



Leader-Centric Facilities Metrics

Introduction to Leader-Centric Facilities Metrics

The following pages outline EAB's recommended Facilities metrics to share with various senior leaders. These lists reflect the approximately dozen metrics to consider first when sharing Facilities data with five audiences: president, board, CBO, provost, and other academic leaders (i.e., deans, department chairs, and faculty). While these metrics will not be perfect for every campus, EAB's recommendations serve as a strong starting point when crafting scorecards or reports for non-Facilities audiences.

President-Centric Facilities Metrics

Campus Operations

1. Total GSF maintained
2. Total deferred maintenance backlog
3. Facility Condition Index (FCI)¹

Fiscal Management

4. Total operating costs per GSF
5. Total operations and maintenance expenditure per GSF
6. Investment in renewal/renovation as percentage of current replacement value²
7. Net operating income per GSF of real estate

Housing

8. Percentage of full-time undergraduate students who live on campus
9. Median GPA of on-campus resident vs. nonresident

Planning, Design, and Construction

10. Percentage of projects delivered on time
11. Average planning, design, and construction customer satisfaction score

Service Delivery

12. Percentage of customers satisfied or very satisfied

Space Management

13. Seat utilization by day and/or hour

Sustainability and Utilities

14. Total utilities cost avoidance

1) The National Research Council recommends an FCI between 5-10% for campuses with significant maintenance backlogs. The FCI can be tracked at the building, college, and/or campus level.

2) APPA recommends a target investment rate of 1.5% to 2.5% of current replacement value.

Source: APPA, "[Capital Renewal and Deferred Maintenance](#)," *Body of Knowledge*; EAB interviews and analysis.

Board-Centric Facilities Metrics

Campus Operations

1. Total GSF maintained
2. Total deferred maintenance backlog
3. Facility Condition Index (FCI)¹

Fiscal Management

4. Investment in renewal/renovation as percentage of current replacement value²
5. Net operating income per GSF of real estate

Housing

6. Percentage of full-time undergraduate students who live on campus
7. Median GPA of on-campus resident vs. nonresident

Planning, Design, and Construction

8. Percentage of projects delivered on time
9. Average planning, design, and construction customer satisfaction score
10. Percentage of contract value awarded to minority-owned businesses

Service Delivery

11. Percentage of customers satisfied or very satisfied

Sustainability and Utilities

12. Total utilities cost avoidance
13. Renewable energy as percentage of total energy consumption
14. Metric ton carbon emissions per student FTE

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2) APPA recommends a target investment rate of 1.5% to 2.5% of current replacement value.

Source: APPA, "[Capital Renewal and Deferred Maintenance](#)," *Body of Knowledge*; EAB interviews and analysis.

CBO-Centric Facilities Metrics

Campus Operations

1. Total deferred maintenance backlog
2. Facility Condition Index (FCI)¹
3. Maintenance mix (ratio of preventive maintenance to reactive maintenance tasks completed)
4. Percentage of work orders open for 21 days or more

Fiscal Management

5. Total operating costs per GSF
6. Operations and maintenance cost per GSF
7. Investment in renewal/renovation as percentage of current replacement value²

Planning, Design, and Construction

8. Capital investment budget execution
9. Percentage of total construction cost spent on change orders
10. Percentage of projects delivered on time

Service Delivery

11. Percentage of customers satisfied or very satisfied

Sustainability and Utilities

12. Energy expenditure per GSF

1) The National Research Council recommends an FCI between 5-10% for campuses with significant maintenance backlogs. The FCI can be tracked at the building, college, and/or campus level.

2) APPA recommends a target investment rate of 1.5% to 2.5% of current replacement value.

Source: APPA, "[Capital Renewal and Deferred Maintenance](#)," *Body of Knowledge*; EAB interviews and analysis.

Provost-Centric Facilities Metrics

Campus Operations

1. Total deferred maintenance backlog
2. Investment in renewal/renovation as percentage of current replacement value¹

Planning, Design, and Construction

3. Percentage of capital projects delivered on time
4. Master plan execution

Service Delivery

5. Percentage of customer-requested projects completed on time
6. Average planning, design, and construction customer satisfaction score
7. Average APPA cleanliness rating

Space Management

8. Average section fill rate
9. Room utilization by day and/or hour
10. Seat utilization by day and/or hour
11. Percentage of offices within size target for role

1) APPA recommends a target investment rate of 1.5% to 2.5% of current replacement value.

Source: APPA, "[Capital Renewal and Deferred Maintenance](#)," *Body of Knowledge*; EAB interviews and analysis.

Academy-Centric Facilities Metrics for Deans, Department Chairs, and Faculty

Campus Operations

1. Percentage of work orders open for 21 days or more

Planning, Design, and Construction

2. Percentage of customer-requested projects completed on or under budget
3. Percentage of customer-requested projects completed on time

Service Delivery

4. Percentage of customers satisfied or very satisfied

Space Management

5. Average section fill rate
6. Room utilization by day and/or hour
7. Seat utilization by day and/or hour
8. Percentage of classrooms renovated each year
9. Percentage of classroom issues resolved within 24 hours
10. Percentage of offices within office size target for role
11. Number of offices per tenure-track faculty member
12. Net assignable square feet (NASF) of lab space per principal investigator



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P 202-747-1000 | **F** 202-747-1010 | eab.com