



Designing Administrative Office Spaces for Hybrid Workplaces

Survey Results

Strategic Advisory Services

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Project Director

Brooke Thayer

Contributing Consultants

Elizabeth Denny

Lisa Berglund

Senior Director

Kaitlyn Maloney

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EAB's Survey on Designing Administrative Office Spaces for Hybrid Workplaces

The COVID-19 pandemic ushered in a new era of administrative work in higher education. To address mounting health and safety concerns, institutions quickly pivoted to remote operations in spring 2020. While this created new opportunities to innovate and experiment with service and delivery models, it also posed new challenges for campus leaders. Most university staff had never worked in a virtual environment, and few institutions had the infrastructure, processes, and experience needed to facilitate remote work at scale.

To help institutions navigate fast-changing norms and expectations around remote work, EAB launched a series of research initiatives to address leaders' most pressing questions about implementing flexible work arrangements for administrative and professional services staff. In turn, EAB has produced a range of resources on maximizing the benefits of remote work, establishing a formal remote work policy, and managing remote employees.

EAB's Remote Work Research Initiatives



How can institutions realize the potential benefits of institutionalized remote work?

- [Strategies to Support Remote Work in Higher Ed](#)
- [Five Opportunities to Get the Most From Your Institution's Remote Workforce](#)



How can institutions create a clear and equitable remote work policy?

- [Remote Work Policy Audit](#)
- [How Universities Are Planning Return to Work Policies and Guidelines](#)



How can institutions effectively manage and support the remote workforce?

- [Manager's Guide to Remote Onboarding for Higher Ed](#)
- [Remote Work Resource Center for Education Leaders](#)

With many institutions now permanently embracing flexible work arrangements, campus leaders are raising **new questions around the implications of remote work on administrative office space**. To learn more about institutions' office space plans and strategies, EAB conducted a short survey of business, finance, and facilities leaders in summer 2021. This report provides an overview of the survey instrument, as well as the aggregated survey results.

▶ Survey in Brief:

- Designed to gauge campus leaders' interest in and progress on changes to administrative/professional services office space to accommodate more hybrid work arrangements
- Open from August 13–29, 2021
- Collected 55 complete responses from business, finance, and facilities leaders across North America and the UK (61 total responses)
- Questions spanned three major areas:
 - Institutional Policy Changes
 - Space Planning and Design Trends
 - Scheduling Technology Investments



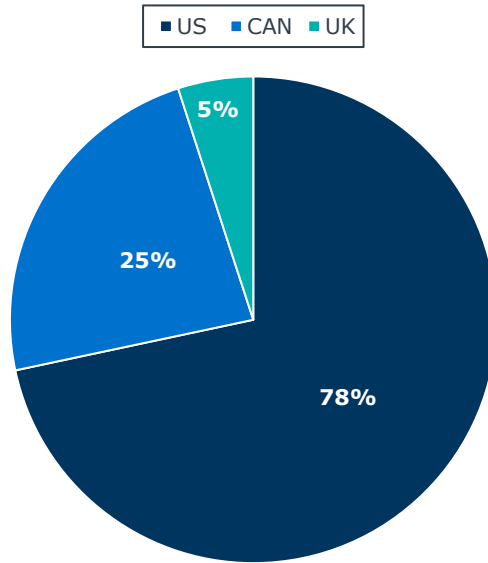
Institutional Respondent Characteristics

SECTION

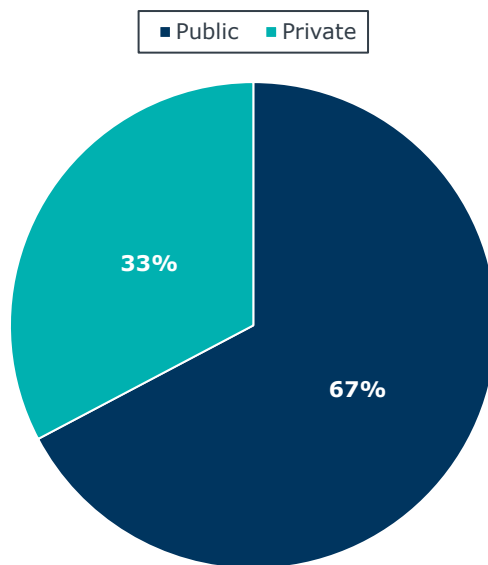


Institutional Respondent Characteristics

Respondent Institution Nationality
n=55



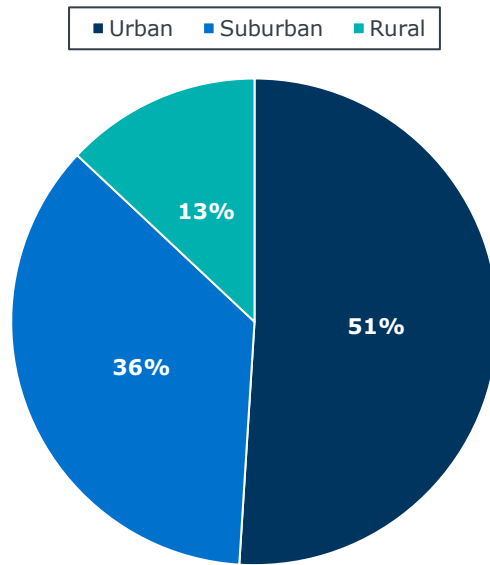
Institutional Control
n=55



Institutional Respondent Characteristics (cont.)

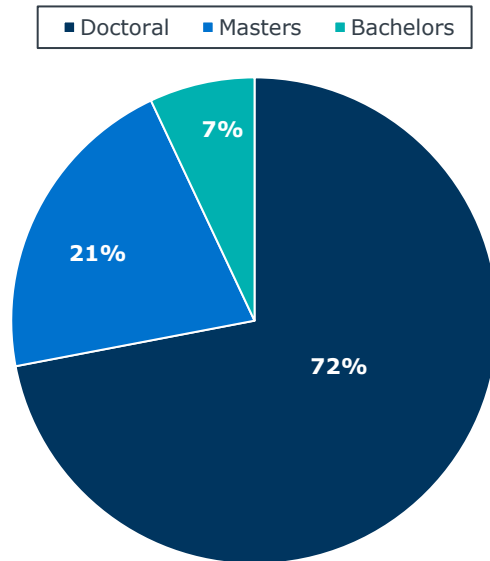
Institutional Setting (Main Campus)

n=55



Highest Degree Awarded by Institution

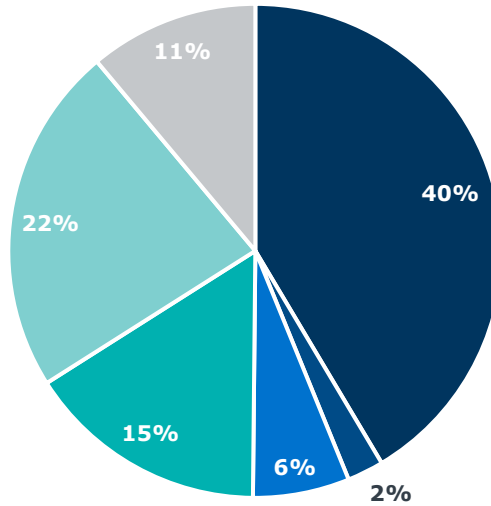
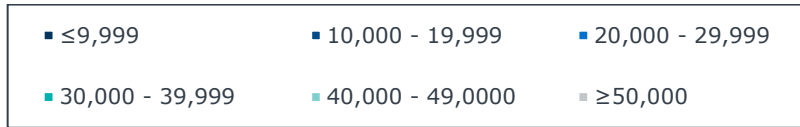
n=55



Institutional Respondent Characteristics (cont.)

Full-time Student Population

n=55



Respondent Title

n=55



1) CBO: Chief Business Officer; CFO: Chief Financial Officer
2) SFO: Senior Facilities Officer

Source: EAB interviews and analysis.



Institutional Policy Changes

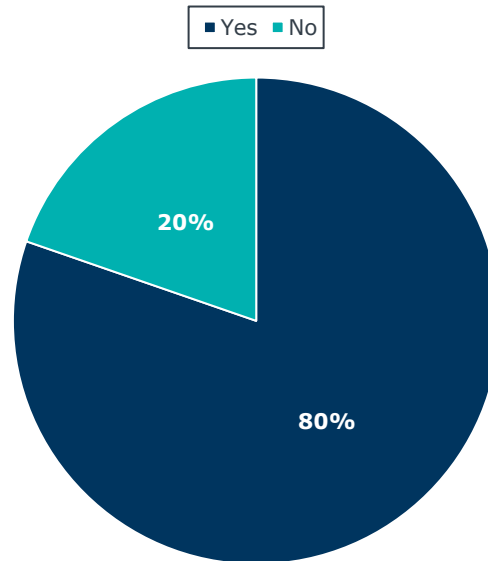
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II

Institutional Policy Changes

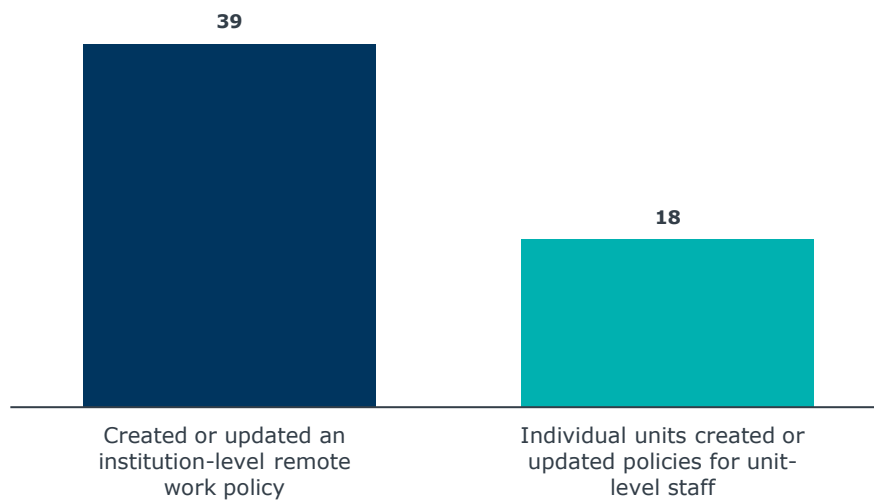
Has your institution created or updated a remote work policy in the last year?

n=55



Where were policy changes made? (Check all that apply)

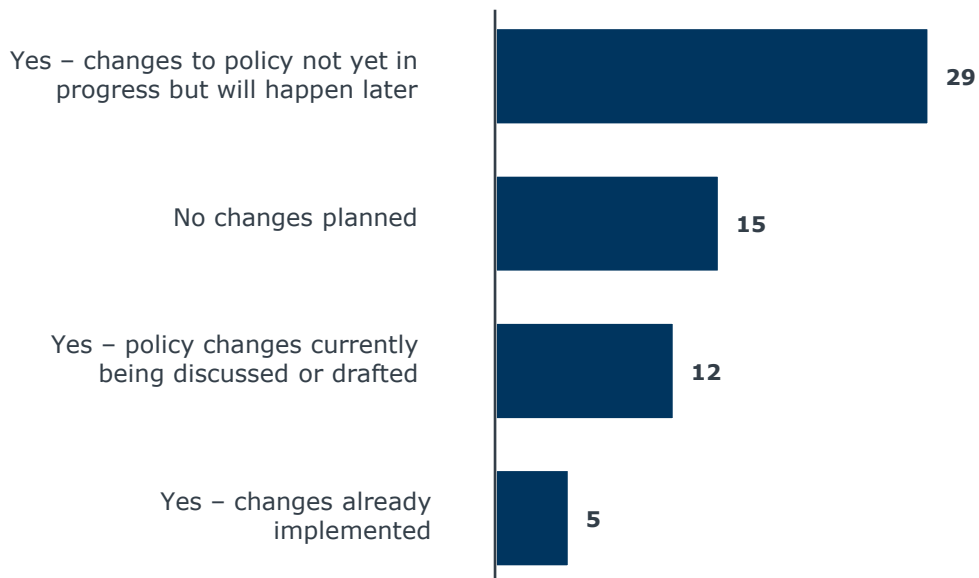
n=55



Institutional Policy Changes (cont.)

Are you planning to make changes to your space allocation or utilization policies in the next year?

n=61



Additional Details from Respondents

Representative responses below. These have been edited for grammar and clarity.



“We need to change the culture from one of departmental or divisional ownership of space to a more centralized mode, in order to use the campus as efficiently as possible.”

“Ownership of space will move from individual schools to central administration—an ‘all space is institutional space’ philosophy.”

“We’ll be standing up a centralized space management and event department.”

“We will inventory space to make sure it is being used. We have also increased card access to all of our buildings.”



Source: EAB interviews and analysis.



Space Planning and Design Trends

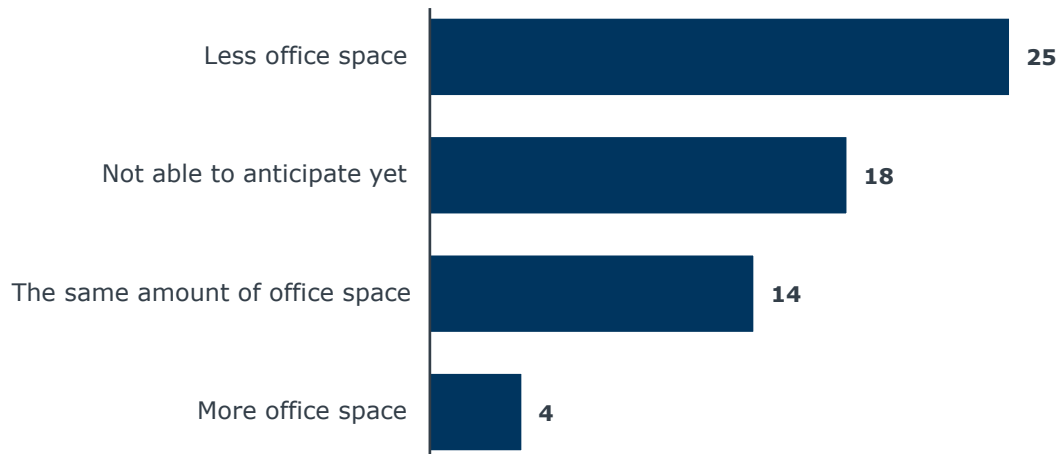
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III

Space Planning and Design Trends

Across the next decade, do you anticipate your institution needing:

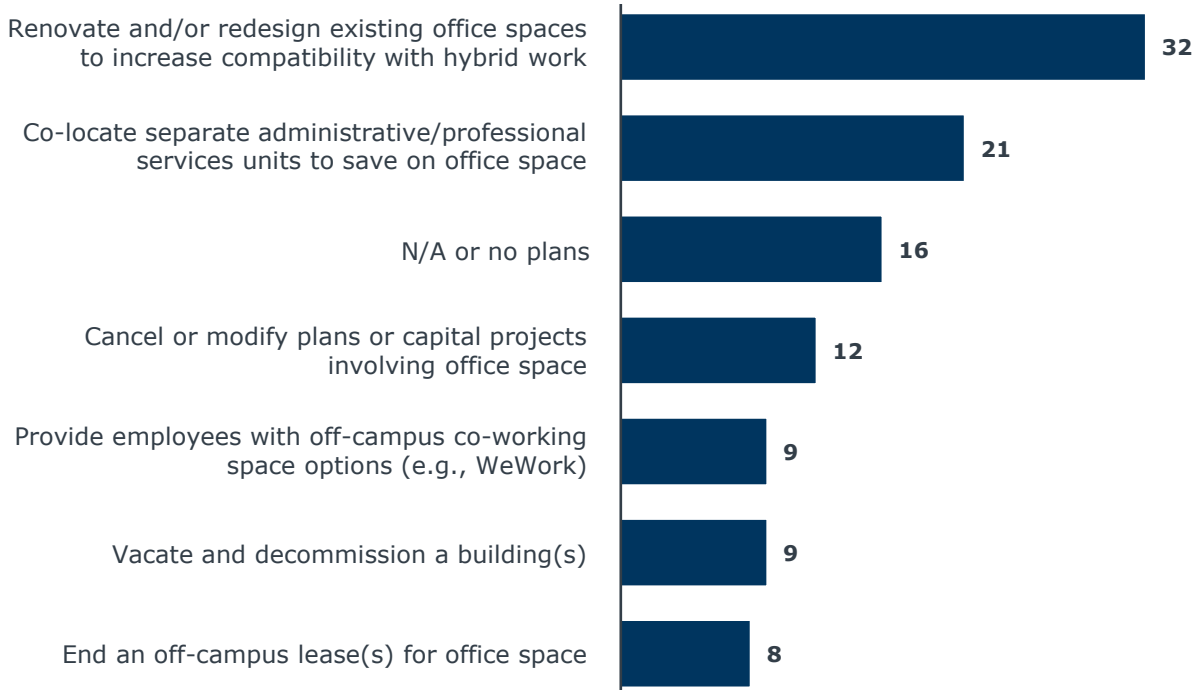
n=61



Space Planning and Design Trends (cont.)

Which of the following changes to campus spaces is your institution planning to make to accommodate a more remote or hybrid administrative/professional workforce? (Check all that apply)

n=55



Additional Details from Respondents

Representative responses below. These have been edited for grammar and clarity.



“Some leases will be ended, but other units’ spaces may be repurposed to accommodate growing programs.”

“We’ve commissioned a third-party consultant to create a new five-year campus master plan that will increase density for both students and staff.”

“Our office design plans will be developed in tandem with our future classroom and research space needs, as we undertake a strategic re-evaluation of our entire operation.”

“We’d like to make changes, but our main campus administrative building is extremely old, which presents challenges for renovations.”

“It’s a little too early at this point for major redesign decisions. We’re planning to finalize our remote work policy after trying some temporary arrangements out during Fall 2021.”

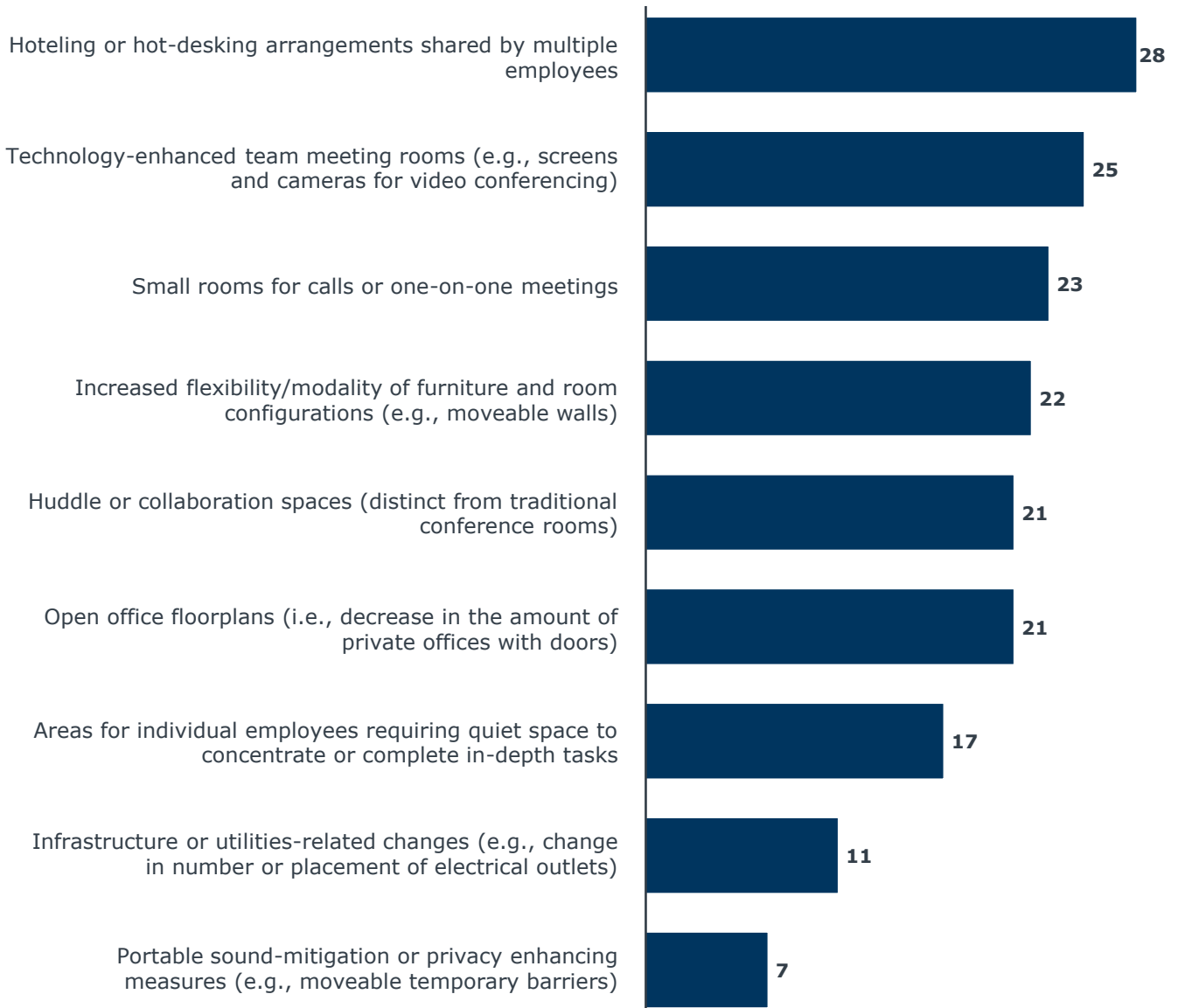


Source: EAB interviews and analysis.

Space Planning and Design Trends (cont.)

If you are planning to transform office space, which of the following design features are you incorporating in renovated spaces? (Check all that apply)

n=55



Source: EAB interviews and analysis.



Scheduling Technology Investments

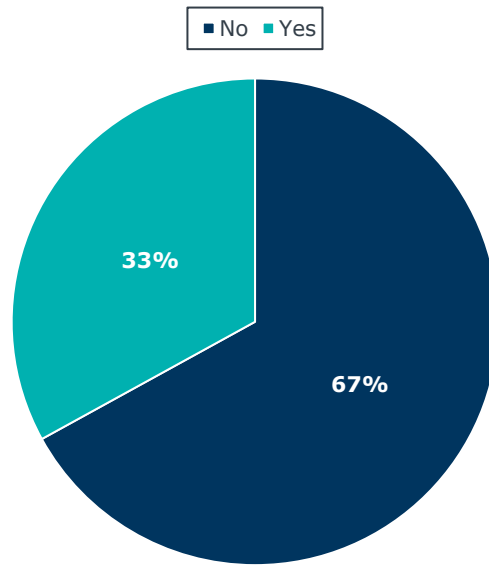
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IV

Scheduling Technology Investments

Are you implementing or upgrading scheduling technology to assist with use of shared office assets? (e.g., software to help employees coordinate use of shared hoteling/hot desking space, booking systems for rooms)

n=61



Which scheduling vendor and/or product are you considering?

Representative responses below. These have been edited for grammar and clarity.

“

- 25Live¹
- Infosilum
- Google Calendar
- Archibus
- Service Now
- Evision
- Planon
- CourseDog
- Office 365
- Joan

”

1) This was the only vendor that multiple respondents (2 out of 22) reported using.



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