

Nottingham Trent University





How we reconfigured our estate to improve student experience and performance

Dianne Handley



Our History

- NTU's origins go back to 1843
- 9 Schools offering almost every discipline
- Nearly 28,000 students
- Over 5,000 postgraduate students
- Nearly 5,000 staff
- 3 Campuses



In 2003, the New Vice-Chancellor Wanted to Change Everything – Straight Away!

In 2004 launched Strategic Plan with six Platforms

- 1. A Course Portfolio that Meets our Mission
- 2. The Application of Market Intelligence
- 3. Freedom to Invest and Innovate
- 4. A Resource Structure to Drive the Business
- 5. Gold Standard Customer Service
- 6. Strengthening Organic Growth by Collaboration, Partnerships and Acquisitions



Estates Strategy 2004-2014

• The Estates Strategy 2004 – 2014, aligns with the University Strategic Plan and outlines specific aims and objectives to support the university's mission:-

"Our mission is to deliver education and research that shape lives and society"

• 2010 – Review and launch of new edition of the University Strategic Plan with a focus on student academic experience



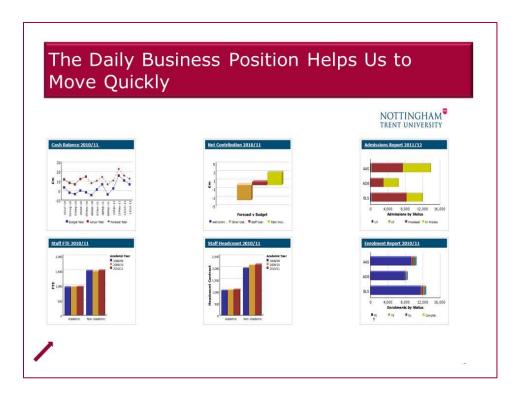
University Achievements

Between 2003 and today:

- A new organisational structure
- New ways of working introduction of e-systems
- £320m capital programme implemented
- NTU has become a respected leader in
 - oIT-enabled systems
 - ocustomer service



NTU is Run Like a Business for the Benefit of Students and Society

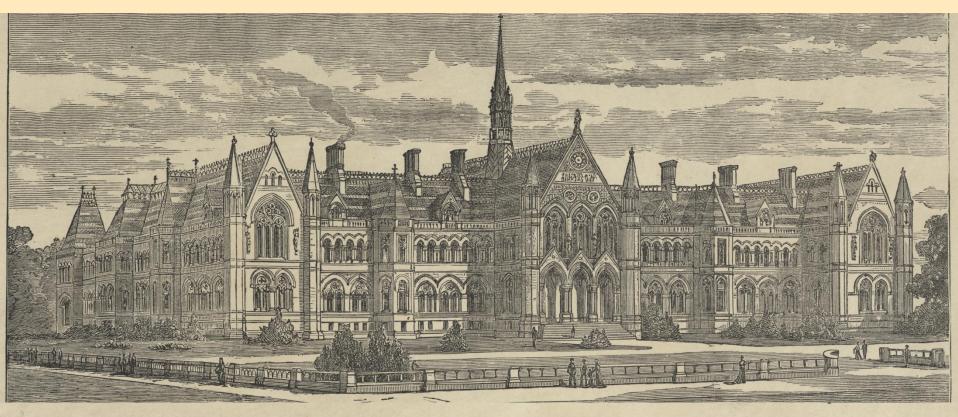


- NTU is now made up of 3 Colleges
- NTU is first university to use Quarterly College Business Reviews (QBRs) to improve performance and deliver value for money.
- Real-time daily business position.
- Cognos.





Arkwright - Built to Be Beautiful Fallen into Despair



Enibersity College, Pottinghum.

This building, erected by the Corporation of Nottingham, (from the designs of Messrs. Lockwood & Mawson, Bradford and London,) will comprise the Free Public Library, Free Natural History Museum, University Extension Classes, &c., and will cost about £50,000, without the land. The Library will occupy the Sherwood Street side, the Museum will face Bilbie Street, and the rest of the building will be devoted to the purposes of the University Extension Scheme.9 The Foundation Stone was laid in the presence of a distinguished company, by the Mayor, (J. W. Bowers, Esq., September 27th, 1877.

































Measure of Success: National Student Survey Results



- Our latest results show student satisfaction is at its highest level
- Our overall student satisfaction at 86% - an increase on last year's 83%
- Results above the average for the sector as a whole which stands at 85%.



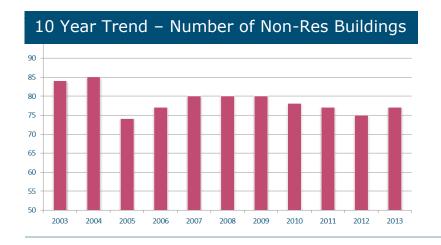
Measure of Success: Estates Performance

2003

Proportion of the estate in condition A & B was 30%

Proportion of space with good functional suitability was 69%

Utilisation less than 20%

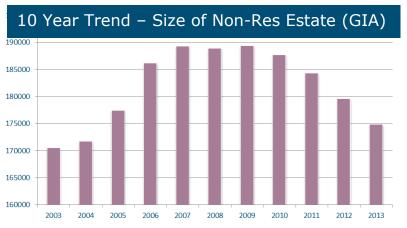


2013

Proportion of the estate in condition A & B is 83%

Proportion of space with good functional suitability was 98%

Utilisation is over 26%









Day to Day Challenges of Running the Estate

- Meeting Student Expectations:
 - 1. A safe environment with clean and adaptable spaces
 - 2. High quality group learning, individual and social spaces
 - 3. Well maintained learning and teaching accommodation
 - 4. Open access and extended hours in learning and resource areas
 - 5. Keeping up with developments in new technology, Wi-Fi, social networking and improvements in multi-media applications
 - 6. Coherent timetabling and academic contact hours
 - 7. Students Union and extra curriculum activities
- Front Desk Interactions and access to student services
- Long-term maintenance and energy management



Key Considerations for projects, works and services

- Student curriculum
- Academic strategic plans and operational requirements
- Sustainability
- Environmental impacts
- Carbon Reduction targets
- Whole life costing





Top tips on how to help buildings / estates to work with construction supply chains

Don't compromise on quality



- Be clear and concise when writing specifications
- Agree change control process in advance
- Be clear on individual and collective roles and responsibilities
- Build strong open relationships and communicate regularly



Top tips on how to help buildings / estates to work for customers

Our customers are our students and potential students

- Create an ethos of Gold Stand Customer Service
- Listen to your customer, ask for and act on feedback



- Provide feedback and agree an action plan with key outcomes
- Ensure you services are designed and delivered with a focus on customers, recognising the needs of different customer groups
- Keep listening and learning



Top tips on how to help buildings / estates to work with building users

For NTU, this is our academics, professional services staff, tenants, estates colleagues and third parties.

• Listen to the building users, meet regularly and help them to be

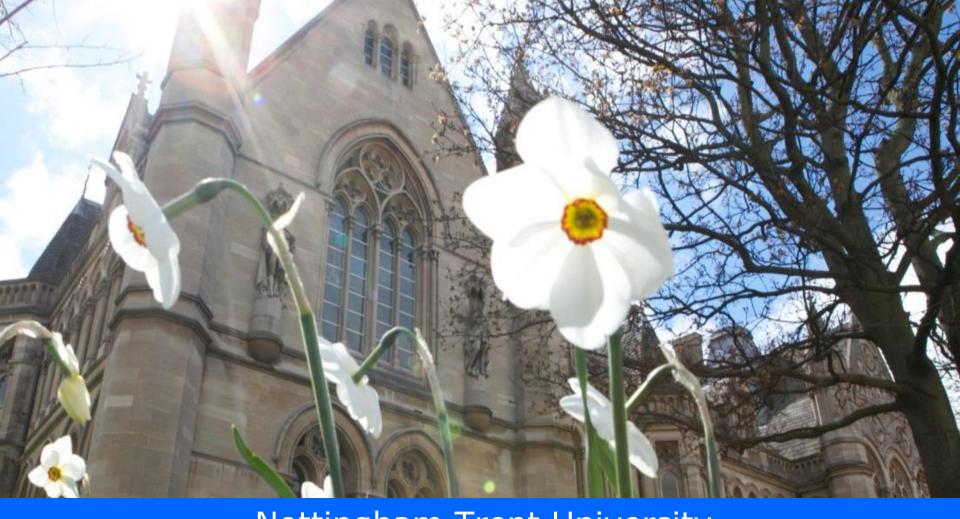
ambitious

 Have efficient reporting systems and management plans

- Agree developments with users and have the courage to stick to the plan
- Collaborate and Communicate







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