



Survey on Campus Operations and Facilities Activities During COVID-19 Pandemic

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Facilities Forum

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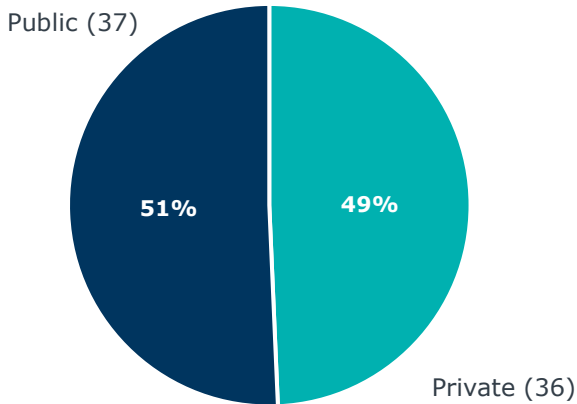
Survey Overview

Between April 9th and 16th, 2020, EAB surveyed 73 senior Facilities and Estates leaders from higher education institutions across the United States, Canada, and the United Kingdom to understand the impact COVID-19 pandemic has had on construction, maintenance, and operations activities. This page highlights the demographics of survey respondents.

Institution Location	n
United States	69
Canada	3
United Kingdom	1

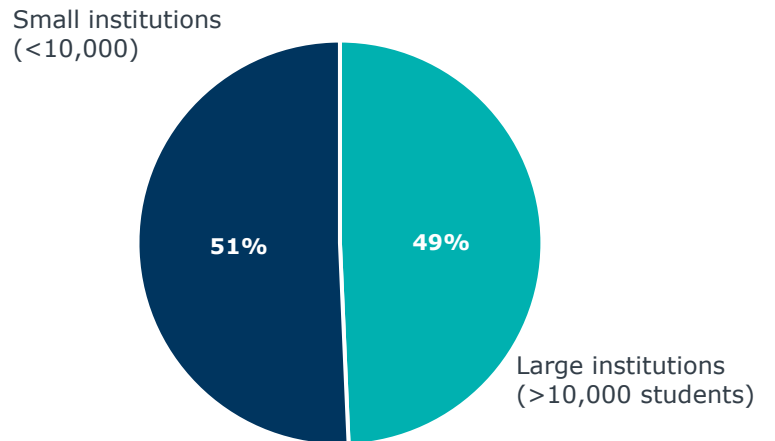
Institution Type

n=73



Institution Size

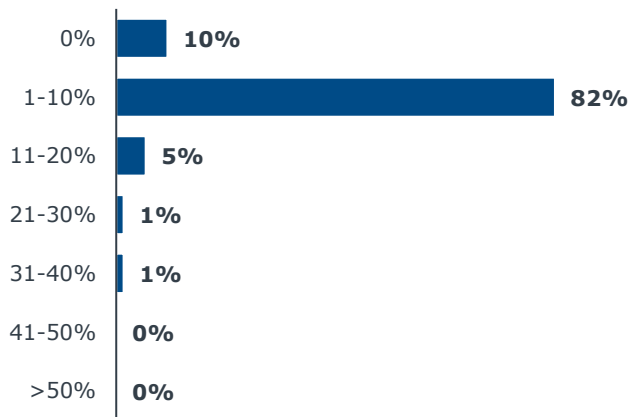
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Campus Occupation and Closures

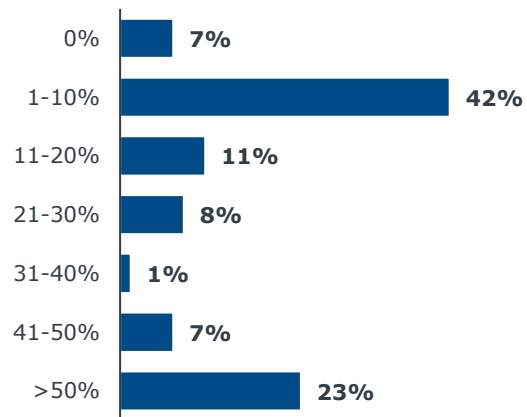
What percentage of undergraduate students are still in residence on campus?

n=73



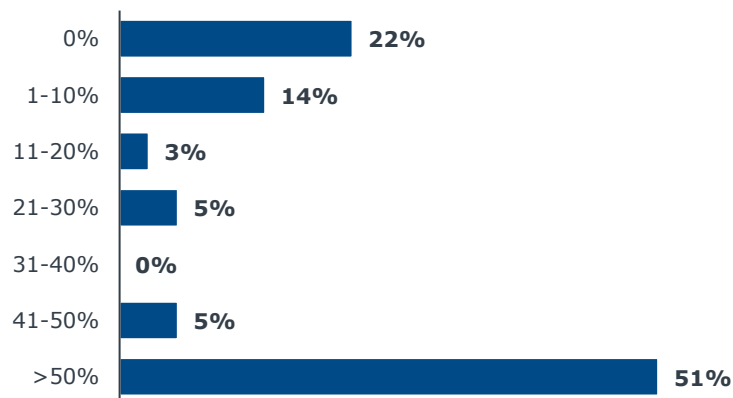
What percentage of university-owned residence halls still have students living in them?

n=73



What percentage of buildings on your main campus have been officially closed out by Facilities/Estates?

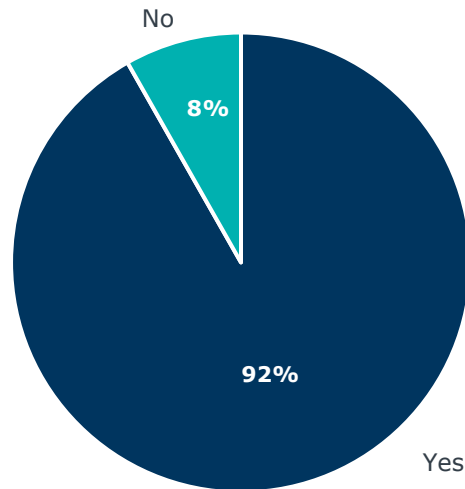
n=73



Essential Personnel Orders

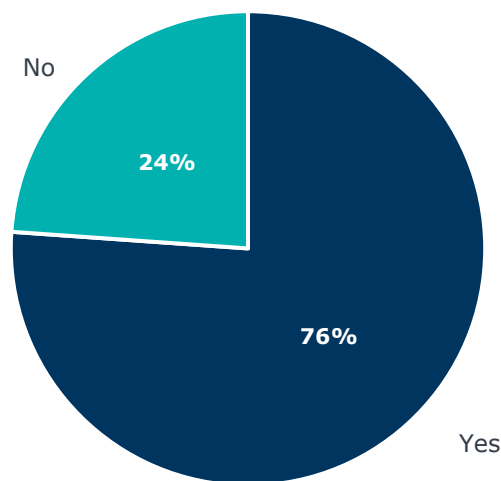
Does your local government have an "essential personnel only" order?

n=73



If your local government has an "essential personnel only" order, does essential personnel include construction activity?

n=67



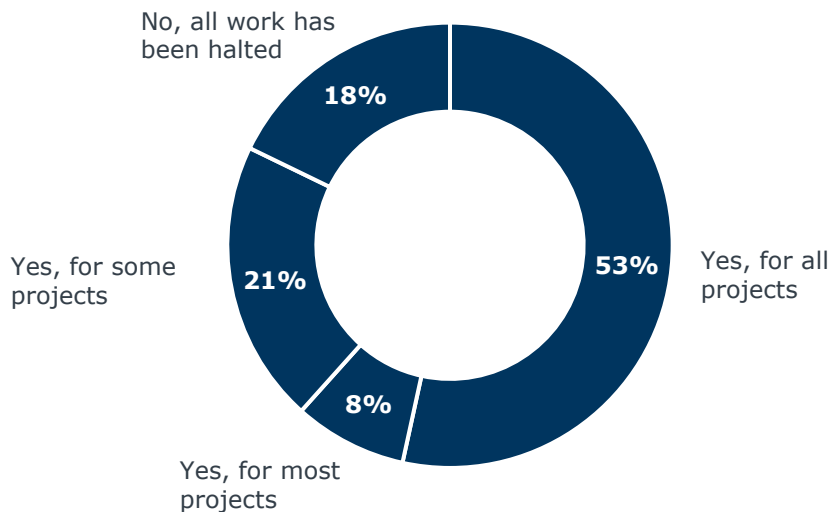
Essential vs. Non-Essential Construction Activity

Some local governments have distinguished between essential and non-essential construction in their orders. For instance, the state of Pennsylvania considers only construction on health facilities as essential. Other local governments take a broader definition. New York state, for example, includes the following projects within the definition of essential construction: projects on roads, public or private schools, and hospitals and projects necessary to ensure the safety of occupants. Organizations must apply to receive approval for essential construction projects within these jurisdictions.

Construction Projects

Is work continuing on free-standing construction sites?

n=73



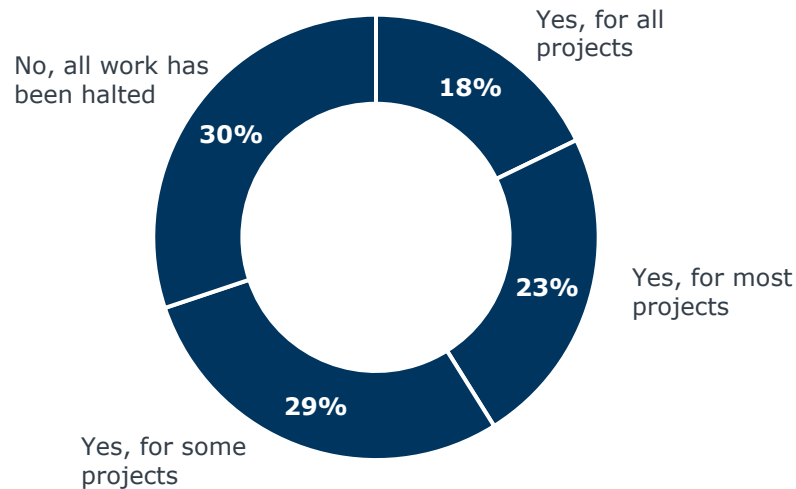
Considerations used to determine which construction work would continue (both in existing buildings and free-standing sites). n=90 ¹	n
Importance/urgency —we are prioritizing work in space that is desperately needed.	19
Essential personnel order —we had to slow down or stop construction because of the order.	17
Health and safety —we are only allowing projects that require fewer than 10 people <u>OR</u> the maximum number of people as permitted by the essential personal order.	17
Delivery date —we are close to finishing the project and/or expect to complete the project before the next academic year.	12
Impact to current campus operation —we are prioritizing work with limited impact to people still on campus.	11
Scale/budget —we allowed only projects below a certain threshold to proceed.	8
Funding source —we are prioritizing work that is funded by more reliable sources (e.g., bonds, grants).	5
Supply chain concerns —we paused work due to actual or perceived threats to procurement.	1

1) The number of responses exceeds the number of survey takers because respondents could select all relevant factors.

Non-Urgent/Critical Repair and Renovation Projects

Is non-urgent/critical repair and renovation work continuing in existing campus buildings?

n=73



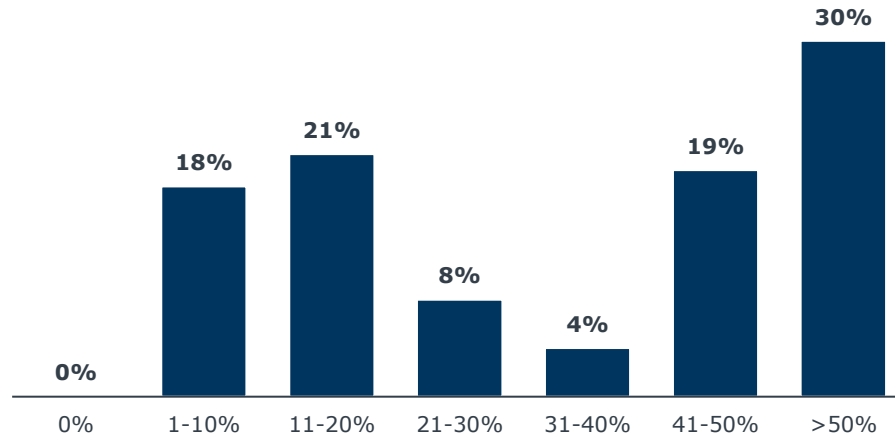
Considerations used to determine which non-urgent/critical repair and renovation work would continue. n=156 ¹	n
Health and safety —we are only allowing projects that require fewer than 10 people <u>OR</u> the maximum number of people as permitted by the essential personal order.	30
Importance/urgency —we are prioritizing work in space that is desperately needed.	30
Delivery date —we are close to finishing the project and/or expect to complete the project before the next academic year.	24
Impact to current campus operation —we are prioritizing work with limited impact to people still on campus.	22
Funding source —we are prioritizing work that is funded by more reliable sources (e.g., bonds, grants).	19
Essential personnel order —we had to slow down or stop construction because of the order.	16
Scale/budget —we allowed only projects below a certain threshold to proceed.	7
Supply chain concerns —we paused work due to actual or perceived threats to procurement.	6
Scale/budget —we allowed the most expensive projects to proceed.	2

Source: EAB COVID-19 Survey on Facilities Activities, 2020.

Facilities/Estates Staff

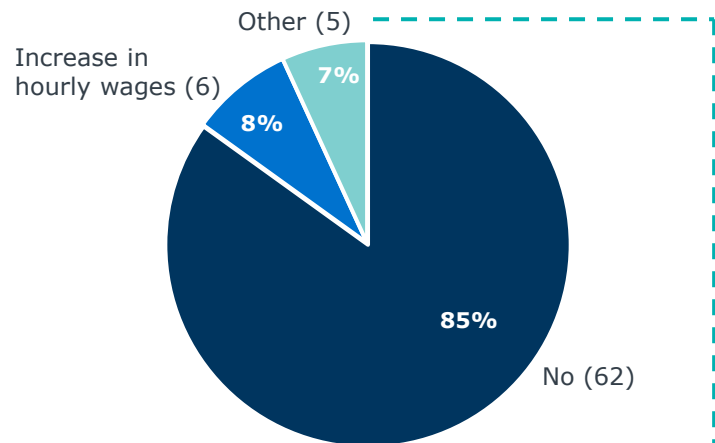
On average, what percentage of Facilities/Estates staff are on campus at any given time?

n=73



Are you offering additional or overtime pay to staff who must come to campus?

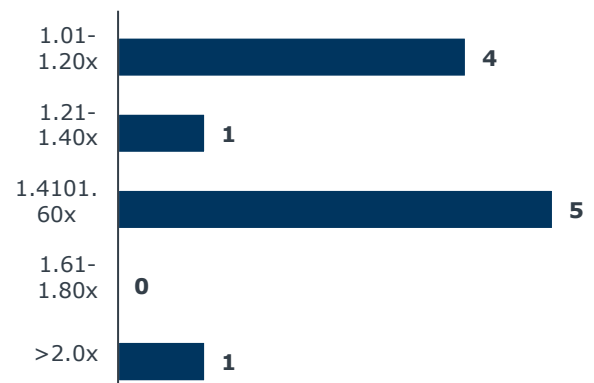
n=73



Other	n
Comp time	1
Staff paid full-time wages but working part-time	2
Lump-sum bonus	1
Collective bargaining employees per their contract	1

Which range best reflects the multiplier to hourly wages?

n=11



Responsibilities for Remote Employees

For staff who are not asked to come to campus and cannot do their normal role remotely, what are they currently doing?	n
Taking professional development/learning and development courses	40
Updating institutional/Facilities policies and procedures	30
Cleaning up or updating databases	29
Reviewing work orders	22
Reading/watching videos to learn a new Facilities-specific skill (e.g. fire hydrant installation, equipment maintenance)	21
Other	17
Volunteering their time to complete work on behalf of other departments across the institution (e.g. Advancement or Student Affairs work)	14
Completing a process improvement/Lean/Six Sigma project	12
We have furloughed staff at no pay	6
We have furloughed staff at reduced pay	4

Other:

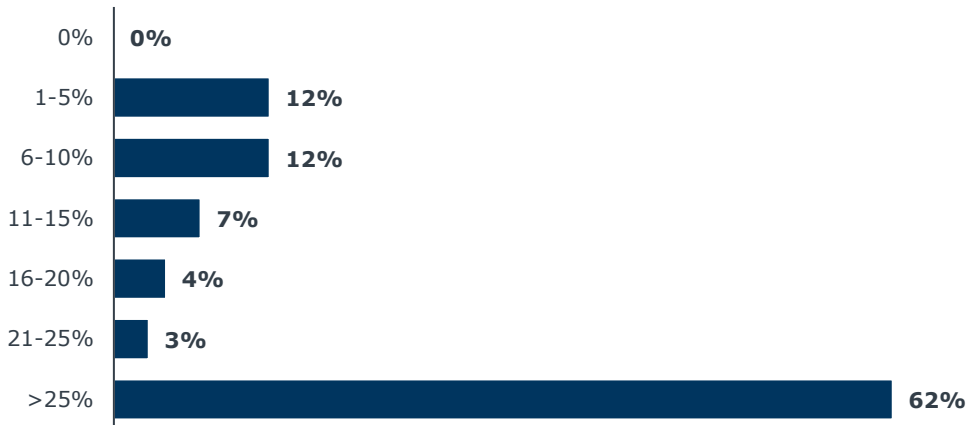
- Fully staffed for onsite trades, and management works normally but from home.
- Staff completing rotational work assignments.
- Staff at home on pandemic leave with full pay.
- Staff provided with additional PTO.

1) The number of responses exceeds the number of survey takers because respondents could select all relevant factors.

Cleaning Staff

What percentage of cleaning staff is on campus during normal operating hours?

n=73



What activities do cleaning staff perform?	n
Daily (or more) cleaning and disinfection of high-touch points	71
Trash removal in occupied spaces	64
Vacuuming of occupied spaces	49
Deep-cleaning activities (e.g. carpet extraction cleaning, power washing)	45
Floor scrubbing/mopping	45
Dusting surfaces and/or vents	37
Other	4

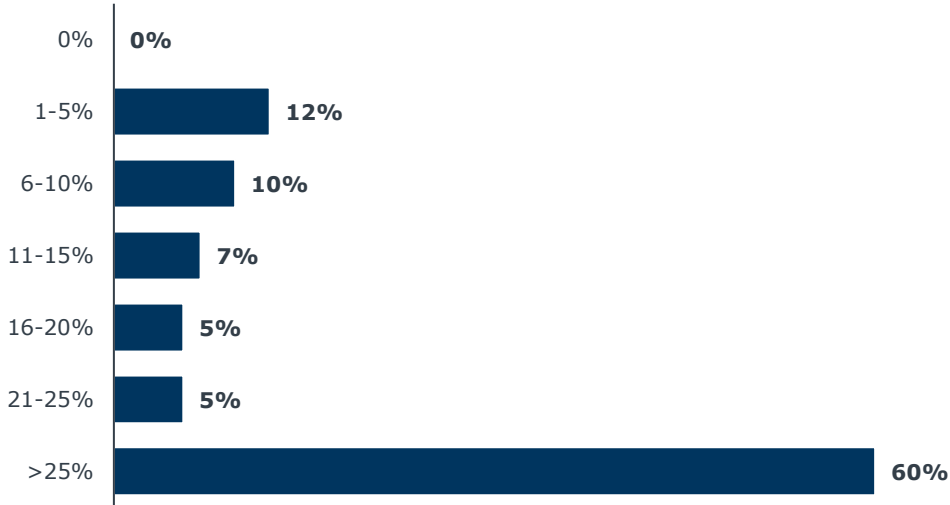
Other:

- Walk throughs of vacant buildings
- Cleaning and maintaining restrooms in occupied buildings
- Preparing spaces to house first responders
- Most recently, starting to get buildings ready for normal business

Maintenance Staff

What percentage of maintenance staff is on campus during normal operating hours?

n=73

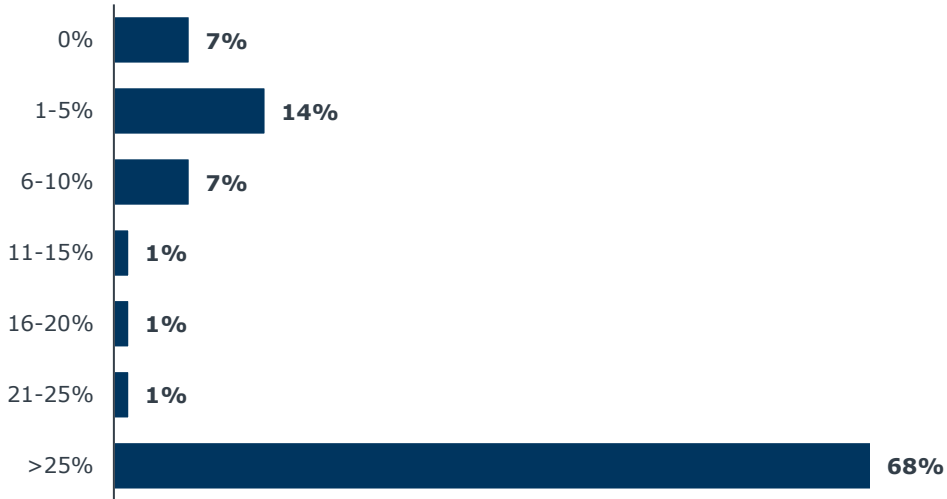


What activities do maintenance staff perform? n=270 ¹	n
Emergency/urgent maintenance	71
Building walkthroughs	62
Preventive maintenance	53
Responding to service requests from customers	45
Routine/planned maintenance	39

Utility/Operations Staff

What percentage of utility/operations staff is on campus during normal operating hours?

n=73

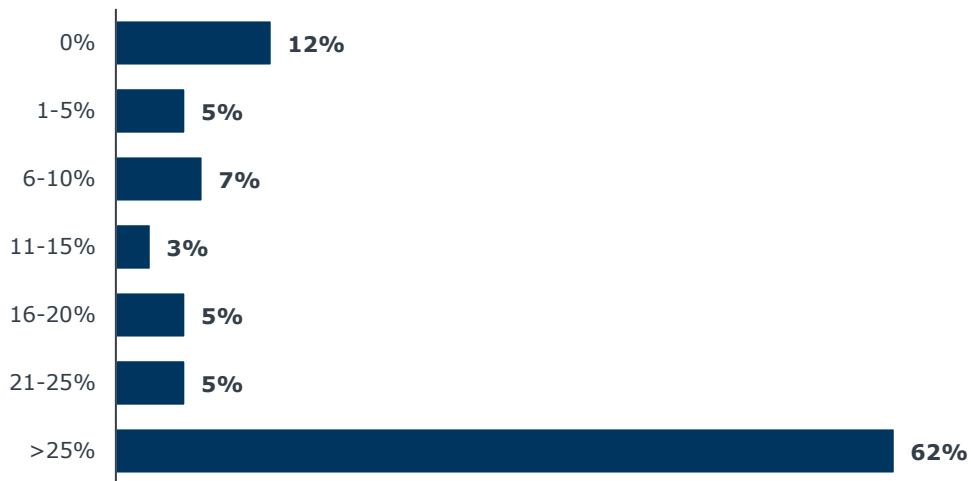


What activities do utility/operations staff perform?	n
Central plant monitoring and maintenance (water, boiler, etc.)	65
Monitoring decentralized HVAC systems	58
Reprogramming buildings to reduce HVAC/light use	47
Building walkthroughs and inspections	41
Addressing utility outages	38
Health/safety inspections (e.g. fire inspections)	28

Grounds/Landscaping Staff

What percentage of grounds/landscaping staff on campus during normal operating hours?

n=73



What activities do grounds/landscaping staff perform?	n
Trash pick-up and general cleaning/tidying	59
Lawn mowing	58
Other ground maintenance (e.g. weeding)	50
Landscaping and flower planting	29
Snow removal	3



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