

Case Study: The Pennsylvania State University and Their Office of Physical Plant (Facilities Resource Management), A Pulse on the Campus!

Since 1998, the Pennsylvania State University has conducted extensive stakeholder research centered on physical plant operations. A benchmark was established to track stakeholder attitude and opinion across a wide range of areas: customer service and responsiveness of Facilities Resource Management employees; campus aesthetics, including landscaping, grounds keeping, building maintenance, and attractiveness of the campus; property management, heating and cooling and other factors.

Diagnostics Plus worked with Facilities Resource Management to design surveys specifically directed to multiple stakeholder groups, including the university’s leadership, academic deans, Facilities Resource Management staff, university employees, students and others.

Key Findings

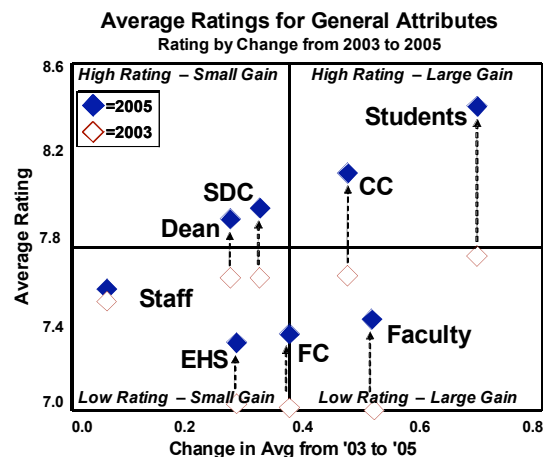
Over time, the university has identified strengths, weaknesses and performance/expectation gap areas. The Office of Physical Plant has worked to address a number of stakeholder concerns as a result of each regular implementation effort.

Our research has shown that the university has dramatically improved in a number of areas. The research identified areas of high importance where they were underperforming and areas of low importance where they were over-performing. Table 1 shows the result of one stakeholder group where they rank Facilities Resource Management performance on courtesy and attitude high for 2005 whereas in 2000, the results were less favorable.

Table 1 – Stakeholder Group Import Ranks

Top Seven Attributes	'05	'03	'00
Landscaping and grounds keeping	1	3	1
Attractiveness of the University Park campus	2	11	6
Dumpster pick-ups	3	2	4
Courtesy and attitude of OPP employees	4	13	15
Security of private spaces while OPP services are being provided	5	14	10
Cleanliness of offices	6	4	2
Overall condition of the University's classrooms, labs, offices, libraries and admin space	7	6	11

The figure at right shows that most major stakeholder groups have improved their overall opinion ratings since 2003. While a few areas decreased, the university has been able to make positive movements, as a whole, with all stakeholder groups in 2005.



A data-driven approach is critical, but having a culture for change with leadership and management that can act is essential. We’ve found that many institutions suffer from long cycle times to make decisions. Data, information and objective recommendations from our model and approach allow for quicker decision-making, de-personalization of the results, and the prioritization of limited resources for action.

Call us today to get started. Large or small institution, we’ll customize a model for you!