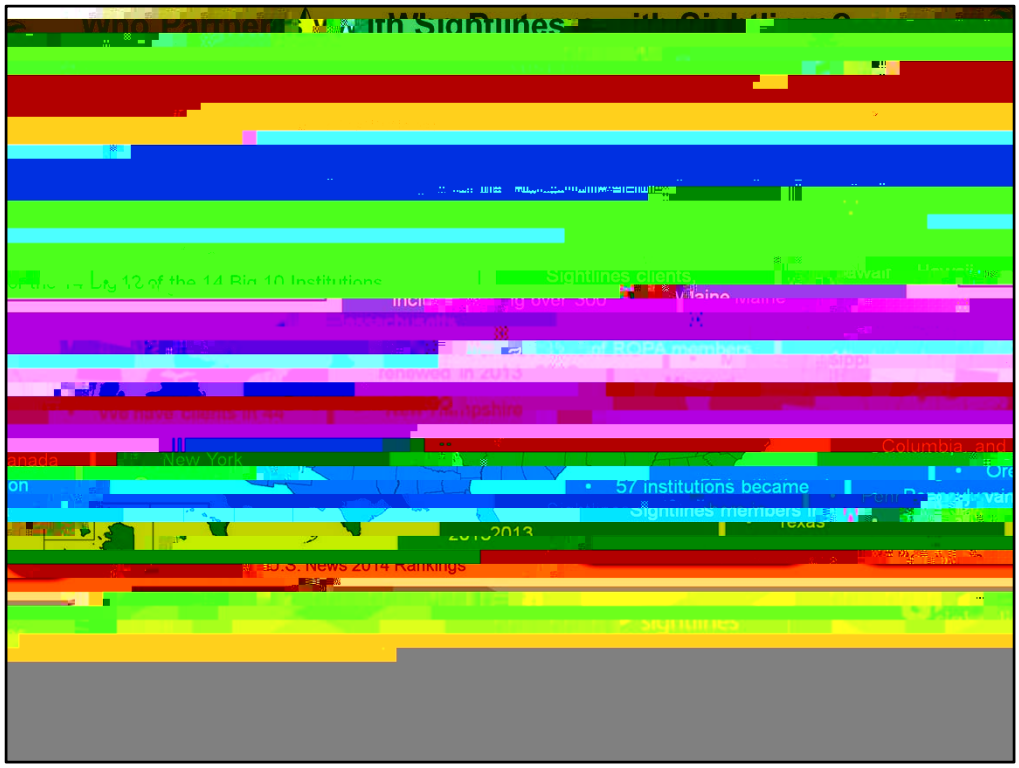
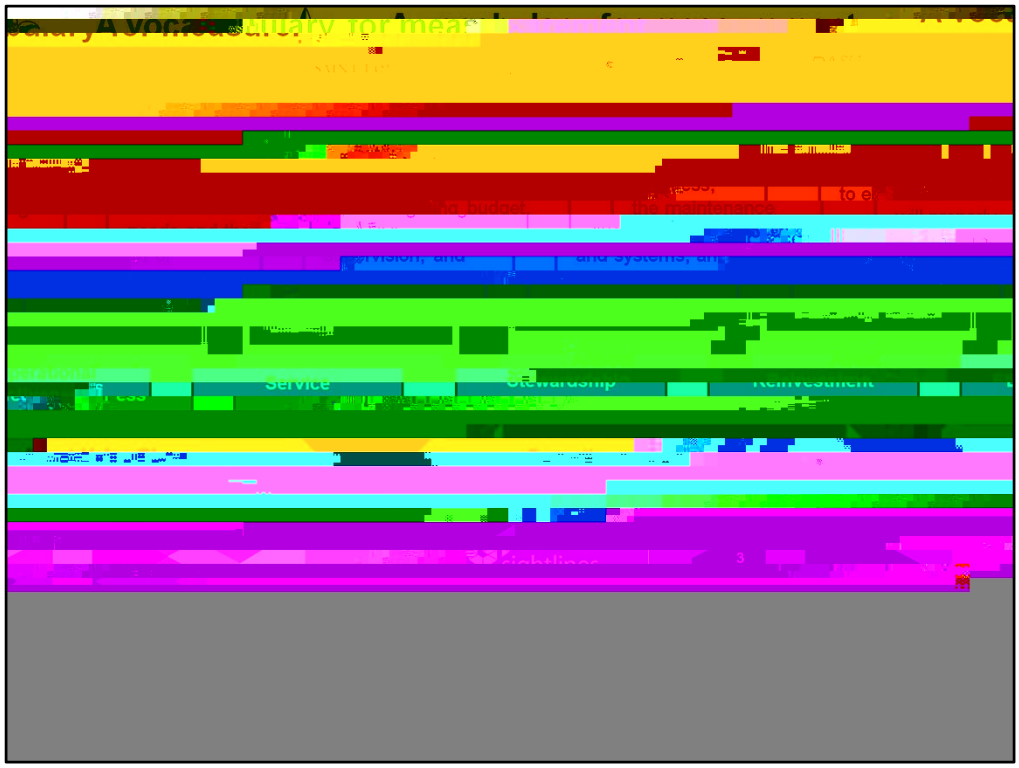
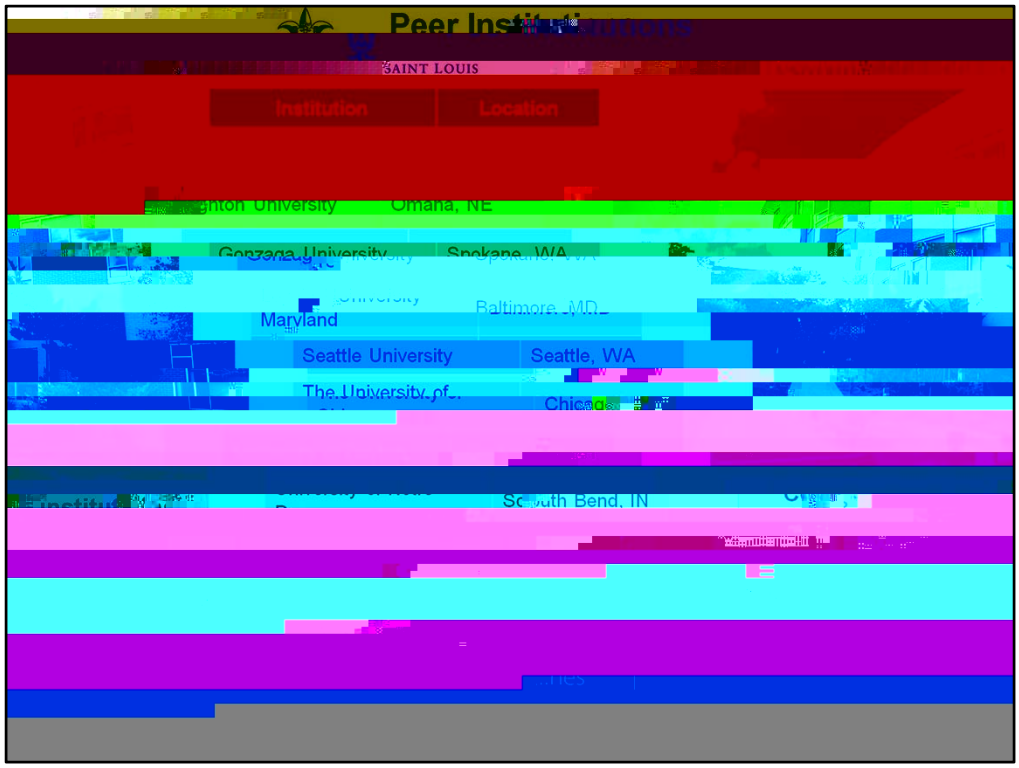
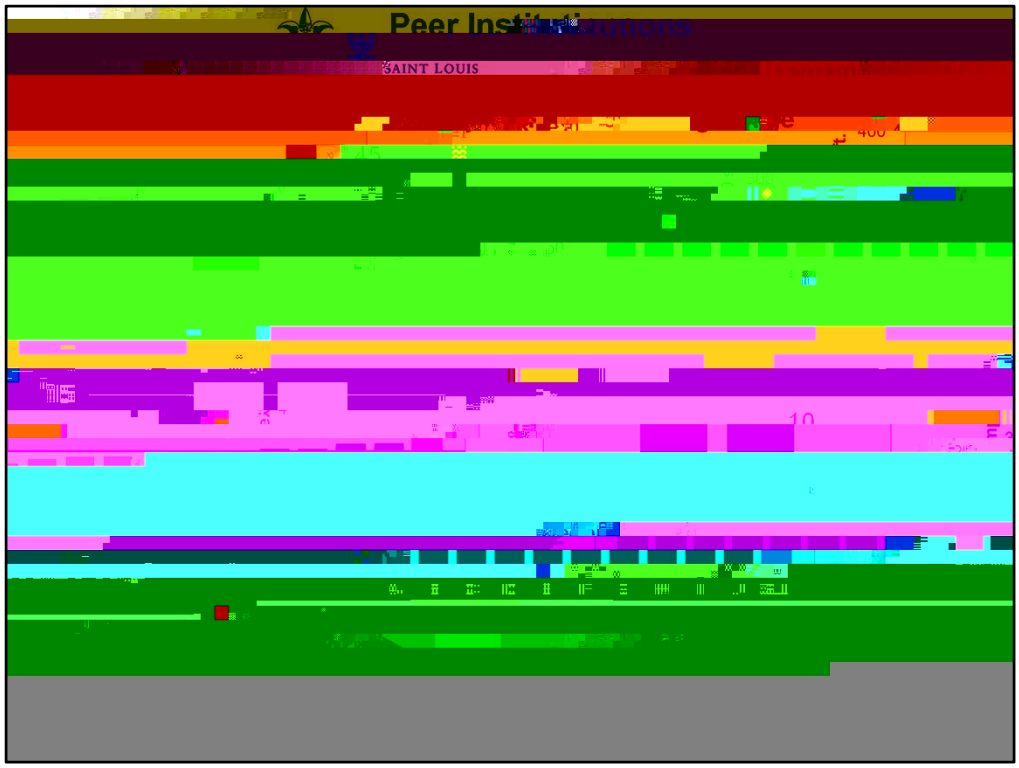

Xavier University
Yale University
Saint Louis University


Sightlines clients
57 institutions became
U.S. News 2014 Rankings

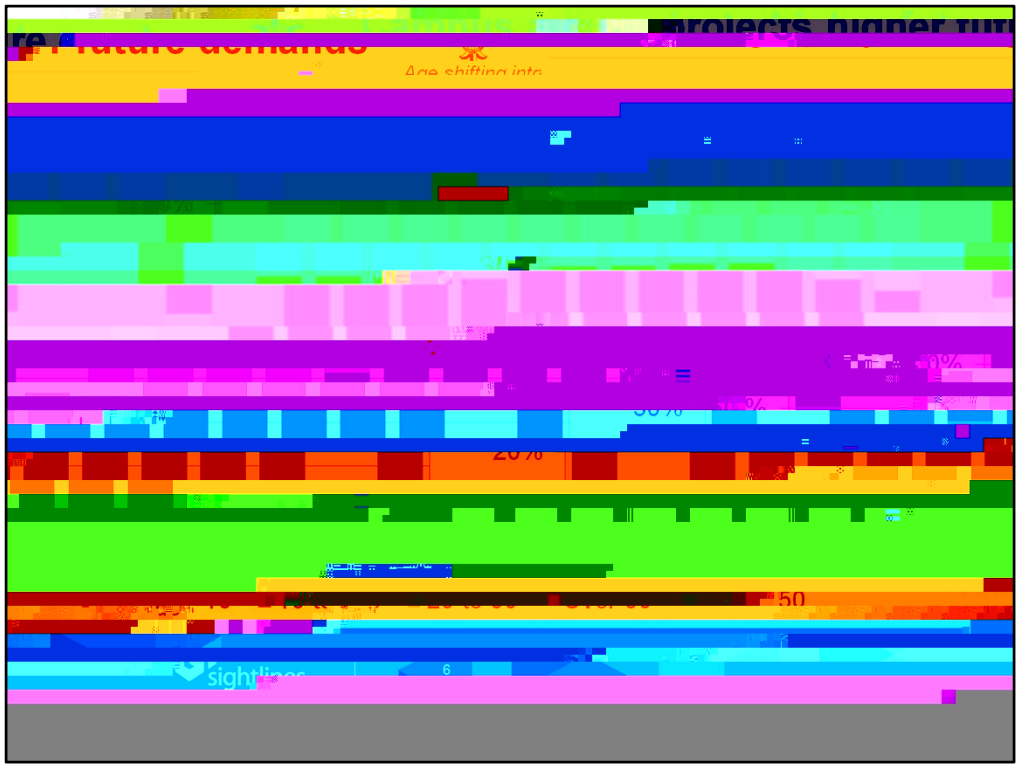




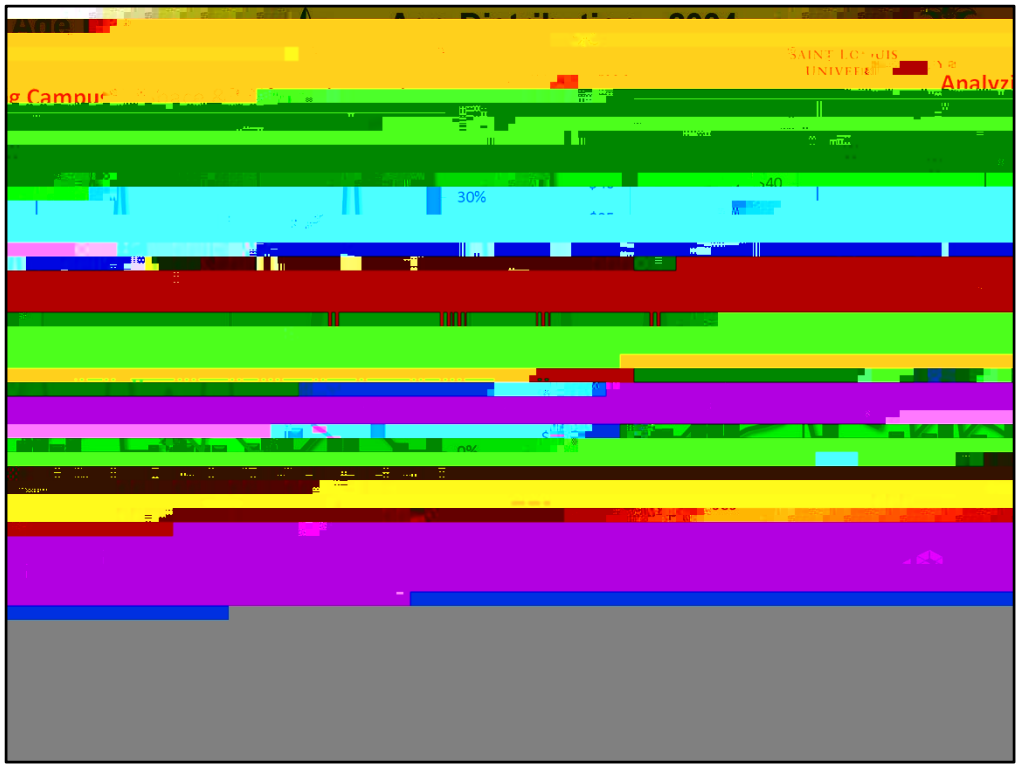
Peer Institutions are used throughout the presentation in each of the benchmarks. Institutions were selected based on both academic and physical profile characteristics. Factors used in this years peers include Jesuit Universities, campus size, complexity, region and academic similarities.



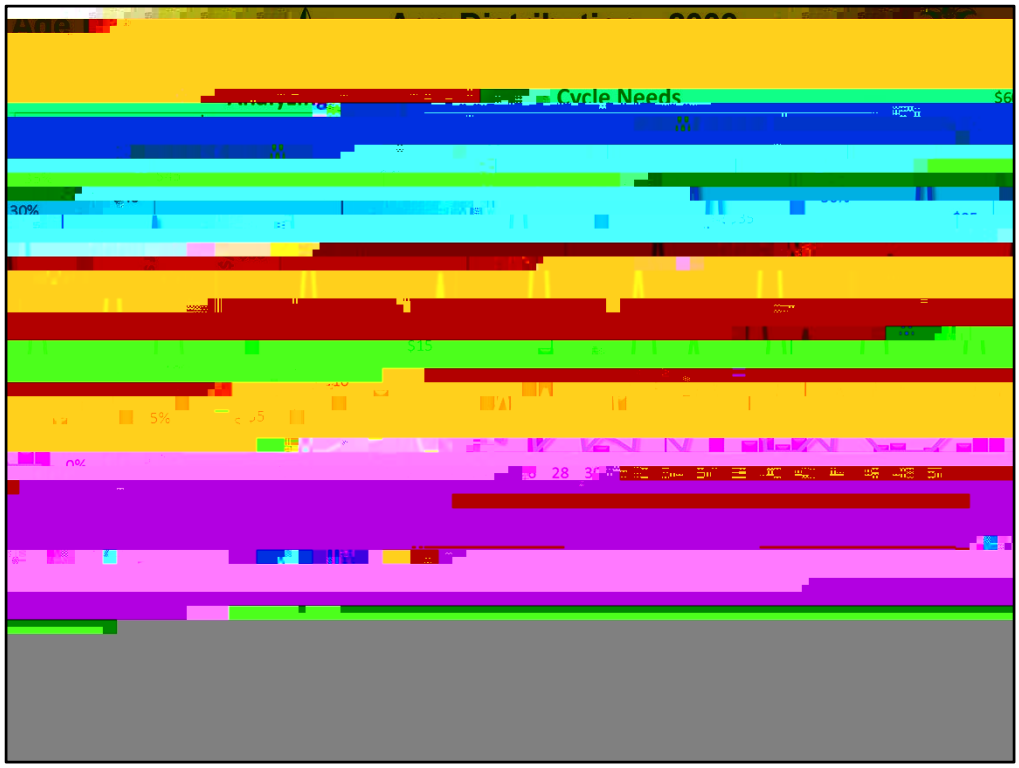
Among thepeer institutions, SaintLouis



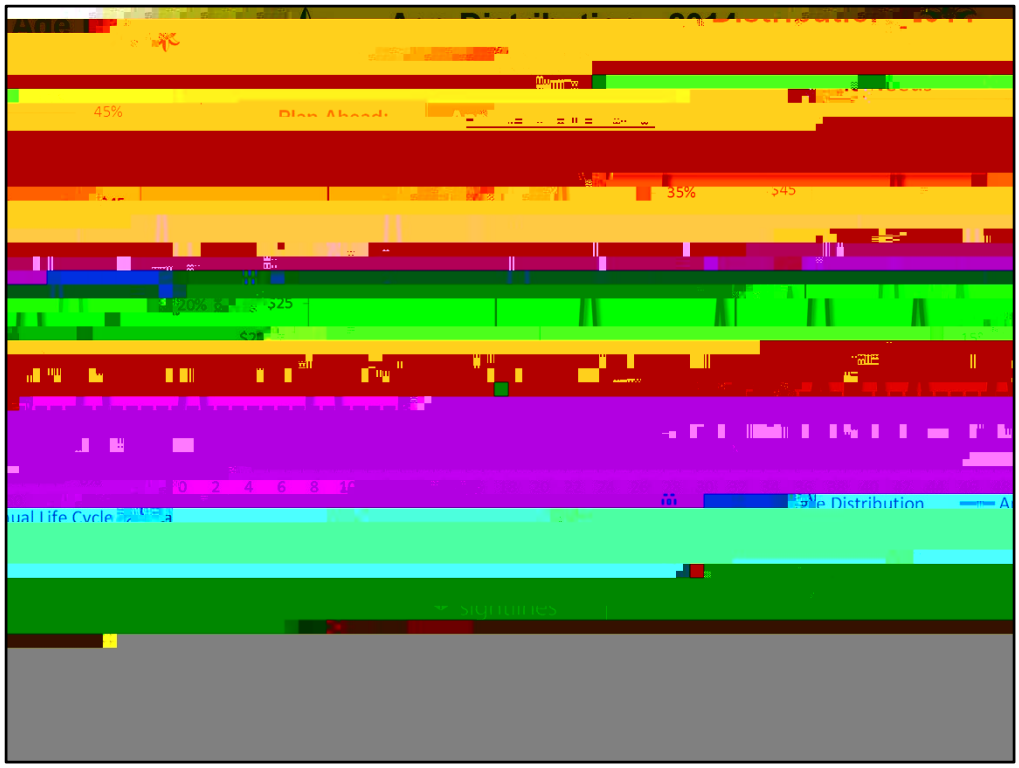
In analyzing the 4 age categories at SLU, one can see that the largest growth has happened in the 10 to 25 and the over 50 catgeories over the last 11 years. These represent a more costly profile for SLU, as much of the space is either reaching its first round of life cycles (10 to 25 years) or has reached all major life cycles, many of which are past due (over 50 Years).



Thischart illustratesthe averagelife cycleneedsof a



This chart illustrates the average life cycle needs of a building (blue line). Each spike



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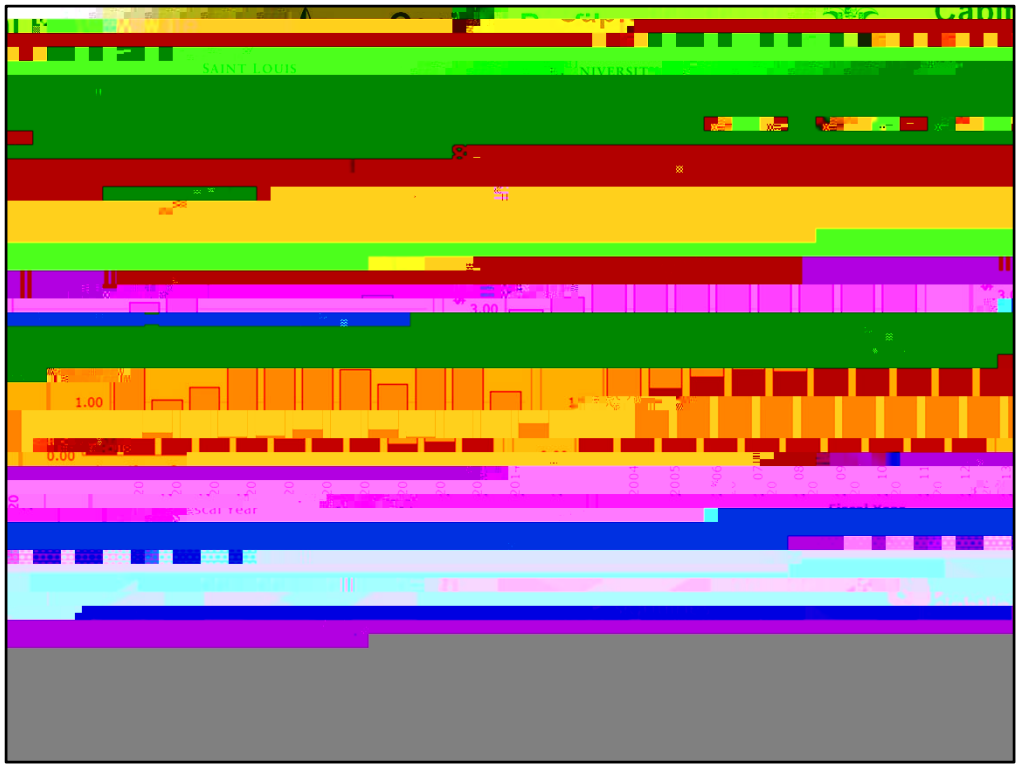
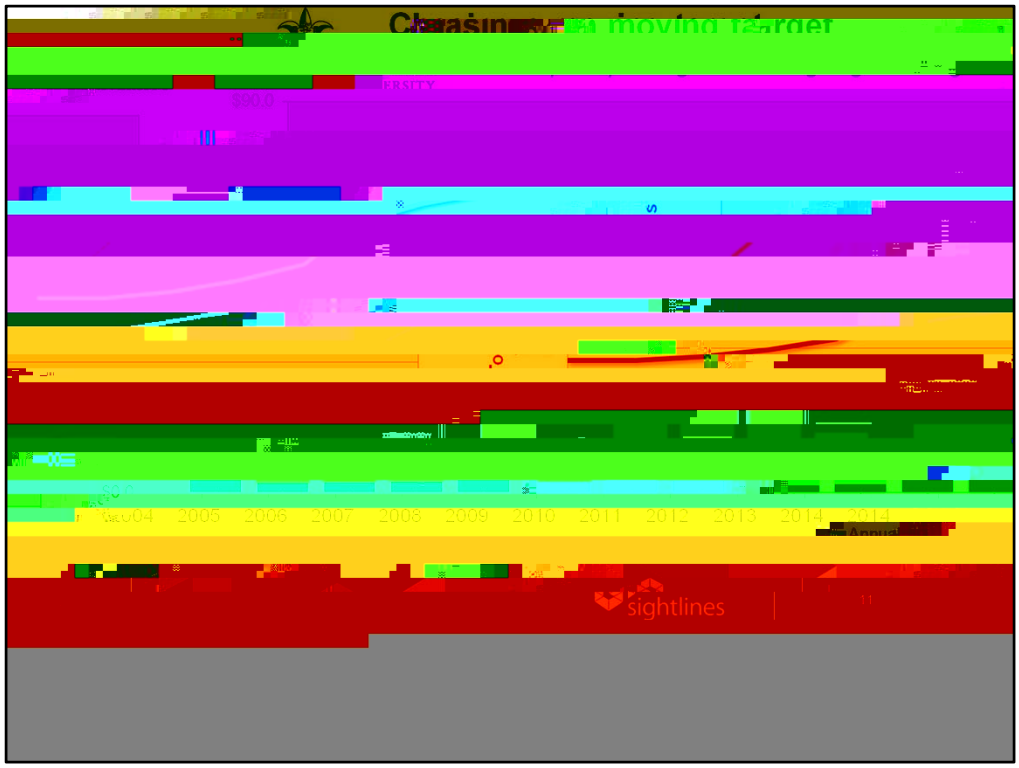
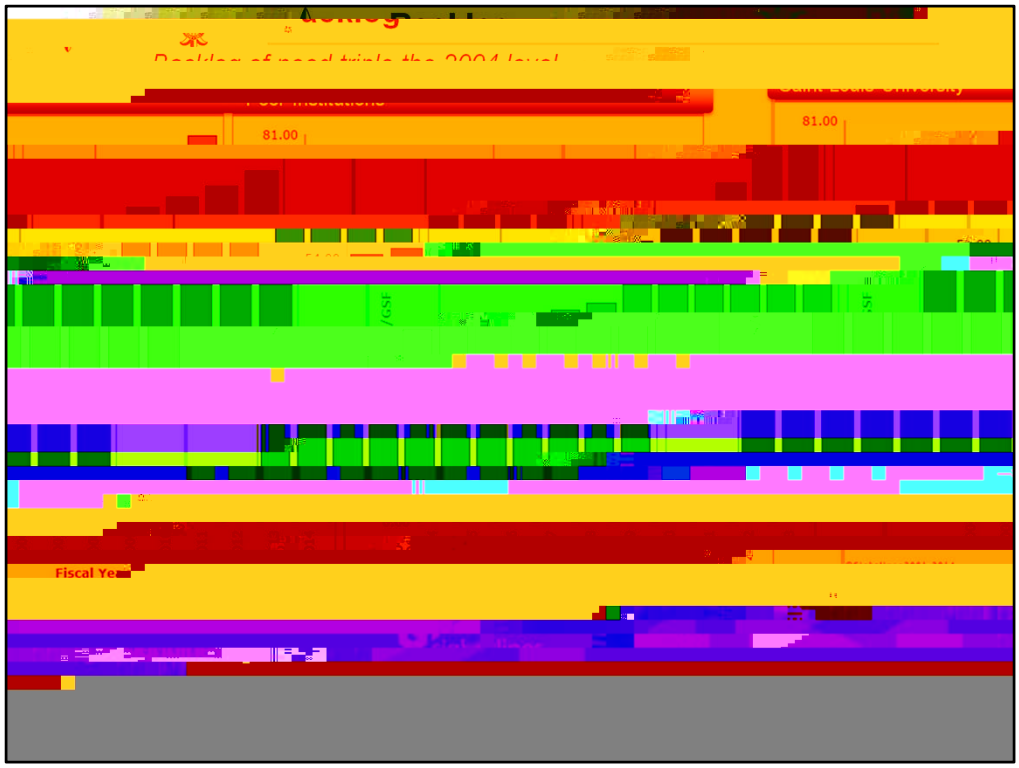


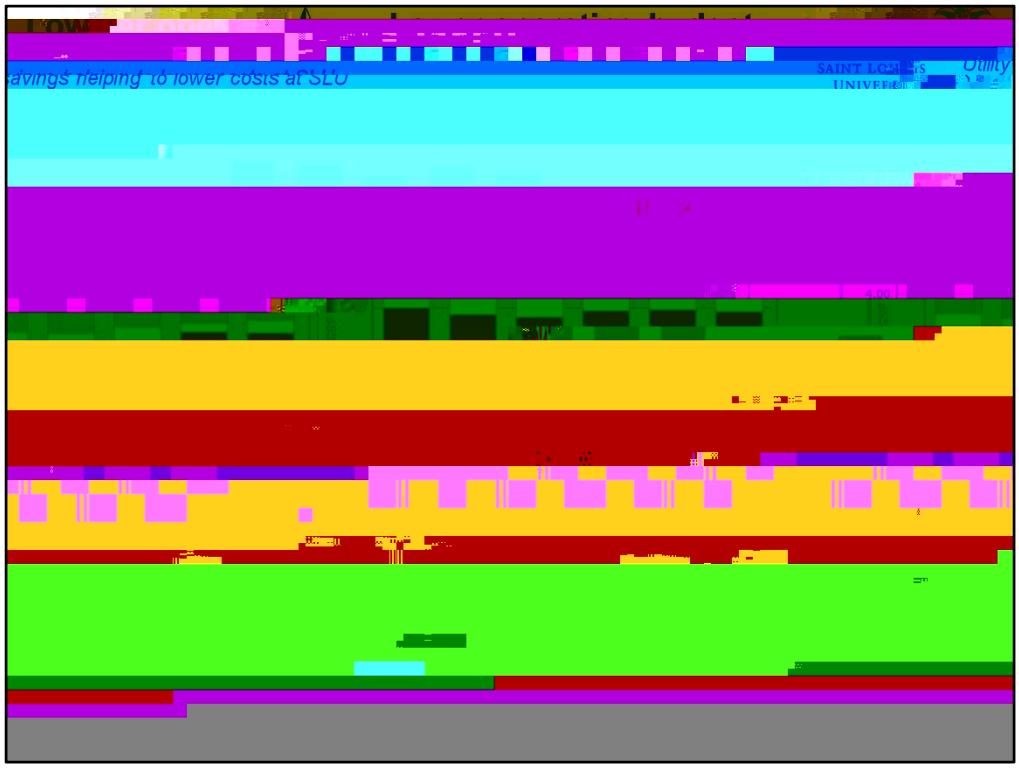
Capital Investment levels at SLU remain significantly below peer institutions. Both sources of funding are below peers Annual Stewardship (Blue) & Asset Reinvestment (Green). While peers have been able to address deferred maintenance and perform major renovations through significant investments, SLU has not.



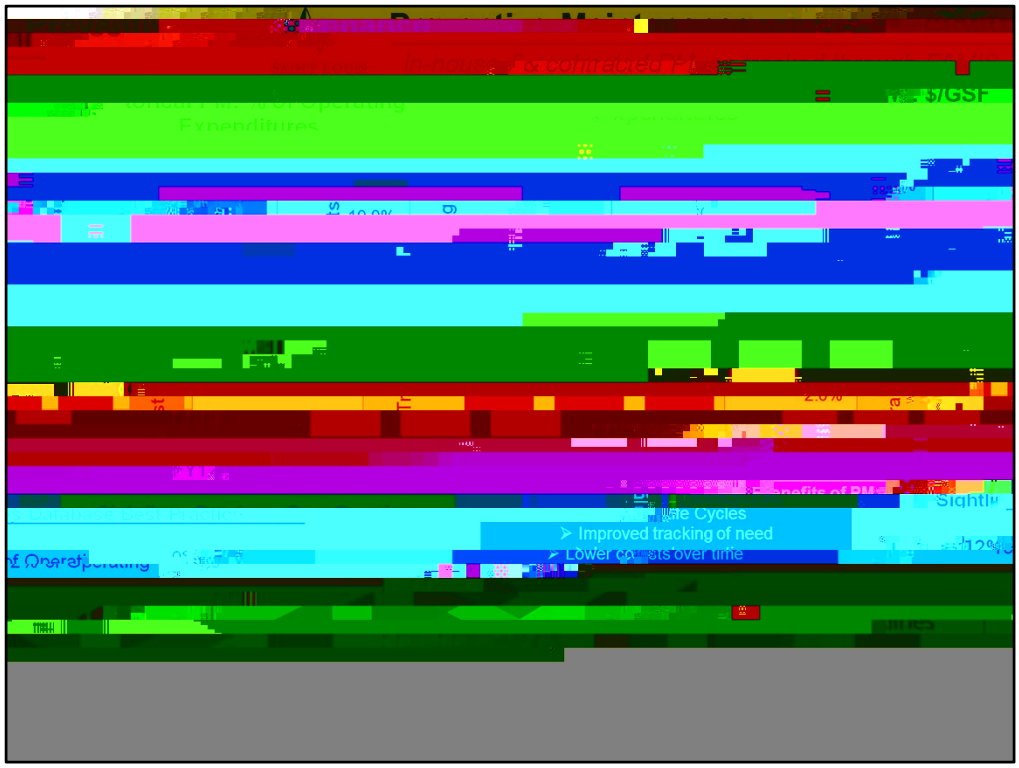
Thischart showsbudgetedinvestmenttargets. Whenyou fall belowthe annualinvestment target rangethe backlogof needincreases. Thischart showsthat in the past



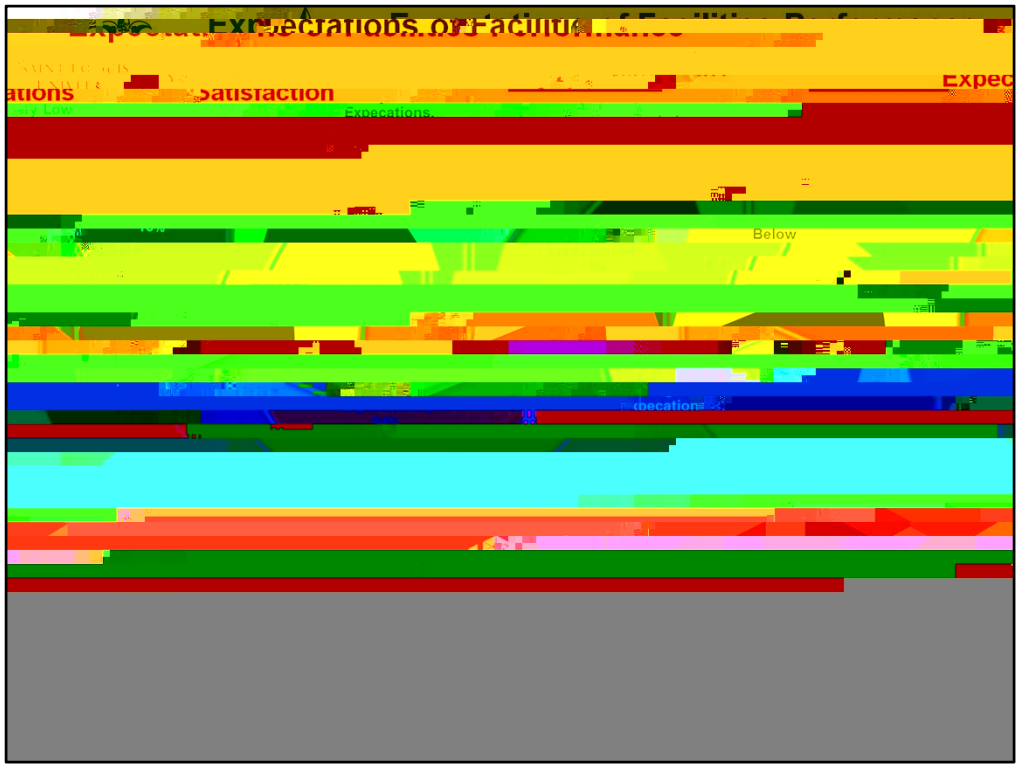
The Estimated backlog of need at SLU has increased dramatically since 2004. Campuses that see this significant growth in backlog will begin to see the affects in other areas of facilities performance, such as operational effectiveness and campus appearance. It will be important that SLU develops a plan that will stabilize the growth of the backlog in the near future to limit the overall campus impact.



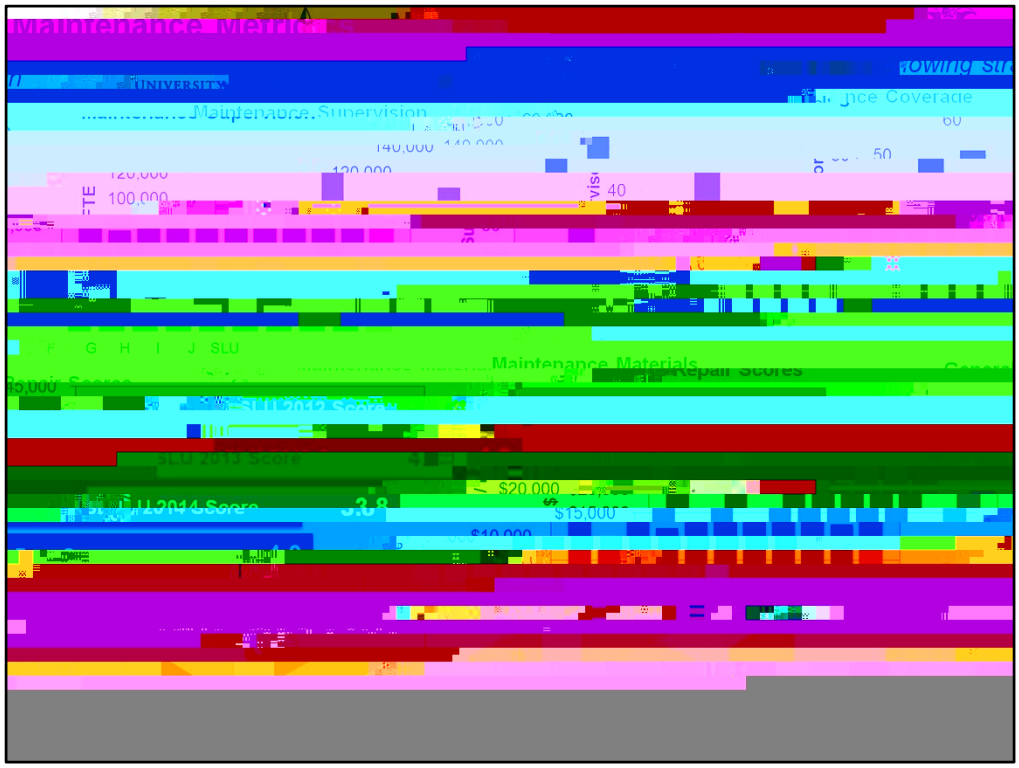
In examining SLU's total Operating budget, SLU's resource level have been below peers. In looking at the specific components, Utilities (gray), make up the largest difference between peers. It is also important to note, that despite having lower capital investment and an older campus, SLU's daily service costs are still below that of peers.



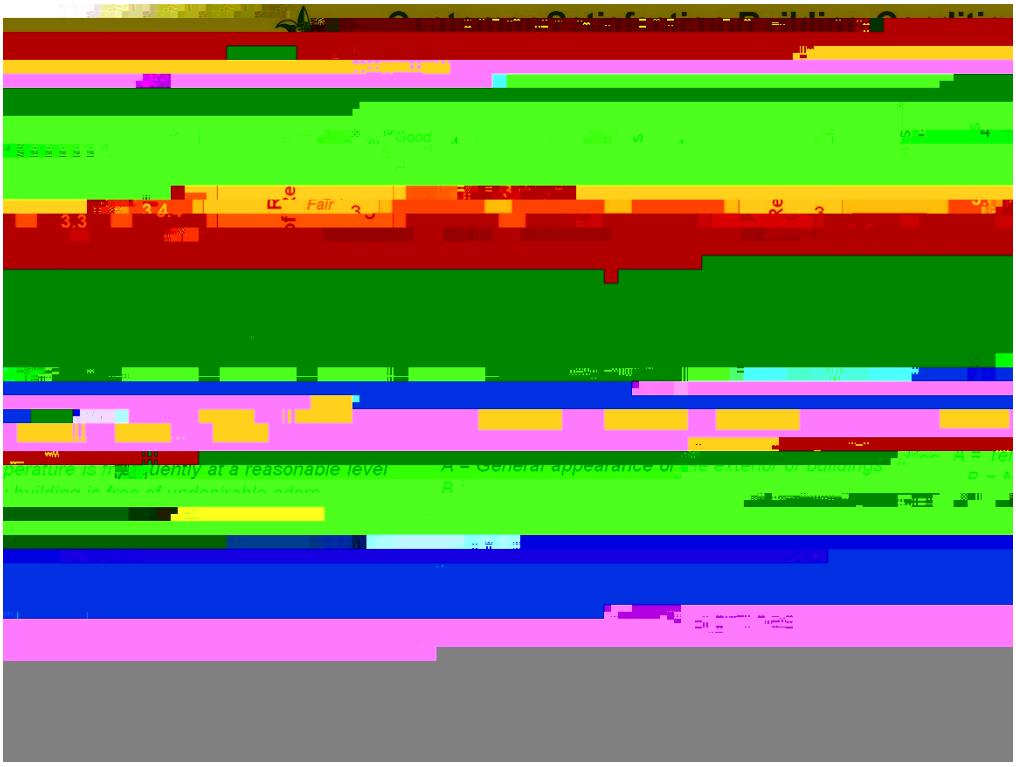
We have seen growth in Planned Maintenance since FY11 with the continued implementation of FAMIS and coded work orders. Increased tracking will help to improve performance against peers as well as provide strong data for project selection and capital planning. Planned Maintenance includes materials, labor costs, service contracts, etc. that enhance or extend the useful life of campus buildings and components. Some examples include changing belts and filters on HVAC equipment, elevator service contracts, sprinkler and fire alarm system testing/maintenance contracts, etc. The upward trending in data is a positive story of continued implementation and adoption. Best practice institutions in our database are able to dedicate 12% of their budget to this proactive work.



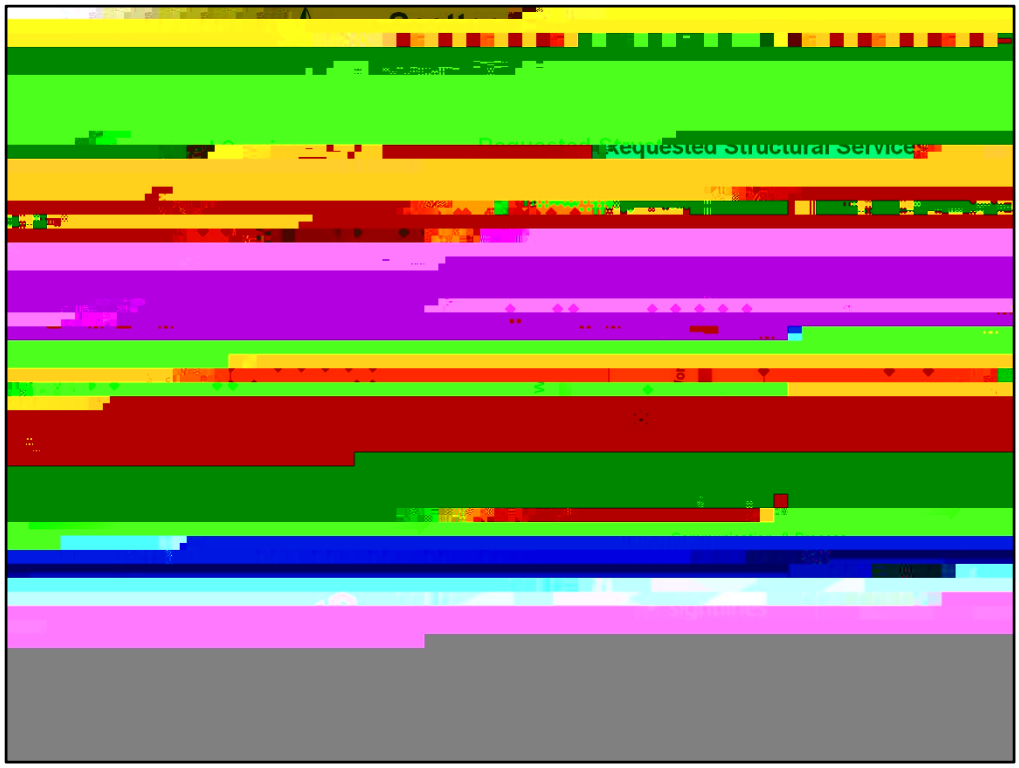
The customersurveyresultsshowedthat 69%of campususershadveryhigh or high expectationsof facilities.Campususersreported satisfactionwith facilitiesfar exceedsor exceedsexpectations31%of the time. Thereis alwaysa balanceto strike between customersatisfactionlevelsand operationalresourcesavailable.While it is important to focuson satisfyingyour customersneeds,it is alsoimportant for facilitiesto manageusers expectationsof servicelevelsaswell.



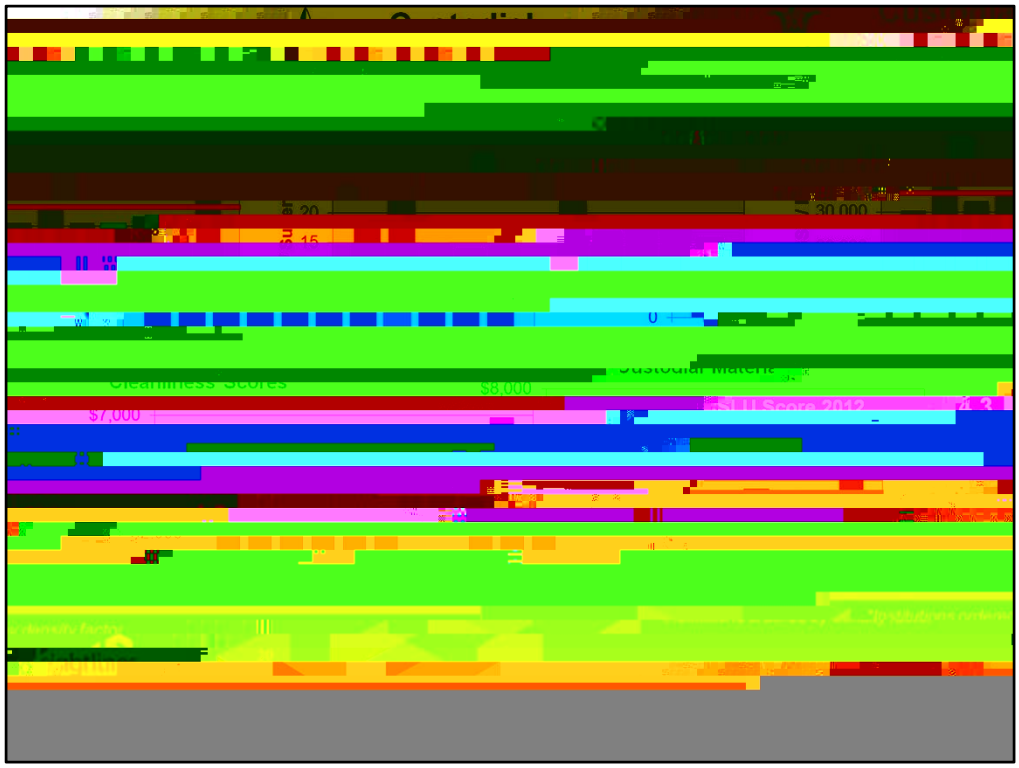
When examining the maintenance resources, SLU is covering a similar amount of space as peers, with slightly more supervision and similar amount of materials. In terms of output, SLU was performing at a higher level 4.2 versus peers with similar inputs last year. This year SLU is just below peer level, 3.8, down from the prior year. With the pace of backlog growth, as there are more emergencies, the scores can start to see the impact showing on campus.



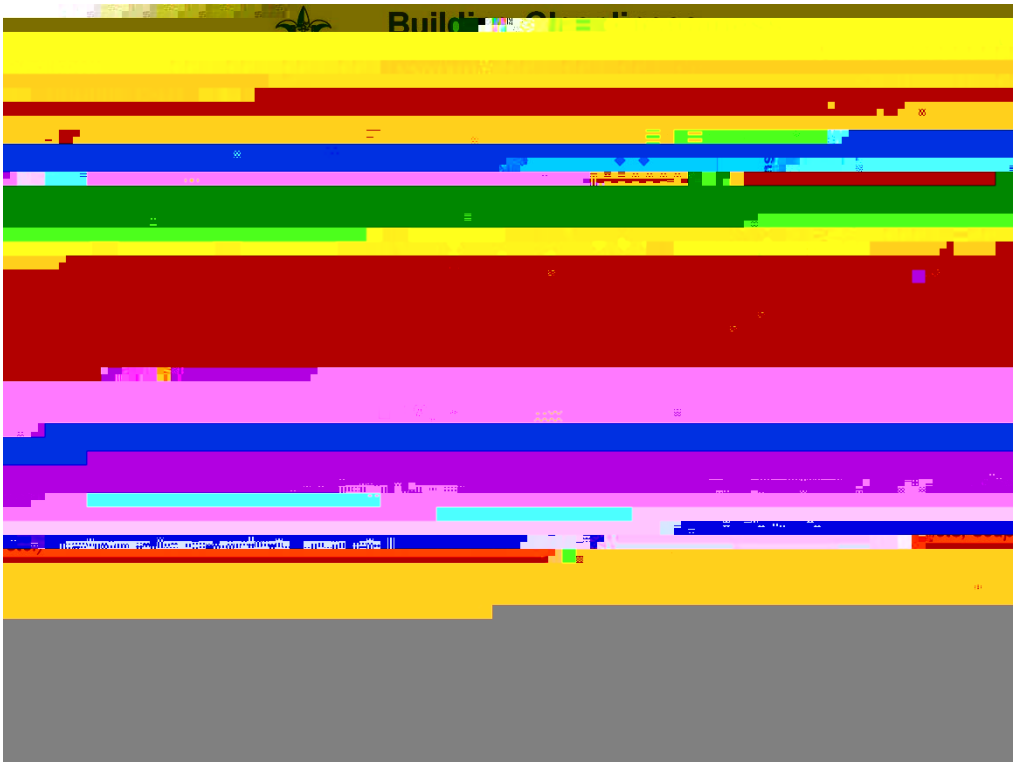
The results from the customer satisfaction survey shows that most areas for improvement are in schedule, communication and feedback.



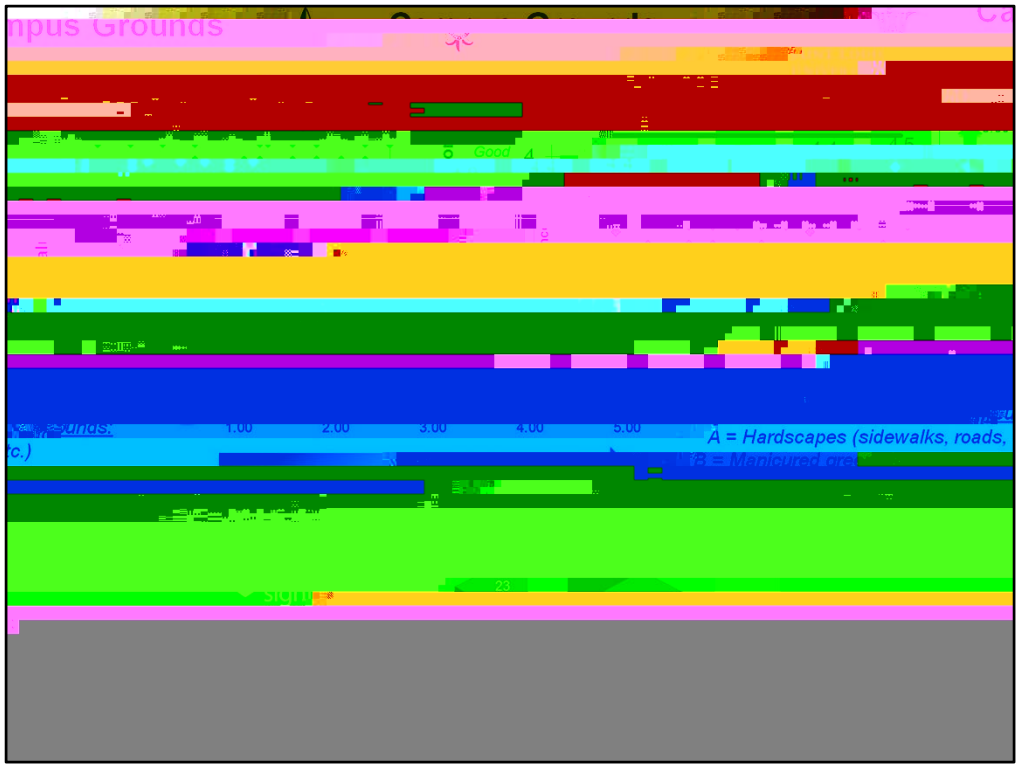
Each dot on these scatter plots represents a customer response. This illustrates that work performance is consistently rated higher, majority above a 3, while communication & process scores fluctuate more along the axis.



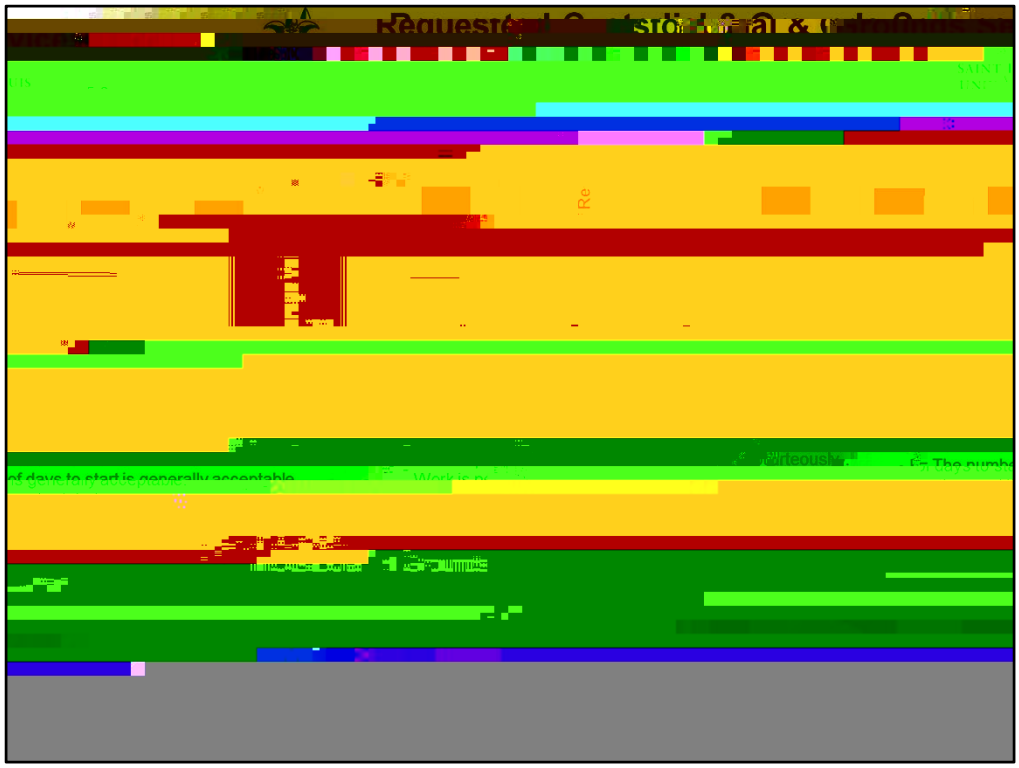
Higher density impacts the custodial operations. Custodial metrics are similar to peers in coverage, supervision and material spending. In terms of output, while SLU historically was above peer's in was



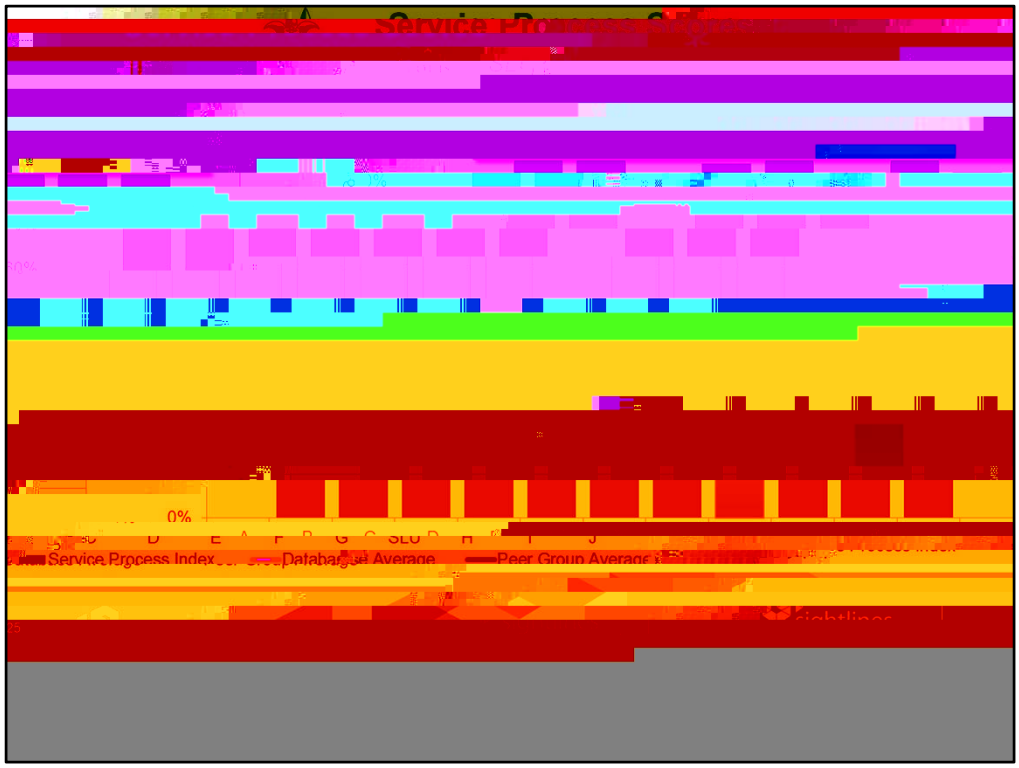
This is a best practice area for SLU. With less staffing and slightly more supervision and similar material spending, SLU is a out perfg similar



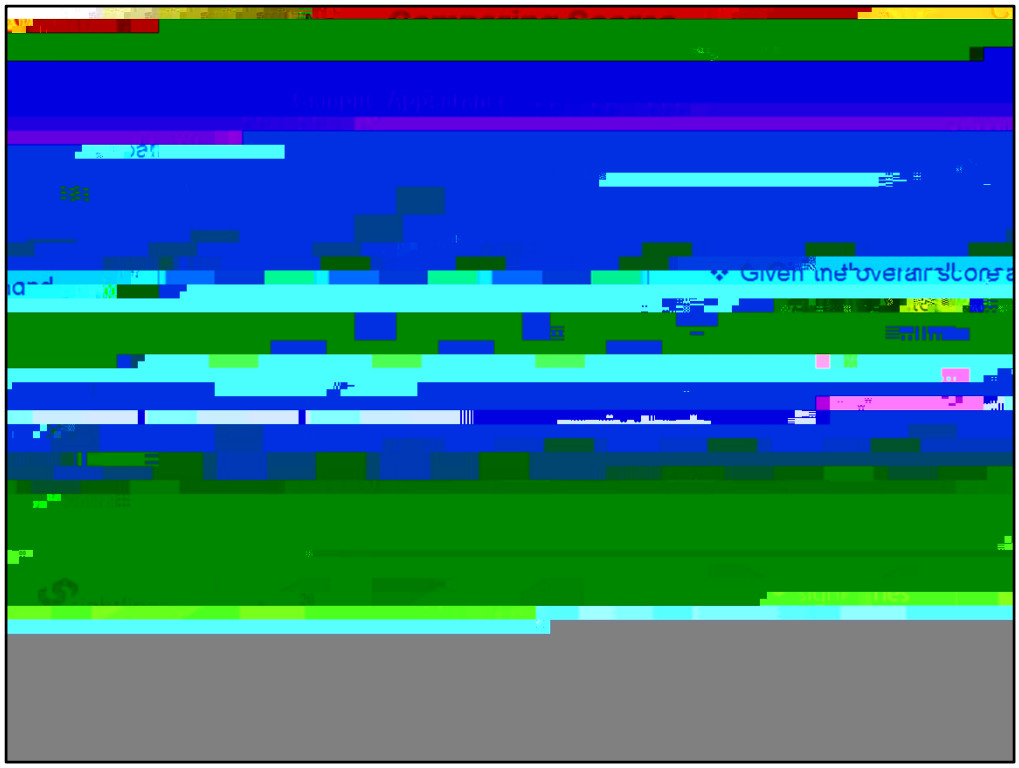
The left hand chart shows responses from our customer satisfaction survey related campus grounds. The average for this measure was 4.4 from campus users, the highest area for the customer satisfaction survey. Each dot on these scatter plots represents a customer response. This illustra



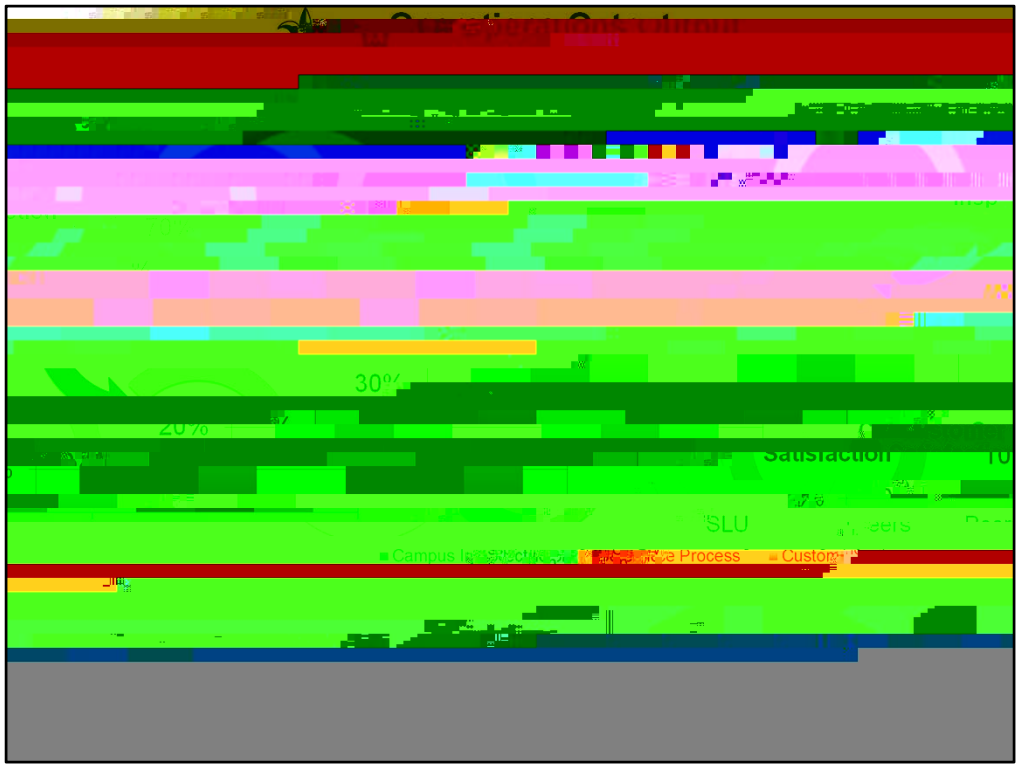
Theresults fromthe customersatisfactionsurveyshows



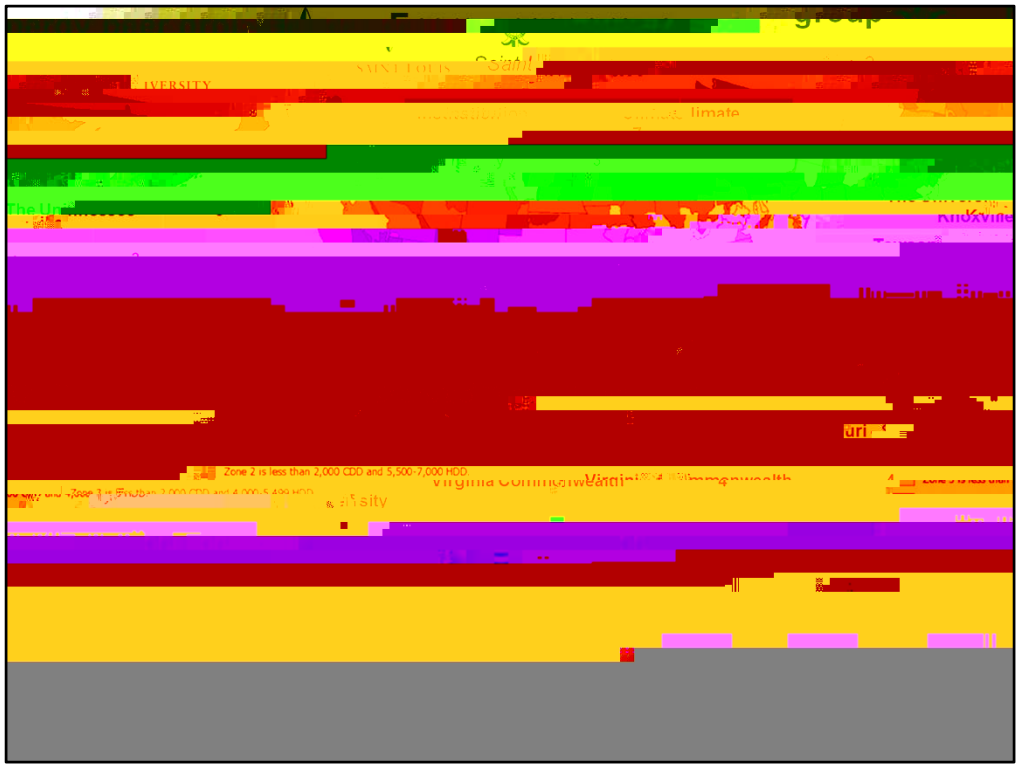
The Service Process Index (%) is the composite score of Sightlines' Service Process analysis which includes an evaluation of the service department reporting structure, scheduling process, work order system capacity, and reporting capabilities. SLU's composite score falls below the peer average. As FAMIS continues to be implemented, focusing on key areas such as scheduling will help to increase these scores and the effectiveness of your work order system.



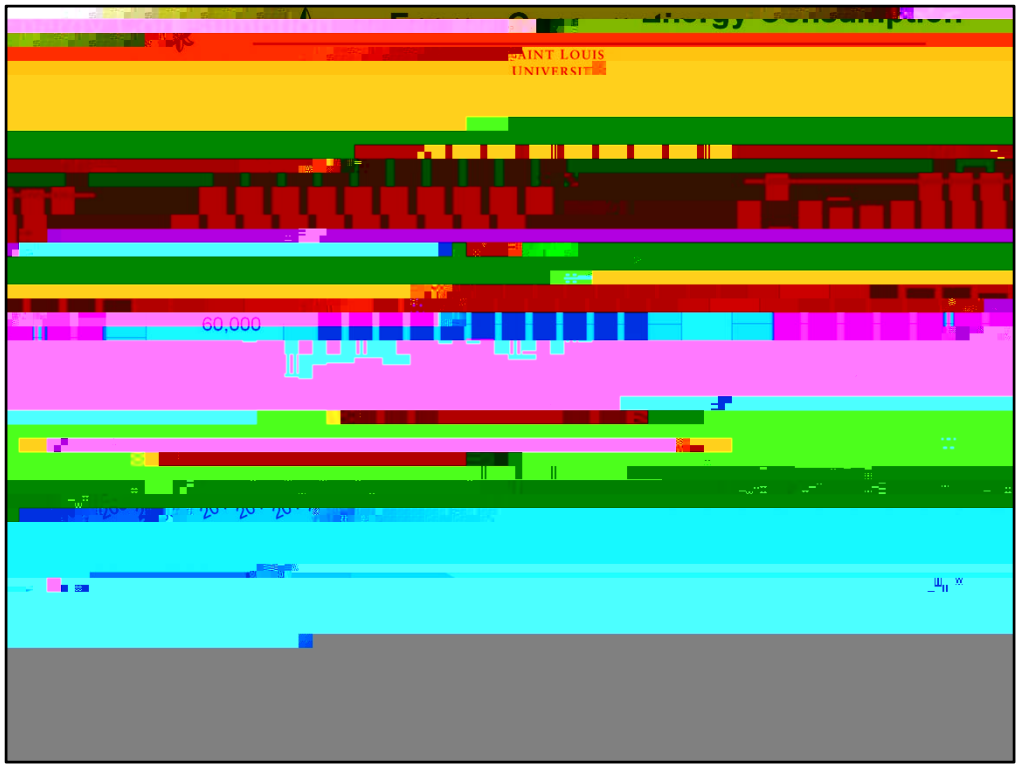
Comparing scores from the Sightlines inspection, peer inspection and customer satisfaction survey can help to provide context to the scores received. In this case, focusing in on general repair, cleanliness and grounds, when compared to Sightlines the user's



SightlinesandSaintLouisUniversitycontinuetomonitorserviceperformanceeachyear with3measures,ServiceProcess,CampusInspectionandCustomerSatisfaction.The CampusInspectionisanindependentjudgmentofthecampusappearancegainedbyan inspectionofarepresentativesampleofcampusbuildingsandgrounds.TheCustomer Satisfactionsurveybringsinthecampususerperspectivefromanonlinesurveyfocusingon generalsatisfaction,knowledgeofservicerequestprocess,understandingofservicelevels, feedbackandworkmeetsexpectations.



For energy metrics, a separate peer group is selected based on similar climate zones. Schools in similar climate zones face comparable energy demands such as number of heating and cooling degree days.



Energy Cost and Consumption have been below peers and trending has been relatively flat. This is one area where age and backlog could begin to put upward pressure on consumption. Energy consumption is influenced by many factors including region/climate, type of institution, technical complexity, utility systems, campus backlog, etc.