



office + administration

WHAT WE OBSERVED

Real estate costs are a continuing concern for schools; leveraging every space is a priority.

The growth of collaborative work means workers can no longer afford to work in silos; schools are looking for ways to improve worker interaction.

Institutions are constantly competing for talent; finding, engaging and retaining top staff and faculty are ongoing challenges.

Schools are building their brands in a more competitive marketplace; real estate must support the effort by furthering the institution's culture and brand.

Environmental stewardship, including LEED certification, is of importance on campuses to students, faculty and staff.

OFFICE SPACES OFFICE + ADMINISTRATION

Administrative Offices are Harder Working Spaces

Costs are rising everywhere, and educators are dealing with increased demands from students, faculty and staff. Given an institution's investment in real estate, it's not just learning spaces that need rethinking. Every space on campus, including centralized administrative office spaces, needs to work harder and deliver more per square foot. That means using space to maximize productivity; attract and engage workers; communicate a school's tradition, brand and culture; and foster more collaboration.

The vast majority of workers say having an office that helps attract and retain knowledge workers is important, according to the Steelcase Workplace Satisfaction Survey, an ongoing global survey of attitudes on work issues that has engaged more than 39,000 respondents at 133 companies. It's the single biggest issue not being addressed – and it's been that way every year since the survey began in 2004.

In the past, most work was individually focused, but today the reverse is true: 82% of white-collar workers feel they need to partner with others throughout their day to get work done. Knowledge work has become a social activity where workers build on one another's ideas and create something new together.

Reducing office footprints has an upside: density increases interaction. People in workspaces along main circulation routes have nearly 60% more face-to-face communication with other team members than do those in spaces with low visibility.

Teams have to be able to work together and collaborate, so spaces that are reconfigurable and suitable for interaction and information sharing are essential. In a collaborative workplace, people are more aware of what colleagues are doing, they have easy access to one another and it's easier to engage others in conversation.

An essential part of collaboration is sharing information, and that gets tricky when technology is involved. Projection surfaces, the ability to show a computer screen to others, a means to transfer files simply—these are all concerns in building a truly collaborative workplace.

60%

more face-to-face communication with other team members when in high-visibility areas.¹

82%

of white-collar workers feel they need to partner with others throughout their day to get work done.²

¹ *Harvard Business Review*, March 2010, citing work by James Stryker, Saint Mary's College of California

² "Inside Innovation," *Business Week*, April 28, 2008



Tips for Administrative Offices

Hardworking administrative office space isn't just smaller – it's smarter. Here are ways to make it so.

I/OWNED

- 1 Make good use of vertical space in workstations for storage, worktools and technology.
- 2 Rethink private offices, which usually house the highest-paid workers. As with faculty offices, these offices should be planned to include three areas: a zone for conversation by the door, one for collaboration farther inside and one for concentrated work located farthest from the door.

WE/OWNED

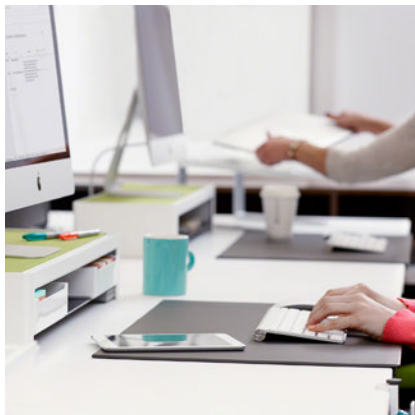
- 1 Use space to foster change, where people can try new ideas and fail safely behind the scenes; project rooms are good places for risk taking and trying out new things.
- 2 Add closed enclaves for conversations that need more privacy.

I/SHARED

- 1 Lower panel heights provide more access to daylight, greater visibility for everyone on staff and more open communication.
- 2 Consider benching applications – they help span boundaries that keep communication and collaboration free and easy.

WE/SHARED

- 1 Space saved by decreasing individual workspaces should be returned in shared spaces: impromptu meeting areas, project rooms and/or huddle rooms.
- 2 Provide tools for information sharing, worksurfaces for group use and vertical surfaces to make work visible.
- 3 Make group spaces tech smart: the best-used group spaces in any workplace are equipped with power outlets; projection equipment; and tools for accessing, sharing and displaying information.
- 4 Encourage ad hoc conversations with casual places for thinking and brainstorming.
- 5 Never underestimate the power of food and beverage to attract people and get them talking. Create a destination café or coffee bar area; these areas support learning, socializing and collaborating.



media:scape creates a space that works harder and smarter than ever before by offering dynamic collaborative spaces.

Greater Expectations

Today’s workplace has to maximize the use of real estate, attract and engage workers, communicate brand and culture, foster collaboration and innovation and support worker wellbeing. To help combine these ideas into reality, we offer a floorplan based on insights from designers, architects and Steelcase researchers on how to plan these harder working spaces.

I/OWNED

Support individuals that require an owned space with private offices and resident workstations.

I/SHARED

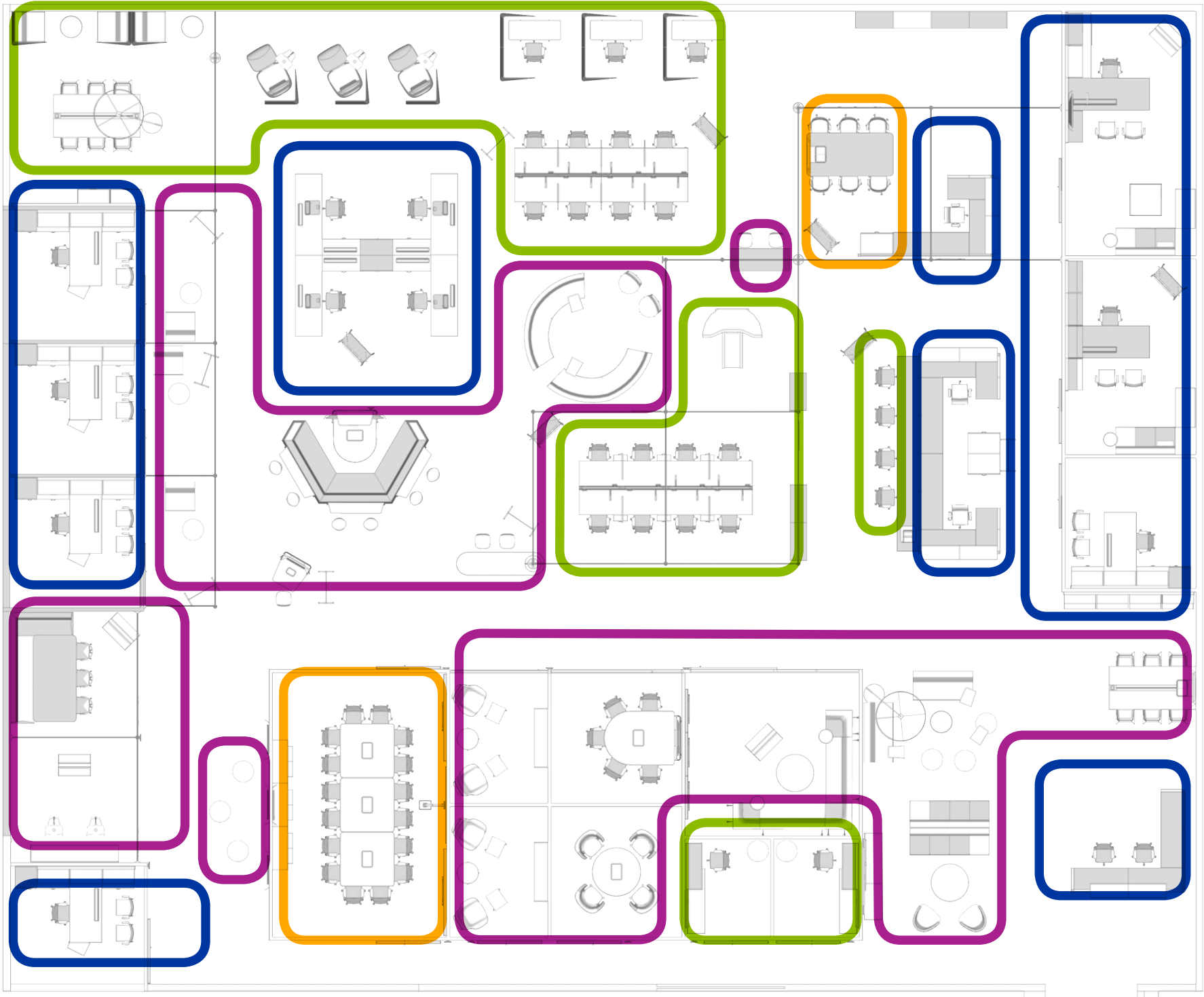
Encourage individuals to work somewhere other than at an assigned desk with touchdown spaces and enclaves.

WE/SHARED

Provide shared collaborative spaces to help people connect to the culture of the institution, to the tools they need to be effective, to their information sources and to each other.

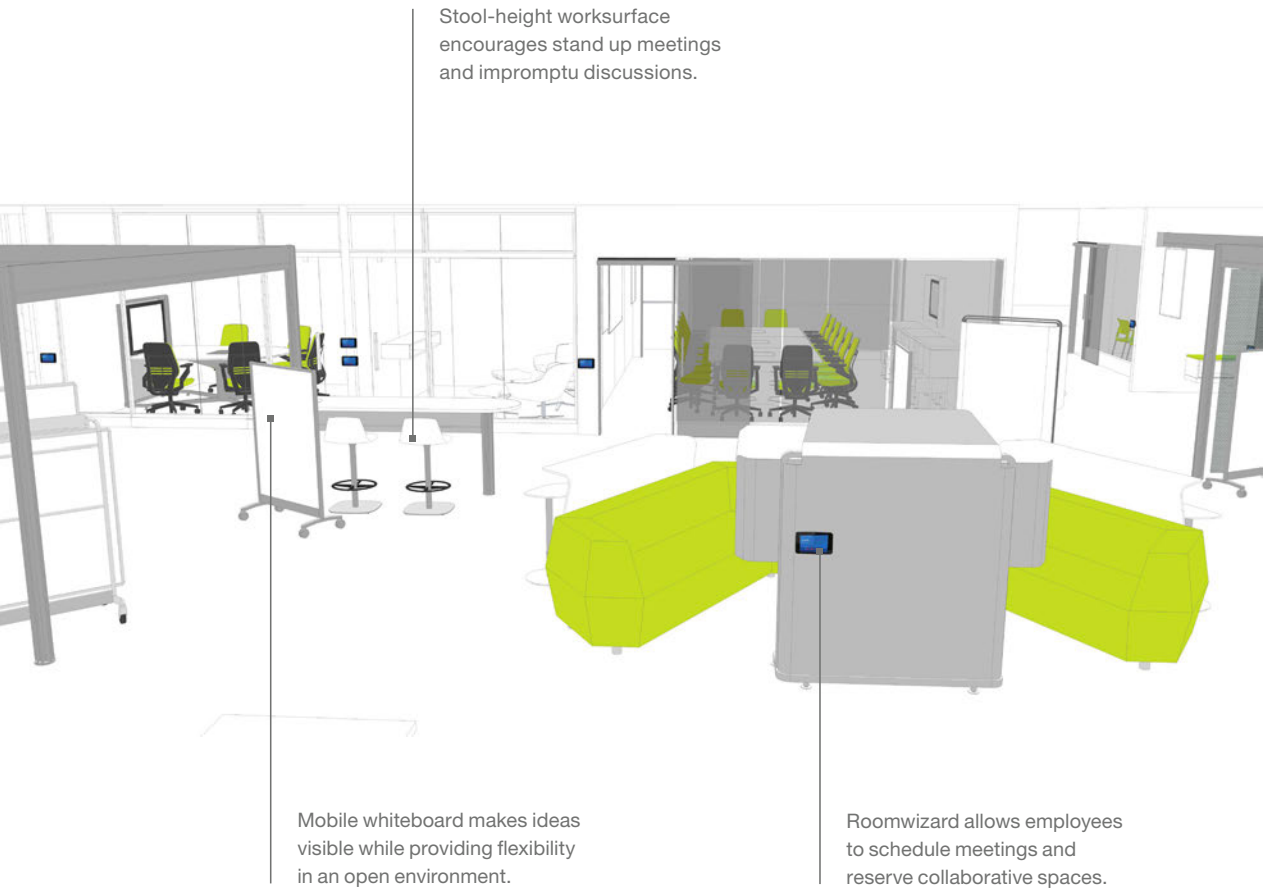
WE/OWNED

Provide collaborative spaces for project teams that require a team space for an extended period of time.



Open Collaboration

This space enhances connections among employees through serendipitous encounters and planned meetings.



PUBLIC/TOGETHER



FEATURED PRODUCTS

Enea Iottus	132	media:scape	141
media:scape lounge	136	RoomWizard	142
Groupwork mobile whiteboard	141	Post and Beam	

Mobile neighborhood

This mobile neighborhood supports individual work in the open plan with shielded privacy.



I/SHARED
I/OWNED

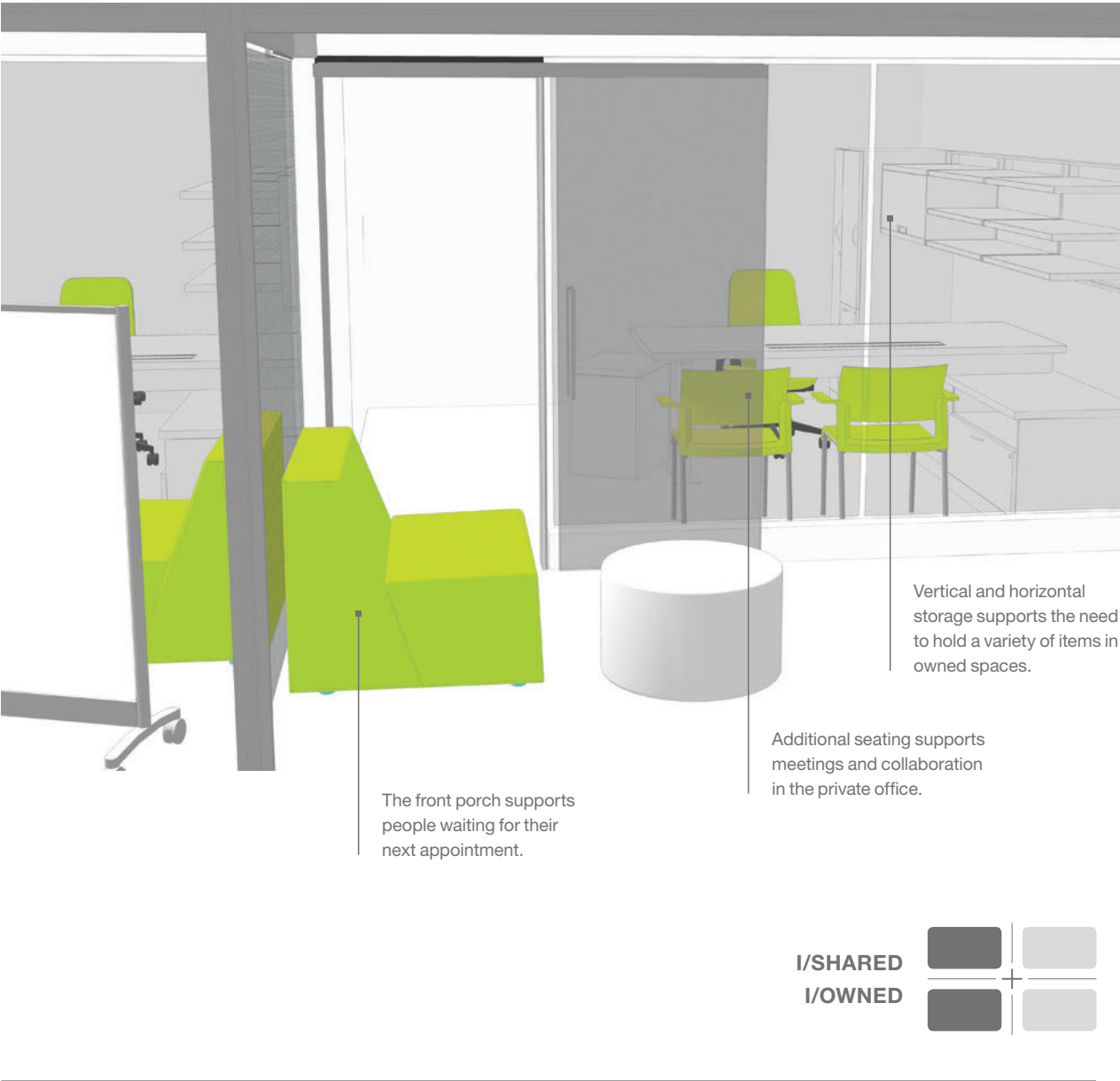


FEATURED PRODUCTS

Leap	133	Divisio	
AirTouch	140	Campfire Privacy Screen	
TagWizard	142	Soto LED Task Light	
FrameOne			

Private Office

The private office is still necessary for some workers. Support the need for focus, along with collaboration.



FEATURED PRODUCTS

- Campfire Lounge 135
- Post and Beam
- Alight ottoman



Customer Story

University of California San Diego, CA

The Housing | Dining | Hospitality department (HDH) at the University of California, San Diego, houses more than 11,000 students, staff and faculty, so it's quite adept at organizing the living and working arrangements of groups of people. But the workspace for the department's own staff was another story.

The HDH group's nearly 600 employees were spread out across the campus, often working in "temporary" trailers for years. "We had no real headquarters for our department. To do business with us, you had to go to as many as 11 different locations. We needed to bring together the backbone operations, break down the silos, help people communicate and collaborate, and make doing business with us more convenient for our customers," says Mark P. Cunningham, the department's executive director.

The solution was a new work environment with more open, collaborative workspaces. The number of private offices was cut in half, and a variety of spaces were created for groups ranging from two to 12 people.

The main furniture elements are c:scape, an innovative Steelcase system, and media:scape, an integrated furniture and technology solution that reshapes how people collaborate. c:scape uses a simple set of components (beam, desk, low- and mid-height storage, worktools and screens) to create user-centric spaces. Workers can control privacy without creating barriers, and the 48"-high screens let HDH staffers see and be seen by others. "It's a unique system that meets the needs of the department and the needs of the building, too," says Mark Nelson, an architect and project manager at UC San Diego.

"c:scape not only met our criteria but in many ways exceeded them. It's much more friendly furniture. We can route cabling so it's hidden, and the environment is very open and collaborative," says DeAnn Coombs, assistant director of procurement and contracts. The surface of the desk slides forward to reveal the connect zone, which offers easy access to power, data and cord management.

Open workplaces without high panels often lack adequate storage. "But c:scape has components that stay low and give people enough storage and room to personalize," says Nelson.

HDH uses media:scape to make sharing information easy for groups of two to eight people. In any of the department's seven media:scape spaces, HDH employees simply connect one of the media:scape pucks to their laptop and everyone can view what's on their computer via the integrated monitor at the table. To switch between laptops, they just touch the puck.



"It's amazing the way you can construct a community with a building and furniture."

Deann Coombs,
Assistant Director of
Procurement and Contracts

The large media:scape table is especially popular with large groups. “There’s something about a circular table, the easy connection. It’s packed all the time,” says Cunningham.

The combination of a more open workplace, c:scape and media:scape have proven effective more quickly than even Cunningham expected. “We thought it would take six months to a year for people to embrace this new office,” he says. “It’s been just three months, and information flows faster now, and that’s a huge benefit. You see people working with media:scape, and people walk by and they ask questions. We had no idea it could work this well, but it seems so apparent now. It’s amazing the way you can construct a community with a building and furniture.”

Says building manager Athena Simpson, “This furniture has without a doubt increased productivity, improved staff relations and boosted morale.”

Coombs says the collaborative atmosphere rubs off on visitors, vendors and colleagues from other departments. “People all the time say, ‘Oh, this is such a great environment.’ It makes them curious about what we’re doing. People in other divisions used to come in and go out of purchasing quickly. Now they ask what we’re doing and they’re more appreciative of what we do.”



Steelcase Furniture contributes to the effort: HDH's new workplace exemplifies the environmental stewardship strategies of the university:

- media:scape furniture components are Silver Cradle-to-Cradle^{CM} certified by MBDC, with standard options and finishes
- wiring and cabling are PVC- and halogen-free as well as RoHS compliant
- c:scape is Level 2 Certified to the BIFMA e3 sustainability standard
- media:scape technology components are RoHS/ WEEE-compliant and carry the Energy Star[®] rating

