



# Presentation and Workshop Guide

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Use EAB's Best Practices Research to Help Your  
Institution Learn, Decide, and Execute

Facilities

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## **How to Use this Guide**

Review the topics in this guide to understand ways EAB Research Advisory Services can support your campus and further key priorities – from immediate problems to long-term strategic goals. If you are unsure where to start, contact your Strategic Leader to discuss options and narrow your focus.

EAB is only offering virtual presentations at this time, but we look forward to visiting you on campus again soon.

# How We Support You on Key Issues

In partnership with Strategic Leaders, EAB's Research Advisory Services experts work actively with partners to find best practices that suit your institution, and to help you make sound decisions that attract institutional support. We can visit your campus virtually or in person, for a single focused session or multiple sessions adapted to different audiences.

If you are interested in having EAB experts present to a group on your campus or facilitate a discussion, we recommend reaching out to your Strategic Leader one month before a virtual session, or two months before a face-to-face session. For some especially popular times of year (e.g., the start of the semester, around spring and fall board retreats) we recommend reaching out three months in advance, or as early as you can. We offer two distinct types of sessions to best suit your campus needs:

## ▶ Virtual or on-campus presentation for stakeholder education



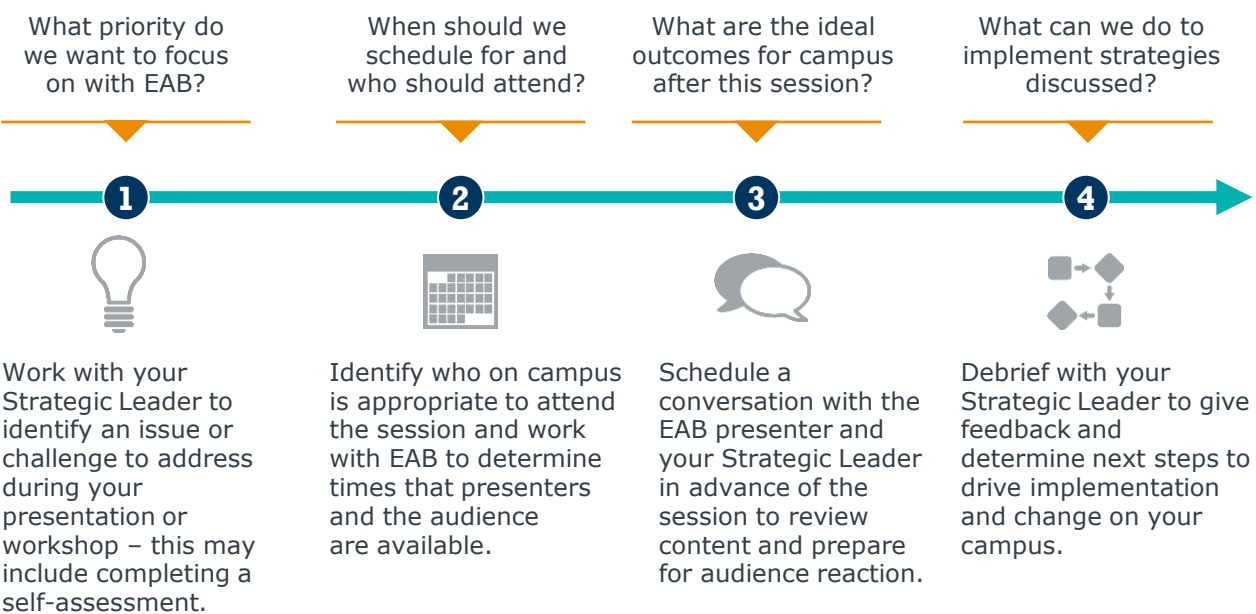
- Sessions highlighting key research insights for executive leadership, team members, or stakeholders
- May be combined with workshop activities
- Typically, 60 – 90 minutes in length

## ▶ Facilitated workshop to drive decision-making or action



- Expert-led structured exercises that help a team make a decision, build a plan, or define strategy
- Available for selected topics rooted in EAB best practices research
- Typically, 60 – 120 minutes in length

## The Process to Bring EAB Research to Your Campus



# Topic 1: Deferred and Preventive Maintenance

## Objective: Addressing Deferred and Preventive Maintenance Challenges

### Overview

- Tactics to communicate true deferred maintenance needs to stakeholders, as well as creative funding strategies
- Best practices to eliminate preventive maintenance (PM) time-sinks and effectively utilize asset data
- Staffing options and engagement methods to ensure systematic completion of PM tasks



#### Recommended Audiences:

- Facilities leadership
- Maintenance and operations directors
- Business affairs leadership
- Frontline and shop supervisors



#### Ways to Bring this Research to Your Institution:

- Educate executive leadership about preventive and deferred maintenance realities
- Facilities leadership meeting
- Workshop for brainstorming maintenance solutions
- Keynote for team retreat



#### Related Resources:

- [Deferred and Preventive Maintenance Resource Center](#) **(Web Resource)**
- [Increasing the Impact of Limited Deferred and Preventive Maintenance Dollars](#) **(Presentation)**
- [Addressing Increasingly Complex Deferred Maintenance Decisions](#) **(Study)**
- [Capital Renewal Funding Playbook](#) **(Toolkit)**

# Topic 2: Controlling Long-Term Facilities Costs

## Objective: Optimize Capital Investments and Minimize Operating Costs

### Overview

- Evidence-based design standards that ease future maintenance work and minimize total cost of ownership
- Best practices to help academic and administrative leaders understand the total cost of ownership and the long-term tradeoffs of renovating versus building new
- No-regret analyses to better approximate the total cost of ownership and improve planning and communication effort



#### Recommended Audiences:

- Facilities leadership
- Capital planning leadership
- Business affairs leadership



#### Ways to Bring this Research to Your Institution:

- Capital planning workshop
- Facilities leadership meeting
- Workshop to rethink and revise design standards
- Keynote for team retreat



#### Related Resources:

- [Building a Total Cost of Ownership Mindset \(Presentation\)](#)
- [Compendium of Design and Construction Tactics to Minimize Total Cost of Ownership \(Study\)](#)
- [Getting Ahead of the Total Cost of Ownership During Project Design \(Infographic\)](#)

# Topic 3: Space Utilization and Planning

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## Objective: Improving Campus Space Utilization

### Overview

- Guidance on establishing effective space governance committees
- Incentives, policy changes, and other strategies for partnering with academic leaders to increase productive use of classrooms and faculty offices
- Encouraging more productive use of research lab space



### Recommended Audiences:

- Facilities leadership
- Space planning staff
- Registrar and academic affairs business partners



### Ways to Bring this Research to Your Institution:

- Capital planning workshop
- Facilities leadership meeting
- Kickoff meeting for space utilization task force
- Keynote for team retreat



### Related Resources:

- [Working with Academic Leaders to Improve Space Utilization \(Presentation\)](#)
- [Enhancing Space Data Collection and Validation \(Study\)](#)
- [Campus Design Toolkit \(Toolkit\)](#)

# Topic 4: Supporting Remote Work

## Objective: Creating and Support Optimal Remote Work Policies

### Overview

- Identifies potential space savings and workforce benefits made possible by remote work
- Offers guidance for onboarding remote employees and managing remote teams
- Provides frameworks for aligning institutional goals with remote work policies and identifying roles suitable for on-campus, fully-remote, and hybrid work modes
- Helps leaders craft next-generation remote work policies that address equity issues and minimize coordination conflicts between on-campus and remote staff



#### Recommended Audiences:

- University leadership
- Facilities leadership team
- Remote work policy task force



#### Ways to Bring this Research to Your Institution:

- Leadership discussion on remote work policy
- Remote work task force kickoff or meeting
- Facilities/HR joint meeting
- Keynote for team retreat



#### Related Resources:

- [Untethering the Administrative Workforce \(Presentation\)](#)
- [Manager's Guide to Remote Onboarding for Higher Ed \(Toolkit\)](#)
- Remote Work Policy Audit **(Custom Report-** talk to your Strategic Leader to request a report.)

# Topic 5: Sustainability Planning

## Objective: Developing Actionable Campus Sustainability Plans

### Overview

- Prioritizing best-fit sustainability initiatives for your campus
- Sustainability assessment and reporting systems
- Building accountability into sustainability governance
- Incentivizing the campus community to pursue sustainability initiatives



### Recommended Audiences:

- Facilities leadership team
- President's cabinet
- Deans and unit leaders involved in sustainability initiatives



### Ways to Bring this Research to Your Institution:

- Facilities leadership team meeting
- Sustainability task force kickoff or meeting
- Campus town hall
- Keynote for team retreat



### Related Resources:

- [How Higher Education Can Keep Pace with Growing Sustainability Ambitions](#) **(Presentation)**
- [Compendium of Sustainability Initiatives in Higher Education](#) **(Study)**
- [Energy Reduction Strategies in Higher Education](#) **(Written Brief)**



# Topic 6: Process Re-Engineering

## Objective: Realizing the Promise of Process Improvement

### Overview

- What is Process Re-Engineering and how are institutions applying this technique to identify and prioritize process improvement opportunities?
- EAB has seen a variety of process improvement tactics employed at different institutions, and we have created toolkits and roadmaps for deploying these ideas on your campus
- Success requires embedding and supporting a process improvement mindset among frontline staff and managers; our team has identified the best practices for making that happen



#### Recommended Audiences:

- President's cabinet
- Administrative leadership team
- Process improvement task force
- Administrative staff



#### Ways to Bring this Research to Your Institution:

- Inform executive leadership about process improvement opportunities
- Kickoff meeting for a process improvement working group
- Workshop for administrative unit leadership
- Leadership brainstorming session
- Keynote and/or workshop for team retreat
- Advisory session with EAB subject matter experts



#### Related Resources:

- [Process Improvement Primer \(Study\)](#)
- [Process Improvement Compendium \(Study\)](#)
- [Process Improvement Prioritization Matrix \(Template/Worksheet\)](#)
- [The Essential Five-Step Recipe for Process Improvement \(Infographic\)](#)



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