



ROCKY MOUNTAIN
HIGHER EDUCATION
CONSORTIUM



STEAMBOAT SPRINGS, CO

SEPTEMBER 2011

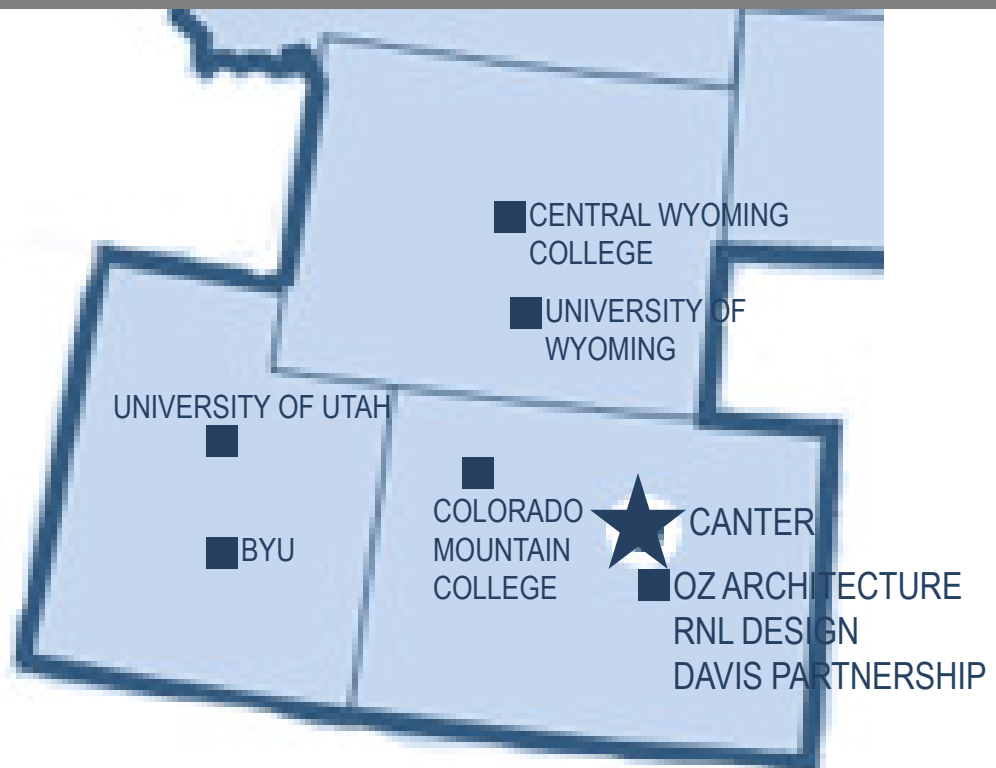
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CANTER
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ISSUE #1: HOW MUCH MONEY TO ALLOCATE FOR TECHNOLOGY

Solution:

- Maintenance and operation need to be scheduled
- Expect the unknown when budgeting
- Revisit needs on 10-year cycle
- Contingencies are key (estimate 5-10% budget excess)

ISSUE #2: LEARNING NEW TECHNOLOGY IS A BARRIER

Solution:

- Take the old technology away
- Must have ease of use....simple is good
- Innovate IT with a personality and less technical education
- Standardizing has advantages
- Learn from peers
- Find someone who can help you: "presentation buddy"



ISSUE #3: ONGOING TRAINING

Solution:

- Simple kiosk
- Interactive, intuitive technology
- Continuous training programs
- Software and equipment that do more (integrate multiple tasks)
- Multiple venues for individual preference
- Experts on hand to help when the "panic button" is hit— instantaneous support

ISSUE #4: DECISION MAKING PARTICIPANTS IN TECH SPACES/ CLASSROOM/ RENOVATION/NEW BUILD

Solution:

- Pull all departments together to make decisions (IT, Admin, Faculty & Students)

TECHNOLOGY

ISSUE #5: NEED FOR TECHNOLOGY

Solution:

- Should be applied to general vs. specific learning
- Less is more in some places
- Must be both accessible and compatible

ISSUE #6: ENSURE USE OF TECHNOLOGY

Solution:

- Maintenance, training and dependability
- First, we must have a focused training avenue to change behavior and make professors want to learn
- Accountability—real metrics, responsibility to students, top down accountability
- Intuitive by nature—all plug and play
- Offer rewards/recognition
- Must see the benefits of ease in instruction and accomplishing mundane tasks
- Multi-use software/equipment/people
- Minimum standard would be helpful
- Attitude is key. The culture, mission/vision of the institution must support technology to be effective

ISSUE #7: ACCOMMODATE FOR THE FUTURE

Solution:

- Plan for real budgets with expectation for change
- Give trust and receive direction from experts/users (students & faculty)
- Put an individual's need before technology
- Test new ideas and plan/budget for failures (contingency) or someone else pays for it
- Focus on interface vs. content

TECHNOLOGY CONT

ISSUE #8: TECHNOLOGY DECISIONS

Solution:

- Prepare technology initiative
- Integrate forward thinkers and users
- Clarify goals and vision for technology in teaching/learning, administration and information
- Ensure decision makers and users understand each other
- Look at plug and play components so it is adaptable
- Think of multi use technology, equipment, software instead of single-use/purpose

ISSUE #9: ARE STANDARDS A GOOD LOOK INTO THE FUTURE?

Solution:

- Must have standards as a starting point
- Standards shouldn't be subjective; they should be defined by a diverse group (academics, admin, experts, students)
- Not spec but graded by metrics
- Financial budgeting for future innovation and trends
- How do we prepare for the future?
- Resource savings in future technology
- Adaptable/flexible classrooms and spaces

CHANGE MANAGEMENT

ISSUE #1: IDENTIFY STUDENT NEEDS AND OPTIMAL NUMBER IN CLASSROOMS TO BETTER LEARNING SUCCESS

Solution:

- Reallocate space by identifying misused/sub-optimized space
- Identify student and faculty needs and survey the current state
- Design new classrooms optimally

ISSUE #2: PRIORITIZE RESOURCES (CREATE A ROADMAP)

Solution:

- 360 Survey to identify 10 needs
- Task force to develop map of options (tied to roadmap)
- Why aren't we prioritized?—Identify it, fix it and communicate it broadly

ISSUE #3: DEVELOP COLLABORATIVE TEAM TO DRIVE DECISION MAKING RELATIVE TO SPACE

Solution:

- 10 appropriate team members (cross-functional and cross-hierarchy)
- ID project scope and roles/responsibilities
- Gather data to inform—synthesize and recommend

ISSUE #4: DESIGN WITH MISSIONS/VALUES IN MIND

Solution:

- Function over just form (facilities/buildings)
- Design for future success
- Get the right people making the decisions or delegating the design management

ISSUE #5: ENSURE IMPLEMENTATION IS PART OF THE OVERALL PROCESS/VISION

Solution:

- True Leader/Team is needed to drive decisions (trust, empower DMs and have accountability)
- Triple Bottom Line (evaluate and define success based on Financial, Environmental and Social impacts)
- Learn from evaluations

ISSUE #6: ALIGN MULTIPLE BASE MODELS TO REFLECT THE OVERALL MISSION OF THE UNIVERSITY

Solution:

- Remove competition and encourage collaboration between groups toward end result
- Keep evolving and improving
- Visionary leadership is needed
- Incentivize multiple business groups to align with the mission

ISSUE #7: CENTRALIZE THE PROCUREMENT PROCESS

SOLUTION:

- Drive communication and make process transparent
- Facilitate the bigger picture when prioritizing spending
- Gain economies of scale and save money
- Become more metrics based
- University president needs to support and drive change to procurement
- Procurement office needs to develop rationale

CHANGE MANAGEMENT CONT.

ISSUE #9: WORK HARDER TO MAINTAIN "OUR OWN" (STUDENTS BECOME FACULTY/STAFF, ETC)

Solution:

- Evaluate historical behaviors and transition
- Develop a plan to educate current pool—succession plan and incentives to stay
- Reevaluate current roles to optimize based on skill sets needed

ISSUE #10: SET A VISION AND DEPLOY THE SAME WITH REGARD TO SPACE

Solution:

- Efficiency of approach and effectiveness of design = consistency
- Drive cross functional communication-- 360 degrees
- Educate on the ability to understand lifecycle and cost of ownership (Lifetime Focus)

- ISSUE #11: STOP THE BAND AID APPROACH
- Develop budgets for lifetime with line of sight for broader need
- Ensure a master plan is in place (minimum of 10 years)

ISSUE #12: CONSIDER THE EVOLUTION OF TECHNOLOGY WHEN DESIGNING SPACE

- Use a platform approach that can evolve over time as new technology/trends come about
- Monitor future technology trends and develop/design to readily incorporate and adapt
- Leadership and trust factor need to be there—hire the right people and trust them to do a great job





ENVIRONMENTAL SUSTAINABILITY

ISSUE #1: BALANCING INDIVIDUAL CONTROL VS. SYSTEMS AND AUTOMATION

Solution:

- Need for cultural change must have equal footing with the mission statement
- Reallocate resources based on cultural change
- This is an opportunity for project learning campus-wide

ISSUE #2: MAKING SURE TO CHALLENGE ASSUMPTIONS BY BUILDING FLEXIBILITY EARLY ON

Solution:

- Have all parties weigh in up front before making purchases
- Dashboards must be created to have accountability for measurement
- Integrated teams across campus should be used to implement goals

ISSUE #3: GET ALL PARTIES ON BOARD

Solution:

- Early integration
- Faculty and Student Voice
- Increase educational buy-in

ISSUE #4: FUNDING

Solution:

- Costs more for environmental solutions but economies of scale can be leveraged with mandating paper usage
- Create a student study and analyze their findings to mandate purchases
- Decreases costs over lifecycle

ISSUE #5: WHAT ARE POSITIVE TRENDS?

Solution:

- Car Sharing
- Bike Rentals
- Bussing in and around campus
- Plug-ins for Hybrid spaces
- Recycling process
- Leaps of Faith
- CMC—Geo Thermal
- CCD—Chill Beams

ISSUE #6: PRESIDENT SIGNS A COMMITMENT BUT THERE'S NO PLAN FOR INITIATIVES TO TAKE PLACE

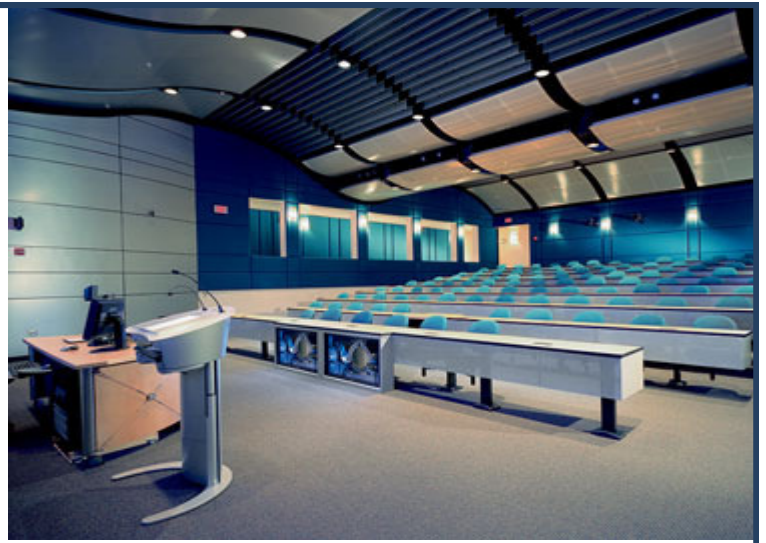
Solution:

- Pair with partners in community
- Look at all resources
- Consider paybacks beyond 5-10 years over the lifecycle

ISSUE #7: MASTER PLAN FROM NET ZERO THROUGH YEAR 2050

Solution:

- Manage the gap between overall campus goal with incoming donor money
- Mission and values must be built into a sustainability concept for the campus



CLASSROOM LEARNING

ISSUE #1: FF&E

Solution:

- Buy based on need rather than buy it and find a need
- Competition for attention of students—FF&E must be interesting and incorporate new technology formats like Twitter, texting questions to the professor, etc. but should not create a distraction

ISSUE #2: STUDENT RETENTION

Solution:

- Different intelligence and learning styles need to be taken into consideration when spaces are built
- Inherited conditions can be a major component of student engagement—master plan for sustainability and training/maintenance of new systems and facilities
- Be aware that “New” becomes the standard and creates higher expectations

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- ISSUE #3: OBSOLETE AND UNDERUTILIZED SPACES
- Solution:
- •Sometimes giving less (technology, furniture, etc.) gives more
- •Re-imagine and reconfigure based on student needs
- •Create collaborative spaces
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- ISSUE #4: UTILIZING EVERY SQUARE FOOT
- Solution:
- •Calculate cost per student as opposed to cost for space
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- ISSUE #5: DEVELOPING CRITICAL THINKERS
- Solution:
- •Technology doesn't equate to critical thinking....we need to get away from over-stimulated/under-socialized students
- •Give options on how to be taught—more personal style
- •Find ways to overcome higher online failure
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Thank you for your participation and valuable feedback to improve the future format. We look forward to seeing you in 2012!
Tune in for more information at <http://www.linkedin.com/groups?gid=4185301&mostPopular=&trk=tyah>