, reporting, and managing your facilities operation. No other professional education organization provides such an essential instrument as a membership benefit.

We congratulate the institutions that elected to participate in the 2013-14 FPI Survey, and we celebrate meeting our goals to deliver this superior 2013-14 FPI Report to the APPA membership and other interested parties.

The 2013–14 *Facilities Performance Indicators* Report reflects some of APPA members' desire for confidentiality. The only institutional list of participants is contained in Appendix A of this report.

Participant institutional studies are available to participants who indicate a willingness to share their identity with other participants. These institutions have an abundant amount of information at hand. APPA encourages institutions that have not done so, to join

those who participated in the Facilities Performance Indicators Survey so that they can also profit from this data discovery process.

All others view the non-participant report in which institution names are coded. Those using the non-participant Report are advised to examine the institutional listing in the Report Settings area, which shows the general statistics about the participants in the survey. This general campus information is provided so that users of this report can evaluate the institutions that have contributed statistics to the averages reflected in the data summaries.

The *Facilities Performance Indicators Report* is designed for survey participants, interested professionals, and serious researchers who want to mine the data. The Report includes the following features, among others:

- a comparison of any or all institutions within a cohort group including cohort averages in the data summaries for those that are a part of a private cohort group;
- simultaneous display of significant data and ratios and measures for all selected institutions and group averages;
- the capability to read and/or print/download out the whole range of 2013–14 reports contained in the *Facilities Performance Indicators Report,* including institution-by-institution tables;
- the capability to view all numeric report figures in chart form;
- the ability to export the calculated information and survey entries to Microsoft Excel or other software for additional studies.

Participating institutions from outside the United States were given the option of entering their size entries in gross square meters instead of gross square feet; and hectares instead of acres. All report entries are available to view in both Metric and Standard. All participants can now choose how they would like all information contained in charts, graphs, and reports to be displayed as either Metric or Standard.

APPA's Information and Research Committee provided leadership and direction in the development of the Facilities Performance Indicators Survey as well as the innovative new methods used for the data storage, retrieval, and analysis that was constructed under the committee's watch.

The 2013-14 Information and Research Committee consists of the following members:

Chair/Vice President: Jeri Ripley King, University of Iowa

Committee Members:

Committee Members
CAPPA: Al Stoverink, Arkansas State University
ERAPPA: Steve Peary, University of Vermont
MAPPA: Jim Bogan, University of Wisconsin Madison
PCAPPA: Winnie Kwofie, University of California San Francisco
RMA: Lindsay Wagner, Northern Arizona University
SRAPPA: Larry Blake, Northern Kentucky University
Member At-Large: Darryl Boyce, Carleton University
Member At-Large: Maggie Kinnaman, APPA Fellow & Past APPA President
Member At-Large: Norm Young, University of Hartford
Staff Liaison: Steve Glazner, APPA Director of Knowledge Management
FPI Director: Christina Hills, Director of Credentialing & Benchmarking

Meet Your FPI Survey and Report Team

Maggie Kinnaman is an FPI Advisor, APPA Member Emeritus, APPA Fellow, Past APPA President, APPA Board member for 22 years, Institute and Academy Faculty Member and the former Business Administration Director for the University of Maryland at Baltimore. Maggie served as the participant contact outreach mentor and data analysis advisor to all participants during this year's survey cycle. Maggie has provided numerous recommendations such as tips and FAQ's that led to the enhancement of the function and structure of the FPI survey.

Heather Lukes of Digital Wise, Inc., has been APPA's database programmer and web developer for 17 years. Heather has been responsible for the FPI survey programming for the past 12 years. Heather is the sole programmer for both the FPI survey and report tool. Heather has been responsible for implementing all the great enhancements, reports, and features you currently enjoy in the FPI survey and report.

Christina Hills, APPA's Director of Credentialing & Benchmarking has been project managing the FPI team for 8 years. With guidance from the FPI team, other volunteers, and great feedback from our APPA members and FPI participants, Christina has helped guide the survey and report tool to its current version. This cycle of continuous improvement will occur year after year.

Finally, we thank the many institutions and APPA members who responded once again to our survey and whose participation makes the report both informative and transformative year after year.

Interpreting This Report

The purpose of APPA's *Facilities Performance Indicators* is to provide a representative set of statistics about facilities in educational institutions.

Data analysis and cleanup are performed in four phases of report processing:

Phase I - During the open survey period (Early July through early December):

> As data is inputted, data integrity alerts are posted in red when a data entry is outside acceptable data triggers. This gives the participant an opportunity to research their input for accuracy.

> Prior to requesting a formal data review for a module, participants can view live reports and look behind the question mark icon ("?") to see if their data input is outside the upper and lower data triggers. This gives participants an opportunity to review and change their data if appropriate, before even requesting a formal data review.

> Data integrity alerts also point out inconsistencies with data is input from module to module. This is another way participants can clean up their data early in the open survey period.

> Once a formal data review is requested, the data scrubber looks at outliers (those data points that lie outside of upper and lower data triggers) and contacts participants with possible strategies to correct or adjust the data accordingly.

> If the data scrubber notes a possible data issue, the radio button on the participant's survey home page turns red. If the data passes the data review after it has been adjusted, the radio button turns green.

Phase II – After the survey has closed in early December:

> Communication continues between the data scrubber and participant with the goal of ensuring that all radio buttons on the survey home page are green and that all outstanding audit alerts have been eliminated before the beta report review period opens.

> Participants can view their closed survey but cannot make changes themselves. They must communicate with the data scrubber and request changes to be made by the scrubber.

Phase III – During the Beta report period (Early January through early/mid- March):

> This is an opportunity for participants to view their data as it will appear in the final published report. Participants are also able to view the data submitted by all other participating institutions. This is an opportunity for all cohorts or individual

institutions to evaluate their data and request any final changes to the data set in order to best reflect the capital asset realities for their organization.

Phase IV- After the Beta report closes and before the final report is published (mid-March to late March):

Final data analysis is completed and all the data is permanently locked down including all upper and lower triggers for all data input fields and as well as those ratios derived from these input fields. Data/ratios that are outside of the trigger points are noted and are excluded from all report calculations (such as averages) but are included in the published report data fields under that institution's name. Data/ratios marked in red are suspect because the institution did not confirm with the scrubber whether the data was good or bad (the scrubber believed the data was bad according to the upper and lower triggers but final confirmation rests with the institution). Those data/ratios highlighted as green have been confirmed by the organization as good data but they will not be included in overall averages due to their ability to skew the averages significantly.

Summary Grouping Categories in the Detailed Data Reports

1. Funding Source
   a. Private
   b. Public

2. Carnegie Classification
   a. Doctoral/Research Universities—Extensive
   b. Doctoral/Research Universities—Intensive
   c. Master's Colleges and Universities
   d. Baccalaureate Colleges
   e. Associate's Colleges
   f. Specialized Institutions
   g. K–12

3. Canadian (faux) Carnegie Classification
   a. Doctoral/Research
   b. Research Universities—High
   c. Research Universities—Very High
   d. Master's Colleges and Universities
   e. Baccalaureate Colleges
   f. Overall

4. Region
   a. CAPPA (Central)
   b. ERAPPA (Eastern)
   c. MAPPA (Midwest)
   d. PCAPPA (Pacific Coast)
   e. RMA (Rocky Mountain)
   f. SRAPPA (Southeastern)

5. Student Full-Time-Equivalent Enrollment Range
   a. 0 to 999
   b. 1,000 to 1,999
   c. 2,000 to 2,999
   d. 3,000 to 4,999
   e. 5,000 to 11,999
   f. 12,000 to 19,999
   g. 20,000+

6. Auxiliary Services
   a. Included in Entries
   b. Excluded from Entries

7. Percent Dollars Contracted
   a. Less than 1%
   b. 1% to 19.9%
   c. 20% to 49.9%
   d. 50%+

8. Building's Average Age (used selectively)
   a. Less than 20 years
   b. 20 to 29 years
   c. 30 to 39 years
   d. 40 to 49 years
   e. 50+ years

9. Cogeneration (used with Energy and Utilities)
   a. No
   b. Yes

10. District Utility System (used with Energy and Utilities)
    a. No
    b. Yes

11. Grounds Service Level
    1. State-of-the-Art-Maintenance
    2. High-level Maintenance
    3. Moderate-level Maintenance
    4. Moderately Low-level Maint.
    5. Minimum-level Maintenance

12. Custodial Service Level
    1. Orderly Spotlessness
    2. Ordinary Tidiness
    3. Casual Inattention
    4. Moderate Dinginess
    5. Unkempt Neglect

13. Maintenance Level
    1. Showpiece Facility
    2. Comprehensive Stewardship
    3. Managed Care
    4. Reactive Management
    5. Crisis Response

14. Customer Overall Satisfaction
    a. 6 Extremely Satisfied
    b. 5 Very Satisfied
    c. 4 Satisfied
    d. 3 Dissatisfied
    e. 2 Very Dissatisfied
    f. 1 Extremely Dissatisfied

15. Employee Overall Satisfaction
    a. 6 Extremely Satisfied
    b. 5 Very Satisfied
    c. 4 Satisfied
    d. 3 Dissatisfied
    e. 2 Very Dissatisfied
    f. 1 Extremely Dissatisfied

16. Performance Self-Evaluation
    (Financial, Internal Processes,
    Customer Satisfaction, and Learning
    & Growth)
    a. 1.Copper No Program
    b. 2. Bronze Beginning Program
    c. 3. Silver Mature Program
    d. 4. Gold Stretch Goal
    e. 5. Platinum Flawless Program

17. Cohort Average (Seen if public)
    a. CAUBO
    b. California State University
        System
    c. University of North Carolina
        System
    d. University System of Georgia
    e. California Community College
        District
    f. Los Angeles County
        Community Colleges
    g. Wisconsin System
        Universities

Funding, Carnegie classification, and student enrollment were audited against IPEDS (Integrated Postsecondary Education Data System) records, and an APPA region was assigned according to the state or province in the institution's address. Institutions designated K–12 are in an artificial "K–12" Carnegie classification. Non-U.S. institutions participating in the survey were given self-assigned Carnegie classifications based on the current classification definitions.

FPI Report Options

Report Settings

Provides a way for you to establish your default report settings such as peer comparison institutions, peer comparison Executive Level Dashboards institutions, summary grouping categories such as Carnegie, APPA Region, Enrollment Range, etc., as well as trending and bar chart/graph options. It is recommended that you first establish your report default settings before viewing your Detailed Data Reports.

Participant Demographics

Provides a high-level overview of key performance indicators and demographic statistics for all 2013-14 FPI survey participants. Choose this report if you are looking for a quick, high-level snapshot of the current year's general indicators and demographics.

Prior Year Reports

Provides historical detailed data reports back to the 2005-06 FPI report year. Institution names will only be available for the years that your institution participated in the FPI survey. This report will be most helpful to current year survey participants who are looking for peer institutions that did not participate in this year's current survey but may have participated in a previous survey cycle.

Detailed Data Reports

Provides comprehensive customized reports for every area included in the FPI survey. This report is a great place to build your cohort peer group and view individual institutional data as well as overall averages and summary grouping averages. Each main report also has a drop down menu of sub reports as well as bar charts/graphs and definition information for every data point. Canadian institutions will be able to choose metric as a means of converting the entire data set in this report. Institutions selected in your Report Settings will automatically appear in this report but you also have the option to manually select or deselect institutions on the home page of this report.

Excel File Reports

Provides raw survey/report data in convenient Excel files allowing you to customize the entire data set for the current report year as well as all prior years back to 2005-06. Use this report option if you are planning to create your own customized columns of data or wish to build your own formulas to devise additional performance indicators beyond what is provided in the customized Detailed Data Reports.

Executive Level Dashboards

Provides Senior Business Officers and Senior Facilities Officers with quick and easy metrics that highlight the data sets most relevant for that target group. Data is presented in bar charts/graphs and can be sorted by several important summary grouping criteria including Carnegie, Auxiliary Service, Enrollment Range, and more.

Dashboard Dials

Available only to current year survey participants, this report provides a unique dashboard dial for every performance indicator available in the FPI report. The dials provide you with an easy way to view your data for a specific value and provide several ways to compare your value to the entire data set or to summary groupings that you select.

Online Presentations

Available only to current year survey participants, this report provides participants with a dynamic way to create online presentations using bar charts/graphs and/or data grids. Create and save multiple presentations for different audiences or export slides to the web, PowerPoint, or Word. Use this report to prepare a visual slide show that will allow you to help educate your audience on the capital asset realities of your campus as well as those of your selected peer institutions.

Monetary Conversion

For purposes of the FPI survey and report, the Canadian Dollar is equivalent to one US Dollar.

The range of information contained in the Web-based *Facilities Performance Indicators Reports* is much broader than what has been covered in any APPA survey summary before 2005. The organization and approach of the report has been redesigned as well. The Report contains all of the bar charts and statistical tables that APPA members have grown to expect and more. The Report also includes sections that introduce new methods for organizing data displays.

- A string of ratios and measures for each Essential Question/core function provides a variety of measurement perspectives.
- Significant supporting data shows the base information used in most of the ratio calculations.

Comments on Two of the Detailed Data Reports

Operating Costs and Staffing for All Functions

The Operating Costs Report consists of a series of reports on operational expenses (in-house labor, in-house nonlabor, and contract costs).   The measures include FTE (Full-Time Equivalent) from personnel data and costs by survey module compared to GSF/GSM (Gross Square Feet/Gross Square Meters). These costs, FTE, and GSF/GSM per acres/hectares are broken down into seven functions performed by facilities operations: facilities administration, construction/renovation/architecture and engineering, custodial services, energy/utilities, landscaping/groundskeeping, maintenance/trades and Other.

Some things to be aware of when looking at the Operating Costs Report are:

1. The information about contracted services was improved by new data captures in Operating Costs and in Personnel FTE and Salaries sections of the survey. GSF/GSM completely serviced by a contractor and contractor FTE performing work otherwise done by in-house labor are the new data points. These new data points make the FTE per GSF/GSM and the FTE per Student FTE measure by function more accurate.

2. The Custodial Cleanable Square Feet (CSF) sub-report in Custodial is an exact replica of the Ops Costs and Staffing report for Custodial GSF.

3. We removed the overall Average Benefits Percent question from Module 1 and have replaced this question with unique Average Benefits Percent questions for *EACH* area of Module 4 (Facilities administration, construction/renovation/ architecture and engineering, custodial services, energy/utilities, landscaping/groundskeeping, maintenance/trades and Other). As a result of this change, the formerly named Personnel Ratios and Measures sub-reports have been removed. You will now see each area's unique average benefits percent in the Significant Supporting data area for each report.

4. We track Student FTE labor as a separate category in all areas of Module 4 (Facilities administration, construction/renovation/architecture and engineering, custodial services, energy/utilities, landscaping/groundskeeping, maintenance/trades and Other). The total Student FTE labor force value for each institution can be found in Module 1.

5. *The GSF/GSM reported for the Construction A&E function was limited in previous survey cycles to the footage under planning, bid, award and/or construction. In 2013-14, participants were given two choices: footage under planning, bid, award, and construction; or total campus GSF/GSM.*

Is my institution making the right investment in our existing buildings, infrastructure, and academic programs?

This module is highly dependent on the Current Replacement Value (CRV) estimates since CRV is the divisor in formulas for most of its measures. CRV estimates become more realistic with each survey. However, before you select a campus as a comparison cohort for strategic measures, check its gross CRV estimate value per GSF/GSM. The two components for this calculation can be found in

Module 2 under the sub-report titled, *"CRV Cost/GSF/GSM by Building Type."* CRV/GSF/GSM averages are to include infrastructure and reflect current construction costs. The issue, however, is not necessarily how different your CRV value is from another peer institution's but rather how well are you investing to keep up with your needed minimum investment in the buildings and infrastructure. The real comparator in this module is FCI (Facilities Condition Index) and the Needs Index. Yes, the CRV values should be accurate but so should the reported backlog of needs. These indicators will paint a picture of how well or how poorly the institution is being cared for. A low FCI or Needs Index indicates that the necessary care (i.e. funding) is being provided and a high FCI or Needs Index shows that the institution is ignoring the state of the buildings' condition on campus.

Report Characteristics

Several characteristics about the way the survey is computed should be kept in mind. Being mindful of these characteristics will assist you in properly interpreting the statistical information provided by the many reports and charts contained in the report.

- Blanks and zeros submitted as survey entries were not included in statistical computations. Respondents enter only the information that is of interest to their campus. Most respondents submitted blank entries for items that did not apply to them while a small number of respondents might have entered zeros for non-applicable items. The data collection system does not distinguish between blank entries and zero entries (they are both excluded from statistical computations). This statistical method is consistently applied throughout the report.

- No summary averages are computed as averages of averages, because that is not valid. Summary averages are the sum of all entries divided by the count of all entries excluding zeros.

- The data generally do not conform to a standardized bell curve. Typically, data are clustered at the low end of a range rather than being symmetrical around the mean. As a result, the median figures are typically somewhat lower than the average figures that are reported.

- A summary that breaks groups down into many categories will produce some small counts, and counts vary from measure to measure since respondents do not answer all survey questions. The average for a small count should be used with caution. Please activate the "Count" button on the Detailed Report data summaries line before evaluating the grouping statistics. This Web-based *Facilities Performance Indicators Report* includes counts for all group averages.

- Look at historical bar charts to identify those group averages that appear to be stable statistics and those that have large fluctuations. A small sample size typically produces fluctuations from year-to-year.

When used with the above observations in mind, the statistics are generally representative, and therefore valid, as substantiated by consistent data that are illustrated in historical charts. Where the statistics are historically different, the validity of the data can be substantiated by identifying the sources of data differences, such as the influence of non-traditional specialized institutions in the participant pool. This is a general caution and should not be viewed as a shortcoming of APPA's current Facilities Performance Indicators Survey, but instead as a reflection of the varied profile of the institutions who participate in the survey. Biases, reporting consistency, and other concerns are always present when evaluating statistical information and it is always important to know how to make valid comparisons. Keeping this in mind is the best way to ensure that this report is used effectively.

FY 2013-14 Respondents and ParticipationTrends

There were 327 participants in the 2013-14 Report.

Count by Funding Source
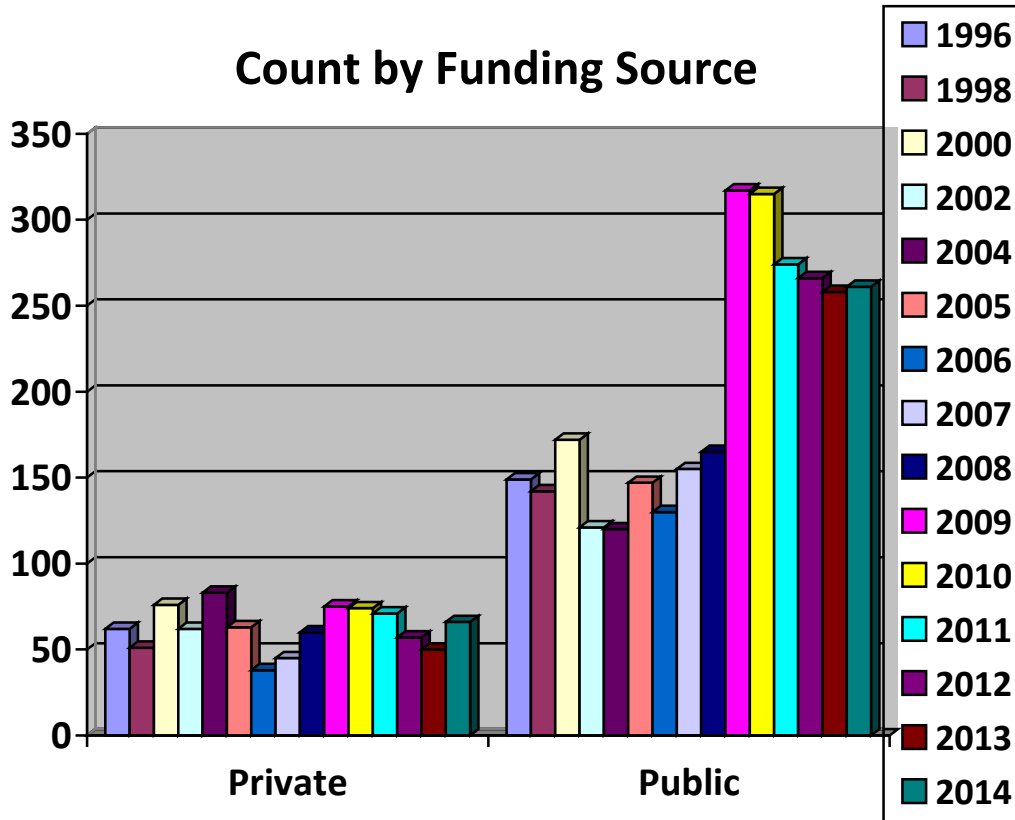
- 2014 saw an increase in the number of private institutions participating. Sixty-six (66) private institutions participated. This increase can be attributed to the larger number of overall participants for 2014. 261 public institutions participated in the 2014 survey cycle.

Count by Region
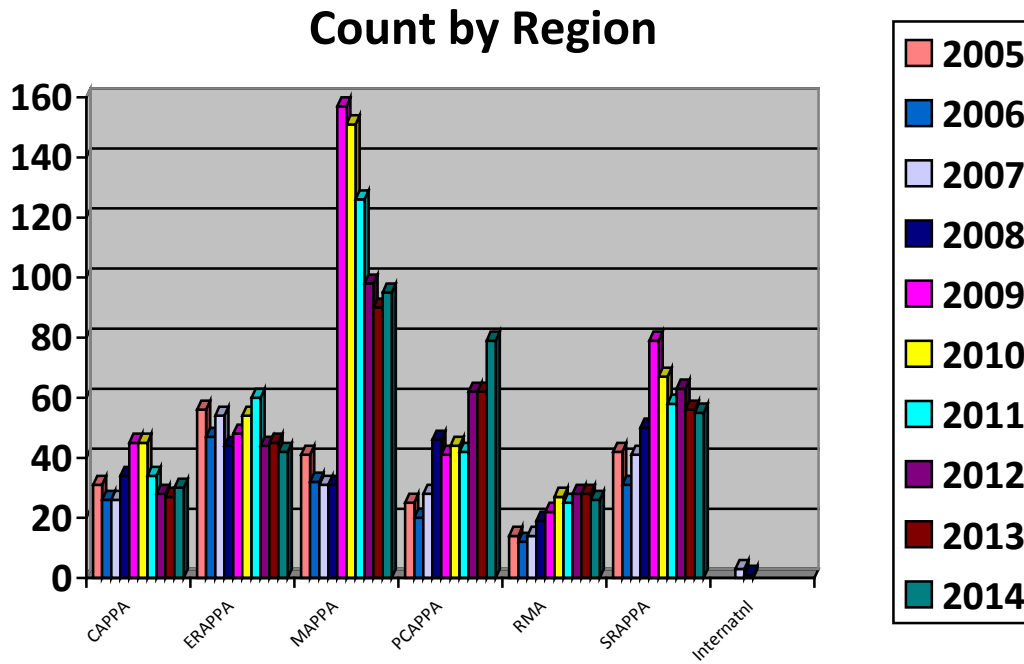
- All APPA regions are represented in the report, with the largest number of respondents coming from the Midwestern region (MAPPA), Southeastern region (SRAPPA), and the Pacific Coast region (PCAPPA). There were no International participants this year. (APPA had a spike in the PCAPPA region this year because of the full participation of the California State University cohort).

Count by Enrollment
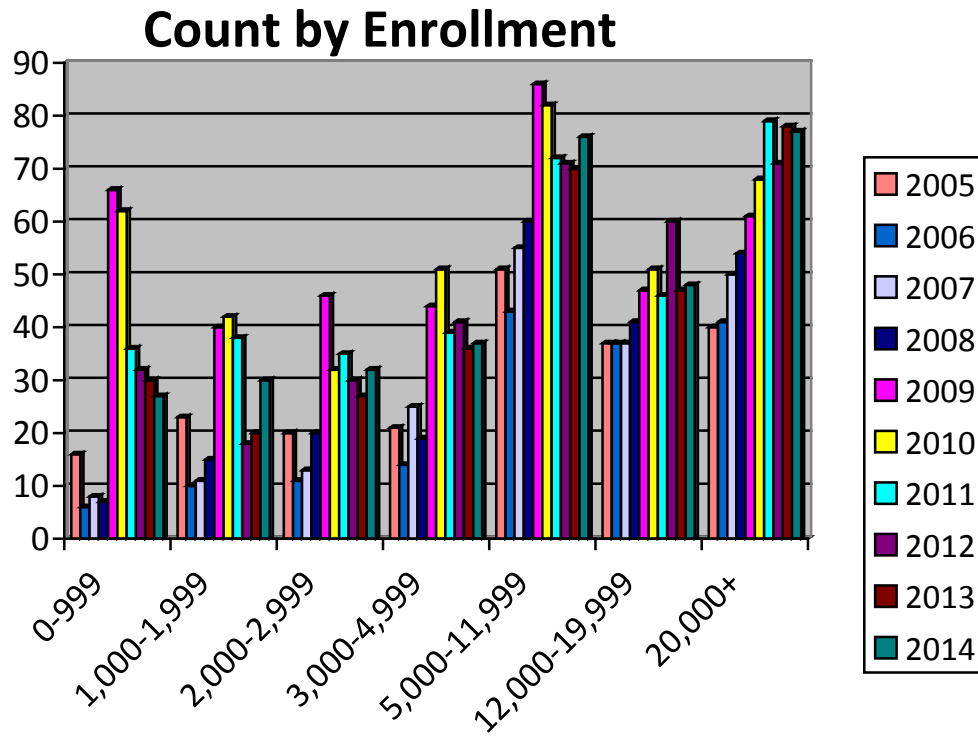
- Participating institutions' enrollment ranges—which start at 0 and go up to 20,000-plus—has been rather consistent over the last seven survey cycles. The bar chart above shows that the enrollment range distribution in 2014 follows the normal experience levels.

Count by Carnegie
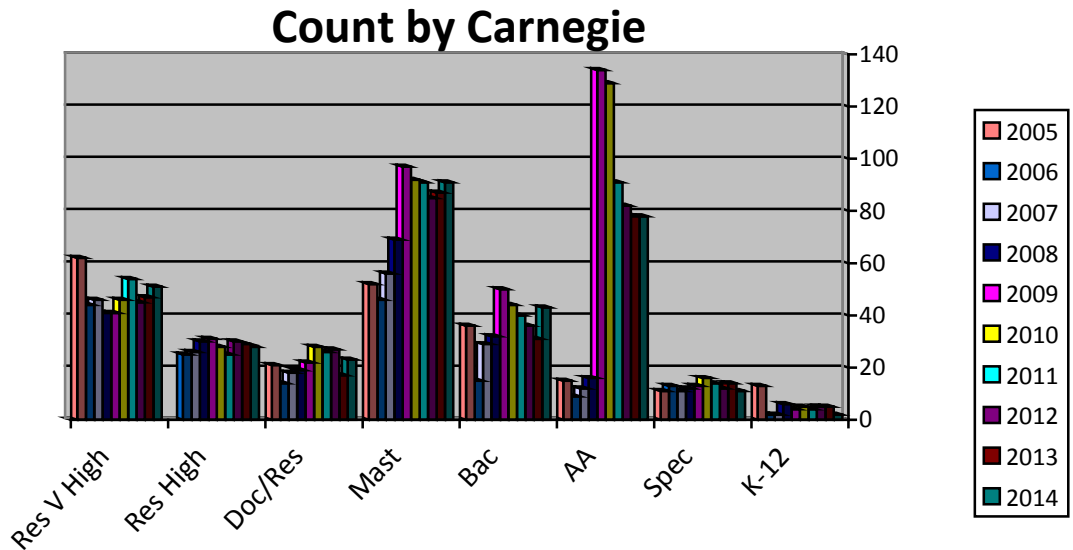
- • The representation of institutions as categorized by the Carnegie classifications has been generally consistent. The trend over the past few years is growth in participation in the Masters Carnegie class as well as in the Associates area.

Specialized institutions are shown as one category in the chart. The FPI shows this Carnegie classification as Specialized (count 7) and Specialized Medical (count 4).

While the counts are small when this division is made, the Medical Centers need to make comparisons within their own group and not with a mixture of medical and other types of specialized institutions.

Carnegie Classifications

The following are descriptions of the primary institutional classifications as defined by the Carnegie Foundation for the Advancement of Teaching:

Doctorate-granting Universities: Includes institutions that award at least 20 doctoral degrees per year (excluding doctoral-level degrees that qualify recipients for entry into professional practice, such as the JD, MD, PharmD, DPT, etc.). Excludes Special Focus Institutions and Tribal Colleges.
> **Research Universities Very High Research Activity**
> **Research Universities High Research Activity**
> **Doctoral/Research Universities**

Master's Colleges and Universities: Includes institutions that award at least 50 master's degrees per year. Excludes Special Focus Institutions and Tribal colleges.

Baccalaureate Colleges: Includes institutions where baccalaureate degrees represent at least 10 percent of all undergraduate degrees and that award fewer than 50 master's degrees or fewer that 20 doctoral degrees per year. Excludes Special Focus Institutions and Tribal Colleges.

Associate's Colleges: Includes institutions where all degrees are at the associate's level or where bachelor's degrees account for less than 10 percent of all undergraduate degrees. Excludes institutions eligible for classification as Tribal Colleges or Special Focus Institutions.

Special focus Institutions: Institutions awarding baccalaureate or higher-level degrees where a high concentration of degrees is in a single field or set of related fields. Excludes Tribal Colleges.
> **Specialized**
> **Specialized/Medical** Medical schools and medical centers

K–12: This includes schools and school districts focusing on primary and secondary education. It is not a Carnegie Classification, but one assigned for the purposes of the FPI Report.
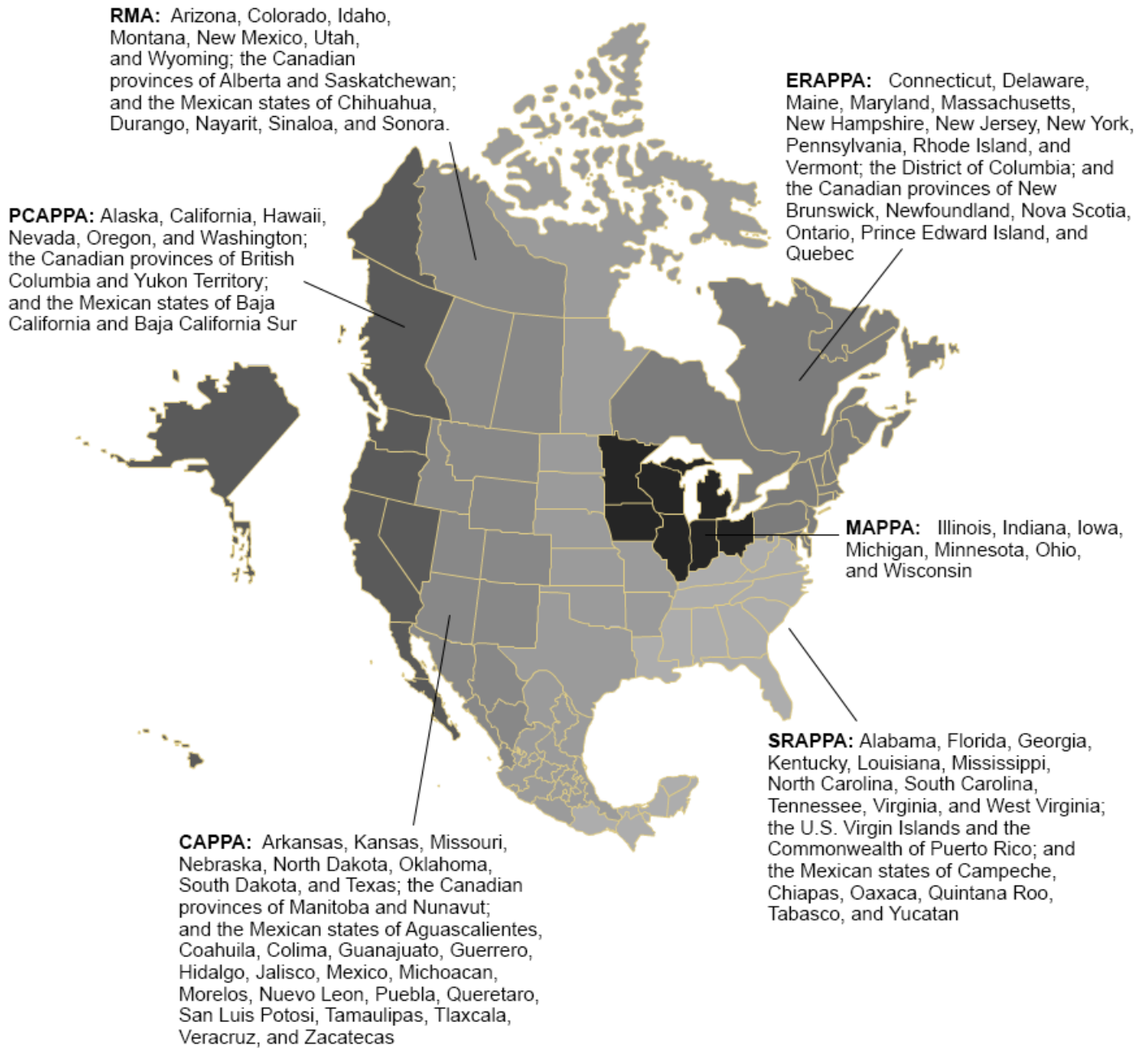
APPA Regions

APPA's six geographical regions function independently of APPA and offer their own educational programs, annual meetings, scholarships, and other benefits. Each region maintains its own set of officers, committees, and activities to serve member institutions within the region. Regions determine their own membership requirements, dues, structure, and services.

Regions work with APPA to ensure that international programs address concerns of interest to all members. To maintain strong links among all regions, each region is represented on the APPA Board of Directors and on APPA committees.

APPA chapters are general city-wide or state-wide organizations of members who meet periodically to share information and discuss issues of local or state interest.

Institutions from outside the United States of America and Canada are put into an "International" region for the purpose of this FPI Report. A concentration of institutions from any one foreign region will be recognized in future FPI Reports.

Up-to-date information about the APPA regions—including conference dates, contact information, and links to the regional websites—are available on APPA's website. A handy APPA region reference chart is provided on the following page for your convenience.

RMA: Arizona, Colorado, Idaho, Montana, New Mexico, Utah, and Wyoming; the Canadian provinces of Alberta and Saskatchewan; and the Mexican states of Chihuahua, Durango, Nayarit, Sinaloa, and Sonora.

ERAPPA: Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont; the District of Columbia; and the Canadian provinces of New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, and Quebec

PCAPPA: Alaska, California, Hawaii, Nevada, Oregon, and Washington; the Canadian provinces of British Columbia and Yukon Territory; and the Mexican states of Baja California and Baja California Sur

MAPPA: Illinois, Indiana, Iowa, Michigan, Minnesota, Ohio, and Wisconsin

SRAPPA: Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, and West Virginia; the U.S. Virgin Islands and the Commonwealth of Puerto Rico; and the Mexican states of Campeche, Chiapas, Oaxaca, Quintana Roo, Tabasco, and Yucatan

CAPPA: Arkansas, Kansas, Missouri, Nebraska, North Dakota, Oklahoma, South Dakota, and Texas; the Canadian provinces of Manitoba and Nunavut; and the Mexican states of Aguascalientes, Coahuila, Colima, Guanajuato, Guerrero, Hidalgo, Jalisco, Mexico, Michoacan, Morelos, Nuevo Leon, Puebla, Queretaro, San Luis Potosi, Tamaulipas, Tlaxcala, Veracruz, and Zacatecas

Participant Demographics/General Data

Information in this section is provided to assist you in your evaluation of information contained in the *2013-14 Facilities Performance Indicators Report.*

The charts and tables in the Participant Demographics report tab shows whether the distribution within a grouping could be considered significant for your benckmarking comparison purposes.

Distribution of Respondents By Major Groupings

Funding		Carnegie Class	
Private	66	Associate (Two Year)	78
Public	261	Baccalaureate	43
Total	327	Masters	91
		Doctoral/Research	23
		Research High	28
		Research Very High	51
		Specialized	7
		Specialized Medical	4
		K-12	2
		Total	327

APPA Region		Enrollment Range	
CAPPA	30	0-999	27
ERAPPA	42	1,000-1,999	30
MAPPA	95	2,000-2,999	32
PCAPPA	79	3,000-4,999	37
RMA	26	5,000-11,999	76
SRAPPA	55	12,000-19,999	48
Total	327	20,000+	77
		Total	327

Building Age Range ⃝?	🖼📊	Custodial Service (Staffing) Level ⃝?	🖼📊
<20	25	1 Orderly Spotlessness	1
20-29	67	2 Ordinary Tidiness	133
30-39	74	3 Casual Inattention	108
40-49	77	4 Moderate Dinginess	14
50+	26	5 Unkempt Neglect	4
Total	269	Total	260

Grounds Service (Staffing) Level ⃝?	🖼📊	Maintenance Service (Staffing) Level ⃝?	🖼📊
1 State-of-the-Art Maintenance	8	1 Showpiece Facility	2
2 High-Level Maintenance	118	2 Comprehensive Stewardship	80
3 Moderate-Level Maintenance	126	3 Managed Care	153
4 Moderately Low-Level Maintenance	7	4 Reactive Management	22
5 Minimum-Level Maintenance	1	5 Crisis Response	0
Total	260	Total	257

Overall Employee Satisfaction Reported ⃝?	🖼📊	Overall Customer Satisfaction Reported ⃝?	🖼📊
1 Extremely Dissatisfied	0	1 Extremely Dissatisfied	0
2 Very Dissatisfied	1	2 Very Dissatisfied	1
3 Dissatisfied	8	3 Dissatisfied	4
4 Satisfied	92	4 Satisfied	79
5 Very Satisfied	44	5 Very Satisfied	79
6 Extremely Satisfied	0	6 Extremely Satisfied	7
Total	145	Total	170

The report below shows counts for all survey module entries. Some participants completed only a few of the modules and participants sometimes did not answer every question within a module.

Consequently, the counts on most tables throughout this report can be expected to be *lower* than those shown in the Participant Demographics charts and tables. Noting the counts on statistical tables can help the user decide whether or not the statistics are useful to a particular operation's purposes. This report has not produced cross-tab tables between two groupings, because many entries in such tables would have low counts. Below are counts of participants by survey module.

About the Facilities Unit	327
CRV Worksheet	138
What Facilities Make Up Our Institution?	327
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FPI Trend Analysis of Key Performance Indicators 2008 through 2014

Questions	2008	2009	2010	2011	2012	2013	2014
# of Participants	225	392	388	345	323	308	327
GSF Maintained	3,566,144	2,382,942	2,646,717	2,922,997	2,995,351	3,056,933	3,031,129
CRV	$ 1,078,218,106	$ 984,660,439	$ 1,173,758,319	$ 1,184,342,082	$ 1,032,087,814	1,061,243,828	$ 1,128,926,293
CRV per GSF	Not shown	Not shown	$ 314.59	$ 327.57	$ 324.73	$ 345.84	$ 361.19
Facilities Exp/GIE	6.62%	7.34%	6.04%	6.00%	5.70%	5.70%	6.35%
Custodial Cost/GSF	$ 1.40	$ 1.40	$ 1.36	$ 1.36	$ 1.40	$ 1.37	$ 1.43
GSF per Custodian	35,037	37,643	31,715	32,592	33,174	34,551	35,049
Grounds cost per acre	$ 5,749	$ 5,147	$ 5,412	$ 5,496	$ 5,314	$ 5,114	$ 5,488
Acres per grounds FTE	15.9	20.1	17.1	17.9	17.7	17.9	17.3
Maintenance cost per GSF	$ 1.55	$ 1.54	$ 1.47	$ 1.57	$ 1.59	$ 1.63	$ 1.70
GSF per maintenance FTE	66,751	67,626	69,595	71,192	72,781	73,296	72,929
Energy cost per GSF	$ 2.62	$ 2.44	$ 2.19	$ 2.27	$ 2.25	$ 2.15	$ 2.46
BTU per GSF	155,939	149,640	116,870	121,361	121,131	119,554	129,780
Avg Age of buildings	Not shown	Not shown	Not shown	Not shown	37.3	33.03	33.3
Useful Life of MCB	54.10	51.53	53.87	53.67	53.06	55.4	56.8
Bldg Aging Ratio	New Ratio	New Ratio	New Ratio	New Ratio	74%	58%	59%
Total Cost of Ownership	New Ratio	New Ratio	New Ratio	New Ratio	$ 21.18	$ 20.30	$ 20.69
FCI	9.43%	9.69%	9.83%	11.70%	11.33%	11.45%	10.59%
Needs Index	20.70%	18.42%	17.39%	18.91%	18.07%	18.49%	16.83%
Minimum Investment	2.11%	2.17%	2.07%	2.08%	2.06%	1.96%	1.92%
Actual Investment	2.08%	2.04%	1.92%	2.71%	1.72%	1.50%	1.52%
Customer Rating	4.563	4.493	4.588	4.556	4.577	4.558	4.512
Employee Rating	4.314	4.478	4.357	4.318	4.246	4.294	4.234
Training/work hours	2.85%	0.98%	0.65%	1.44%	1.46%	1.36%	1.42%
% Internal Candidates	35%	36%	37%	37%	33%	34%	36%

APPENDIX A

2013-14 Facilities Performance Indicators Participants

Alexandria Technical Institute
Anoka Technical College
Anoka-Ramsey Community College
Anoka-Ramsey Community
    College/Cambridge Campus
Appalachian State University
Arizona State University
Arkansas State University
Austin Peay State University
Bellarmine University
Bemidji State University
Black Hills State University
Boise State University
Bradley University
Butler University
Butte College
California Institute of Technology
California Polytechnic State University
California Polytechnic State
    University/Pomona
California State University Maritime
    Academy
California State University/Bakersfield
California State University/Channel Islands
California State University/Chico
California State University/Dominguez Hills
California State University/East Bay
California State University/Fresno
California State University/Fullerton
California State University/Long Beach
California State University/Los Angeles
California State University/Monterey Bay
California State University/Northridge
California State University/Sacramento
California State University/San Bernardino
California State University/San Marcos
California State University/Stanislaus
Canisius College
Carleton College
Carleton University
Casper College
Central Lakes College/Brainerd
Central Lakes College/Staples
Central Washington University
Century College
Christopher Newport University
Clayton State University
College of Wooster
Colorado College
Colorado School of Mines
Colorado State University/Pueblo

Concordia College/Moorhead
Creighton University
Dakota County Technical College
Dalhousie University
Denison University
East Carolina University
East Carolina University/Health Sciences
East Los Angeles College
Eastern Illinois University
Eastern Mennonite University
Elizabeth City State University
Eureka College
Fayetteville State University
Fond Du Lac Community College
Foothill De Anza Community College District
Franciscan University of Steubenville
Friends University
Furman University
Georgia College & State University
Georgia Institute of Technology
Georgia Regents University
Gordon State College
Goshen College
Grand Rapids Community College
Grant Macewan University
Guilford College
Hendrix College
Hennepin Technical College
Hennepin Technical College/Eden Prairie
Hibbing Community College
Hood College
Humboldt State University
Huntington University
Illinois Institute of Technology
Indiana Wesleyan University
Inver Hills Community College
Iona College
Iowa State University
Itasca Community College
Ivy Tech Community College
Johns Hopkins University/Applied Phys Lab
Johnson County Community College
Johnson University
Kennesaw State University
Kent State University
Kwantlen Polytechnic University
LACCD Van de Camp
Lake Superior College
Lakeland College/Canada
Longwood University
Los Angeles City College

Los Angeles Community College District
Los Angeles Harbor College
Los Angeles Mission College
Los Angeles Southwest College
Los Angeles Trade-Tech College
Los Angeles Valley College
Louisiana State University
Luther College
McGill University
McLennan Community College
McMaster University
Mesabi Range Community & Technical
    College/Eveleth
Mesabi Range Community and Technical
    College
Metropolitan State University
Michigan State University
Minneapolis Community and Technical
    College
Minnesota State College-Southeast
    Technical/Redwing Campus
Minnesota State College-Southeast
    Technical/Winona Campus
Minnesota State Community & Technical
    College/Detroit Lakes
Minnesota State Community & Technical
    College/Fergus Falls
Minnesota State Community & Technical
    College/Moorhead
Minnesota State Community & Technical
    College/Wadena
Minnesota State University/Mankato
Minnesota State University/Moorhead
Minnesota West Community & Technical
    College/Canby
Minnesota West Community & Technical
    College/Granite Falls
Minnesota West Community & Technical
    College/Jackson
Minnesota West Community & Technical
    College/Pipestone
Minnesota West Community & Technical
    College/Worthington
Missouri State University
Moravian College
Mount Allison University
Mount Royal University
Muhlenberg College
NAIT
Napa Valley Community College
New Mexico State University
Normandale Community College
North Carolina A&T State University
North Carolina State University
North Dakota State University
North Hennepin Community College

North Park University
Northampton Community College
Northern Arizona University
Northern Kentucky University
Northern Lakes College
Northern Michigan University
Northern Wyoming Community College
    District
Northland Community & Technical
    College/EGF
Northland Community & Technical
    College/TRF
Northwest Technical College/Bemidji
Norwich University
Office of Real Estate and Facilities
    Management
Pennington Biomedical Research Center
Pepperdine University
Philadelphia University
Pierce College/CA
Pine Technical College
Portland Community College
Portland State University
Principia College
Queen's University
Racine Unified School District
Rainy River Community College
Raritan Valley Community College
Ridgewater College
Ridgewater College/Hutchinson
Riverland Community College/Albert Lea
Riverland Community College/Austin
Riverland Community College/Owatonna
Robert Morris University
Rochester Community College
Rochester Institute of Technology
Rockhurst University
Saginaw Valley State University
Saint Cloud Technical College
Saint Louis University
Saint Mary's College/Maryland
Saint Mary's University/Canada
SAIT Polytechnic
Sam Houston State University
Samford University
San Diego Community College District
San Diego State University
San Francisco State University
San Jose State University
San Mateo County Community College Dist
Simon Fraser University - Burnaby
Simpson University
Sinclair Community College
Smithsonian Institution
Soka University of America

Sonoma County Junior College
    District/Santa Rosa Junior College
Sonoma State University
South Central College/Faribault
South Central College/Mankato
South Dakota State University
Southwest Minnesota State University
St Cloud State University
St. Francis Xavier University
State College of Florida - Manatee
Stephen F. Austin State University
SUNY College/Brockport
Taylor University
Texas Christian University
Texas State University/San Marcos
Texas Tech University
The Catlin Gabel School
The Citadel
The Ohio State University
Thompson Rivers University
Trinity University
University of Akron
University of Alabama/Birmingham
University of Alabama/Huntsville
University of Alberta
University of Arkansas/Fayetteville
University of British Columbia
University of British Columbia/Okanagan
University of Calgary
University of California/Berkeley
University of California/Irvine
University of California/Los Angeles
University of California/Merced
University of California/Riverside
University of California/San Diego
University of California/San Francisco
University of California/Santa Barbara
University of California/Santa Cruz
University of Colorado/Boulder
University of Colorado/Colorado Springs
University of Colorado/Denver
University of Florida
University of Georgia
University of Guelph
University of Hawaii/Hilo
University of Hawaii/Manoa
University of Idaho
University of Illinois/Urbana-Champaign
University of Iowa
University of Kentucky
University of Kentucky
University of La Verne
University of Lethbridge
University of Manitoba
University of Mary Washington
University of Maryland/Baltimore

University of Memphis
University of Michigan/Ann Arbor
University of Montreal
University of Nebraska/Kearney
University of Nebraska/Omaha
University of Nevada/Las Vegas
University of New Brunswick/Fredericton
University of North Carolina/Asheville
University of North Carolina/Chapel Hill
University of North Carolina/Chapel Hill -
    Housing
University of North Carolina/Charlotte
University of North Carolina/Greensboro
University of North Carolina/Pembroke
University of North Carolina/Wilmington
University of North Dakota
University of North Florida
University of Northern Colorado
University of Northern Iowa
University of Oklahoma
University of Oregon
University of Ottawa
University of Pennsylvania/Philadelphia
University of Prince Edward Island
University of Puget Sound
University of Regina
University of Richmond
University of San Diego
University of Saskatchewan
University of South Alabama
University of South Dakota
University of Southern California
University of Southern Mississippi
University of Tennessee/Knoxville
University of Tennessee/Martin
University of Texas/Austin
University of Texas/San Antonio
University of the Pacific
University of Tulsa
University of Utah
University of Victoria
University of Virginia
University of Washington
University of Washington/Bothell
University of Waterloo
University of West Georgia
University of Windsor
University of Wisconsin/Madison
University of Wisconsin/Stout
Valdosta State University
Valparaiso University
Ventura College
Vermilion Community College
Villanova University
Wake Forest University
Washington & Lee University

Washington and Jefferson College

West Los Angeles College

Western Illinois University

Western Carolina University

Western Michigan University

Western University Canada

Western Washington University

Westmont College

Wheaton College/Illinois

Wilfrid Laurier University

Winona State University

Wright State University

Xavier University

York University