

2012/13

TEFMA/SCHNEIDER ELECTRIC-  
MAURIE PAWSEY SCHOLARSHIP

SPACE AND PROPERTY MANAGEMENT  
‘ONE UNIVERSITY’

Rachel Smith



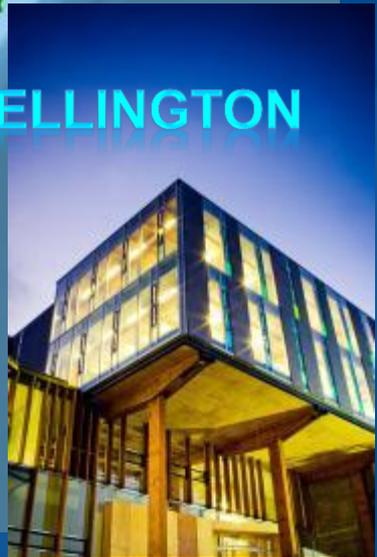
ALBANY



MANAWATU



WELLINGTON







**Est. 1927 – Agricultural College**

**University Status – 1964**

**Total GFA 419,000m<sup>2</sup> (3 Campuses)**

**36,000 Students enrolled (2013)**

**Largest Campus – Manawatu (289,000m<sup>2</sup> GFA)**

**Capital Replacement NZD \$845M**

**450 buildings and structures**

*Massey College, Palmerston North, N.Z.*

1107



## ONE OF UNIVERSITIES GREATEST ASSETS

EFFECTS ALL ASPECTS OF THE UNIVERSITY  
(Academic, Research, Finance, Facilities, Student  
experience)

CAN CREATE ISSUES IF NOT MANAGED AND  
DRIVEN IN THE RIGHT DIRECTION  
(Academic, Research, Finance, Facilities, Student  
experience)



MASSEY  
UNIVERSITY  
TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND



# HOKOWHITU

## COLLEGE OF EDUCATION

THE ENGINE  
OF THE NEW  
NEW ZEALAND





Refectory Building

Sir Geoffrey Peren Building



# PROJECT

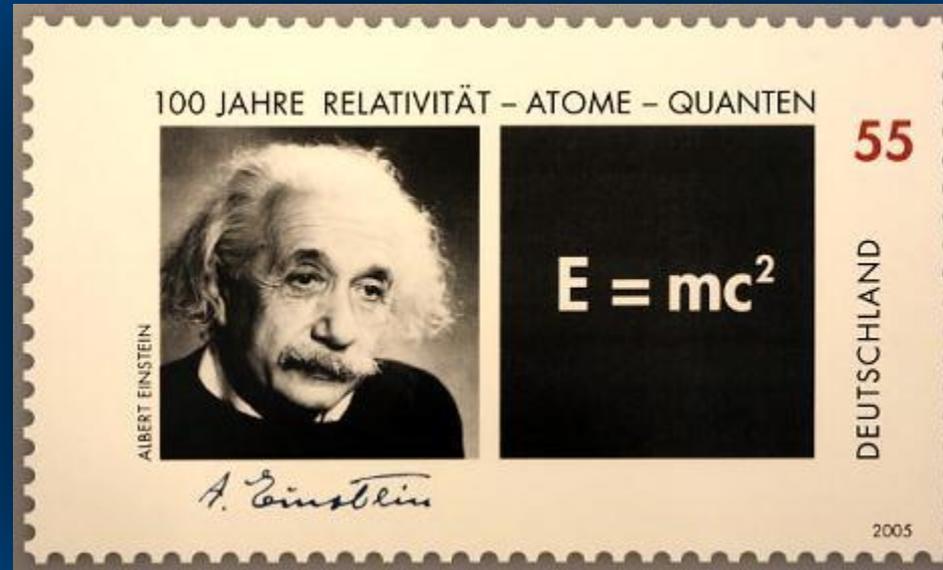
1. Strong leadership from the top
2. Current analysis of overall Campus
3. Information gathering - Knowledge is key  
**KNOW YOUR CLIENTELE (STUDENT,  
ACADEMIC, PROFESSIONAL, RESEARCH)**
4. Staff awareness of expectations
5. Deliver results

- **National University of Singapore**
- **Ulster University – Belfast**
- **Queens University of Belfast**
- **City University of London**
- **Kings College London**
- **Cambridge University**
- **New York University**
- **University of Minnesota**
- **Arizona State University**

# JOURNEY



# JOURNEY OF DISCOVERY





MANAGE  
STRATEGIES  
RELATIONSHIPS  
PROCESS  
ISSUES



1. How do other Universities Manage Space with various campuses?

**CENTRAL OFFICE**

**(PROJECTS, SPACE, PROPERTY, CAMPUS PLANNING)**

2. Who drives Strategies around Space Management?

**CENTRAL OFFICE, SENIOR LEADERSHIP**

**(CAPITAL DEVELOPMENT, FACILITIES, USERS)**

3. What are the main Relationships?

**BUILD AND DEVELOP TRUST AT ALL LEVELS**

#### 4. What Processes are important?

**POLICY, PROCEEDURE AND GUIDELINES**  
**LACK FLEXIBILITY WITH THE PROCESS**

#### 5. Main issues surrounding Space Management?

**USER INVOLVEMENT**  
**BIG BROTHER**

**CENTRAL  
OFFICE**

**RIGHT  
DIRECTION**

**SAME  
ISSUES**

**COMMUNICATION  
KNOWLEDGE  
EXPECTATIONS**

**WORK WITH  
USERS**      **CORRECT  
PROCESS**

**SET REALISTIC GOALS**

**MAINTAIN  
FLEXIBILITY**



# SOLUTION

## 1. CREATE STRUCTURE

- FLEXIBILITY
- PULL TOGETHER KEY STAFF ON EACH CAMPUS
- LOOK AT DIFFERENCES
  - DEMOGRAPHICS
  - TEACHING STYLES

## 2. IMPROVE PROCESSES

- NEW REQUESTS
- CHANGE OF USE
- RELEASING SPACE

## 3. REGULAR MEETINGS

- COLLEGES
- PROFESSIONAL OFFICES
- OTHER INSTITUTIONS
- BE TRANSPERENT
- PUT YOURSELF OUT THERE

## 4. IMPROVE REPORTING PROCESS

- INFORMATION TO CORRECT PEOPLE

## 5. COMMUNICATION/VISABILITY

- WHAT YOU DO AND HOW YOU DO IT
- PROJECTS THAT HAVE BEEN COMPLETED

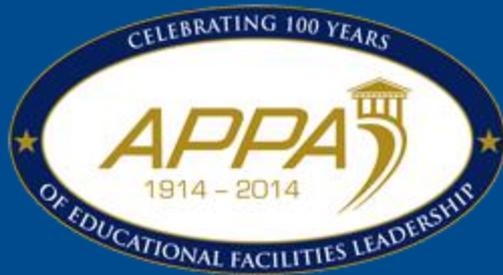
## 6. PUT THINGS ON THE TABLE

- BE FORWARD THINKING AND CREATIVE

# IMPLEMENTATION

# APPA

## Celebrating Innovation & Preparing For The Next Horizon





# KEY POINTS

- UNDERSTAND THE PHYSICAL PLACE AND CONDITION
- KNOW THE SOCIAL AND ECONOMIC DRIVERS
- SET GOALS AND TIMEFRAMES
- BE REALISTIC WITH COST
- MEASURE THINGS THAT MATTER
- WHEN CHANGE OCCURS ALLOW TIME AND DO IT RIGHT
- ENSURE EVERYONE IS ON THE SAME PAGE

# SUMMARY

# SINGAPORE



**ROY TAN**  
Assoc. Director, Space Planning  
Management

**Sonny Djohan**  
Assistant Manager, Space Planning  
Management



# QUEENS



**GARY JEBB**  
Director of Estates

**ROLAND CARSON**  
Space Manager



# ULSTER



**MICHAEL FITZPATRICK**  
Head of Planning and Development

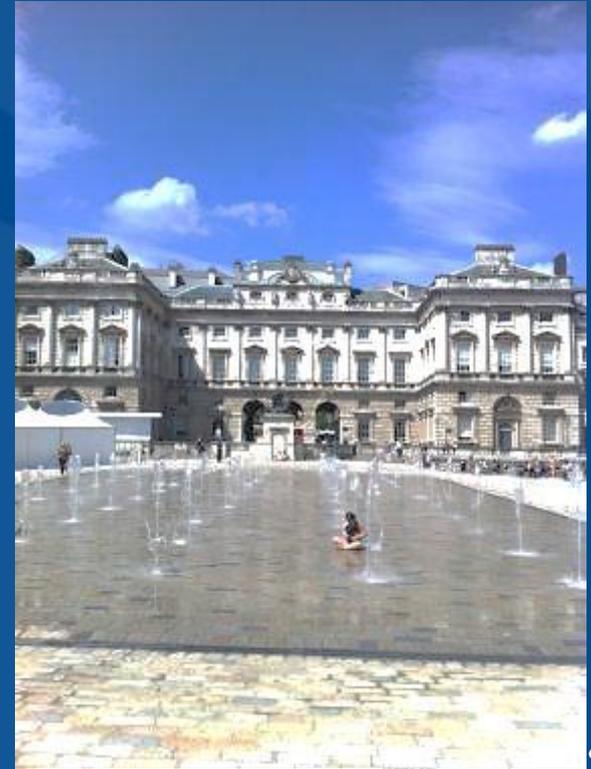
**Jean**  
IT and Space Planning Officer



# CITY UNIVERSITY



# KINGS COLLEGE



**HOLGER HANSEL**  
Director, Space Management



# CAMBRIDGE



**PAUL MILINER**  
Senior Planning Officer  
**JOHN NEVE**  
Project Manager

# NYU

**DAVID ALONSO**  
VP, Planning and Design  
**EVE KLEIN**  
Assoc. VP Planning and Design



# MINNESOTA

**SHERRI BOONE**  
Space Manager



**MONIQUE MACKENZIE**  
Director Capital Planning & Project  
Mangement



# ARIZONA STATE

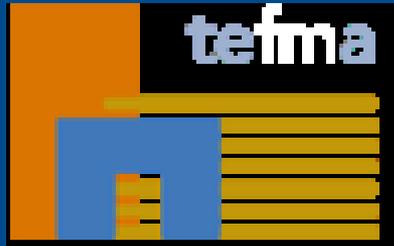


**ANNE GAZZANIGA**  
Space Manager  
**JEAN ROBINSON**  
University Architect

**RICHARD STANLEY**  
Senior VP + University Planner



# SPECIAL THANKS



the global specialist  
in energy management



# QUESTIONS

**Rachel Smith**

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**Facilities Management, Manawatu**

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