

Efficient Pre-fab Design: A Space-As-A-Service model

March 2022

FEFPA

Session Description

Broward College recently opened a Student Service Center to more effectively and efficiently serve their students. This session will focus on the development, build out and opening of this center and touch on examples from other campuses that have allowed those institutions to better serve their communities, while optimizing the use of space.

This session will explore some leading practice shared services models that have produced a win/win/win for the campuses they serve. These wins are financial, space efficiency and customer satisfaction.



Learning Objectives

1

Define shared services

2

Understand shared services models

3

Consider requirements to maximize the value of shared services

4

Explore process for imagining, designing, and implementing

5

Detail the benefits of shared services models

6

Describe common implementation barriers

Introductions



Carolyn Farley

Higher Ed Consulting
Director with Huron
Consulting Group

Carolyn's 25-yr higher education career includes senior leadership positions in Academic and Students Affairs with responsibility for renovation, campus construction, and innovative learning environments.



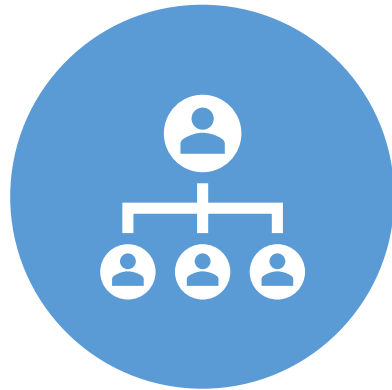
Ana Ovalles

Director, Facilities Planning
at Broward College

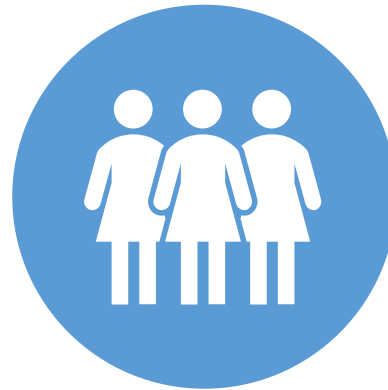
Ready to space plan and make our surroundings work! Ana understands this critical part of interior design and how it correlates to any business. She is creative and assertive when it comes to any project.

Defining Shared Services

Shared Services units take many forms in higher education. Regardless of the approach, a shared services operation typically considers three basic elements:



OPERATING MODEL



STAFFING



PHYSICAL SPACE

Shared Services Operating Model

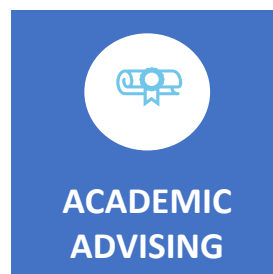
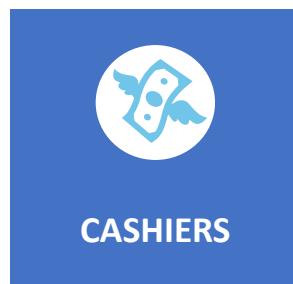
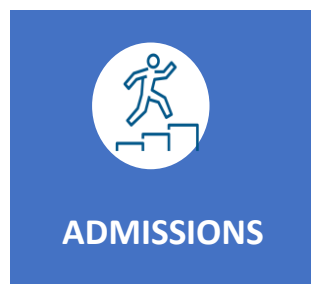
The operating model separates strategic from transactional activities to produce more customer-friendly and efficient approaches to administrative business support activity.



Broward College

Broward utilizes a **One Stop Student Services** model to provide support to students at every point in their experience.

Sample Services



Broward College

- Broward utilizes a **One Stop Student Services** model to provide support to students at every point in their experience.
- The services were spread out with individual check-in and waiting areas.
- All services in less square footage.



ACADEMIC ADVISING





University of Louisville

“Driven by innovation and service, Business Operations delivers strategic and transactional support through an empowered and adaptive team.”

Sample Services (Transactional, Departmental, Strategic)



University of Louisville

“Driven by innovation and service, Business Operations delivers strategic and transactional support through an empowered and adaptive team.”

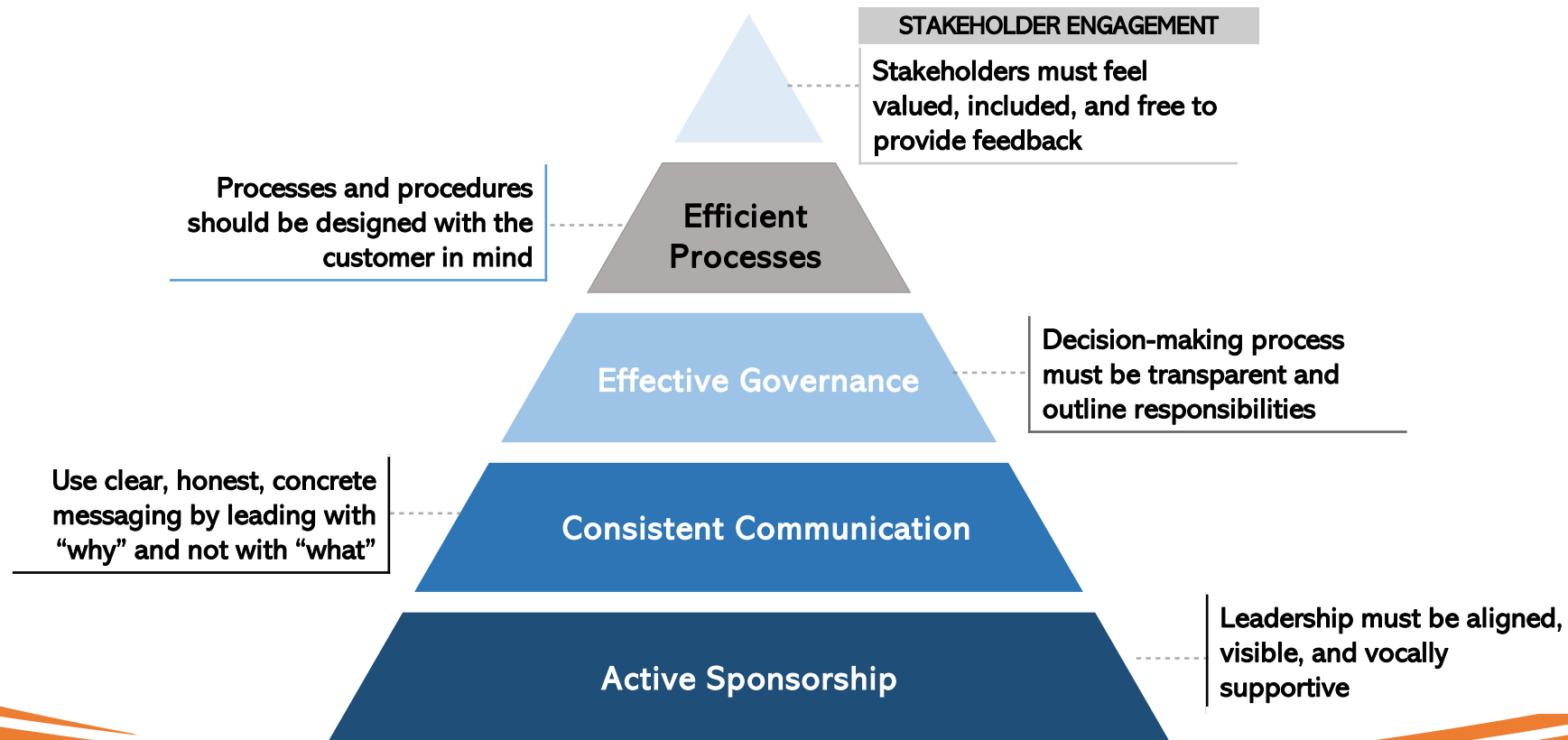


System and Campus Models



Critical Success Factors

Institutions that have successfully implemented Shared Services share several essential elements of success.



COVID-19 Lessons Learned (Broward College)

COVID-19 has driven modified campus operations, creating both challenges and opportunities for one-stop shared services units.



Be flexible! Student Appointments Increased



Expanding Virtual Operations and Staff



Hybrid Work Schedule Implemented First



Onboarding & Training Challenges



Team Engagement and Check-in Process

COVID-19 Lessons Learned (Louisville)

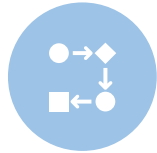
COVID-19 has driven modified campus operations, creating both challenges and opportunities for one-stop shared services units.



Transparent systems provided departments with business continuity



Laptop strategy facilitated cross-functional teams and system testing and made deployment to remote work an immediate success



Metrics for processes showed that teams met or exceeded pre-COVID standard while working remotely



Camera-on culture helps us stay connected



Make time for fun together – our FUN Committee kept us laughing and feeling appreciated

Physical Configurations

The following examples illustrate possible layouts for on-premise shared services centers. The on-campus location is typically dependent on the primary population served.

Open reception area for customers and staff



Physical Configurations



Service counter options



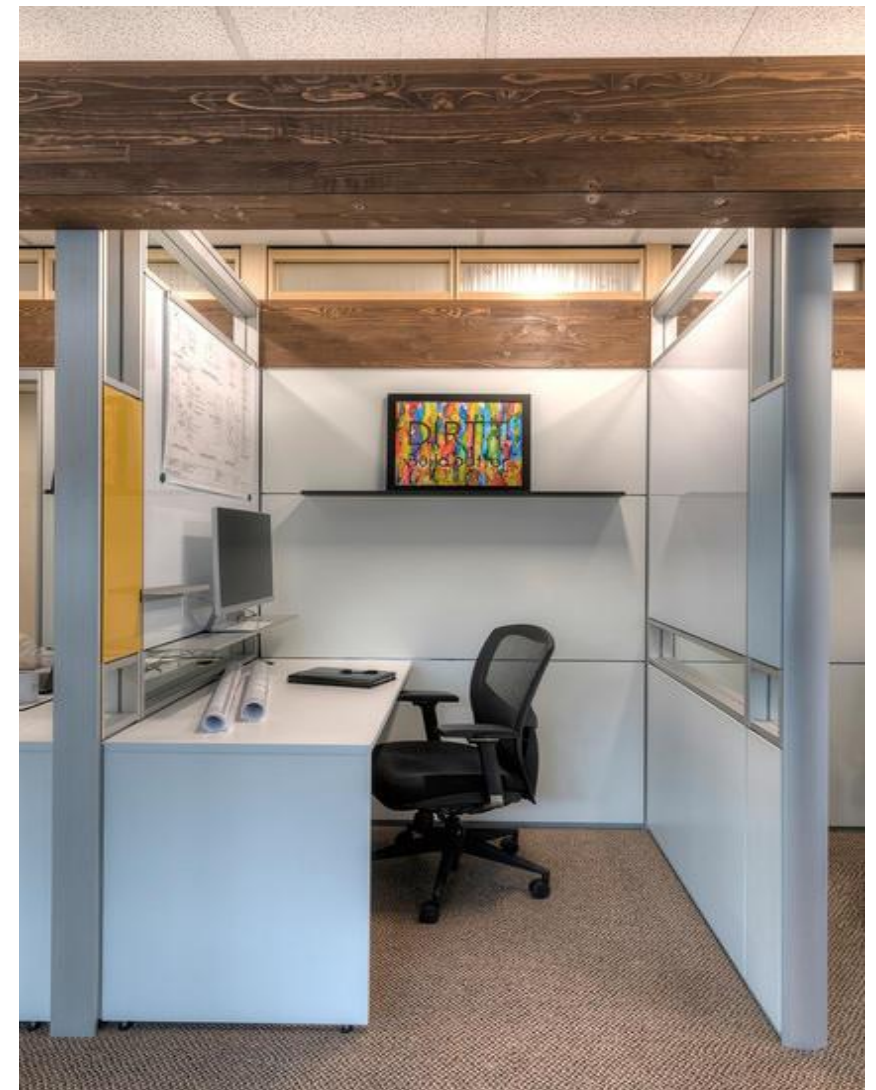
Physical Configurations

Options for staff workspace layouts



Physical Configurations

Individual workstation configurations



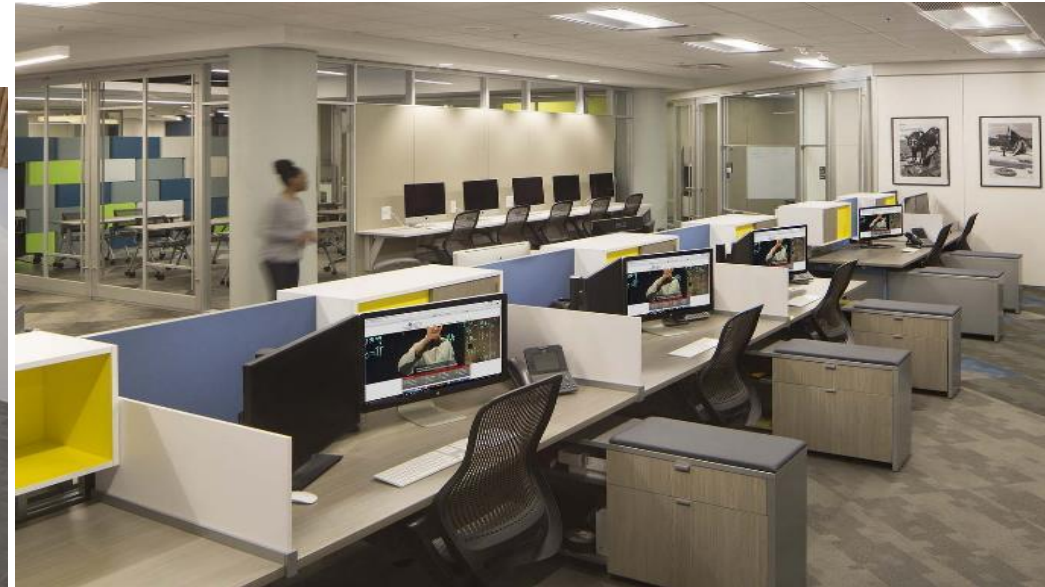
Physical Configurations

Meeting Rooms



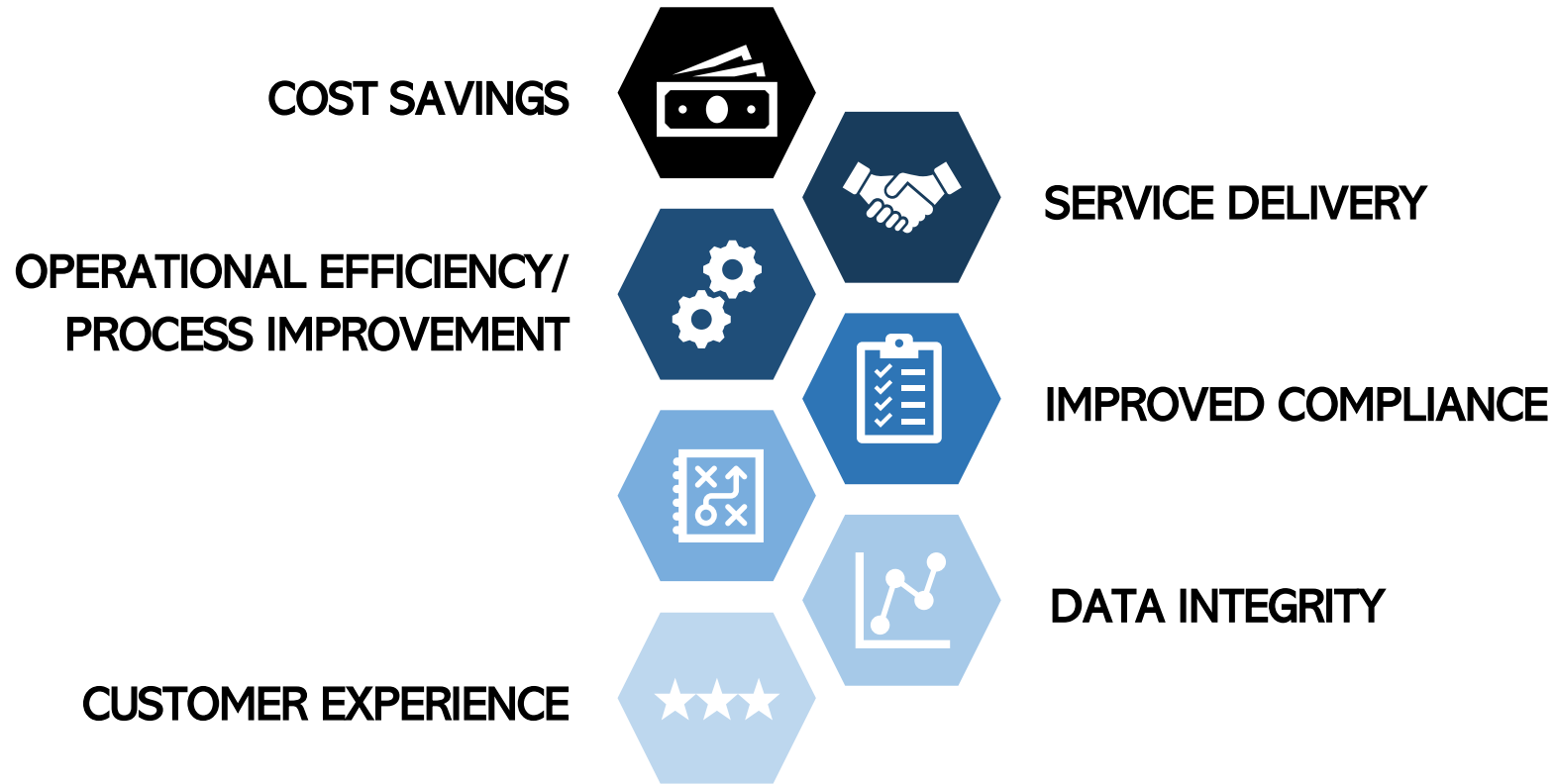
Physical Configurations

Options to renovate or reconfigure existing space, or begin new construction



Benefits of Shared Services

Shared services models can allow colleges and universities to realize a variety of financial, facilities, workforce, operational, and other benefits.



THANK YOU

Questions? Please feel free to contact us if you would like more information or to discuss the contents of this presentation further.



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