

## 2.11.2 The institution has adequate physical resources to support the mission of the institution and the scope of its programs and services. (Physical resources)

### Narrative

#### **Murray State University is in compliance with Core Requirement 2.11.2.**

Murray State University<sup>[1]</sup> (MSU) encompasses 261 acres on its main campus located in the city limits of Murray, Calloway County, Kentucky, and includes approximately 3.45 million square feet of academic, research, residential, and administrative space in 90 major and minor buildings. Other physical resources located in Murray, Calloway County include four University farms totaling 613 acres and 251,128 square feet of building space. Extended, regional campus facilities total 471 acres, with 222,666 square feet of academic, research, and administrative spaces located in Hopkinsville, Henderson, Madisonville, Paducah, and Fort Campbell, Kentucky. Other off-campus specialty facilities include Breathitt Veterinary Center in Hopkinsville, Kentucky, and the Hancock Biological Station in Murray, Kentucky.

The *MSU Fact Book*<sup>[2]</sup> provides general information on the major physical facilities, while the Physical Resource Inventory<sup>[3]</sup> provides a detailed summary of all the institutional buildings, building systems, and parking facilities on the main and extended campuses, demonstrating the adequacy of the quality, scope, and condition of MSU's physical resources.

#### **Planning for Physical Resources**

MSU evaluates the appropriateness and sufficiency of its physical resources through multiple processes and in various documents. The strategic imperatives which are addressed in the MSU Comprehensive Plan<sup>[4]</sup> determine the broad strategic direction for the University. The strategic imperatives are Excellence in Quality, Outreach with Partnerships, and Innovation for Impact. The Campus Master Plan<sup>[5]</sup> then draws from the broad goals of the MSU Comprehensive Plan and defines a framework to guide physical plant planning and space utilization on campus. The Campus Master Plan defines a system, consistent with the University's mission and strategic plans, for land acquisition, academic space utilization, facility locations, parking, vehicular traffic, pedestrian circulation, campus services, utilities, landscaping, and signage. MSU generally updates the Campus Master Plan every five years, with the most recent one being completed February 2013.

Professional planning consultants prepare the Campus Master Plan under the direction of the MSU Vice President for Finance and Administrative Services<sup>[6]</sup> and the MSU Chief Facilities Officer<sup>[7]</sup>; the Campus Master Plan includes input from the President, Vice Presidents, Deans, and Directors. Other specific reviews of the Campus Master Plan include those by the Chief Information Officer, to determine the sufficiency of the on- and off-campus technological infrastructure, and the Dean of the Center for Continuing Education and Academic Outreach, to review physical resource needs at off-campus regional instructional sites. The President and the MSU Board of Regents review and approve<sup>[8]</sup> the Campus Master Plan prior to adoption.

MSU updates and submits the Six-Year Capital Plan<sup>[9]</sup> to the Commonwealth of Kentucky biennially, with the most recent being completed September 2013. This two-year cycle of evaluating capital needs allows the academic deans and administrative heads to provide information about their current facility needs and to determine how appropriate and sufficient the facilities they utilize for departments and programs are. The Six-Year Capital Plan follows the general guidelines of the Campus Master Plan.

#### **Capital Projects - Capital Campaign**

MSU funds capital improvements through a variety of sources, including state-provided funding through general obligation bonds, agency bonds, and gifts provided through capital campaign efforts. Subsequent sections of this narrative include more information regarding specific capital projects for education, as well as general facilities and residential facilities that have been recently completed.

MSU completed its most recent capital campaign in October 2012. Titled *Hold Thy Banner High: The Campaign for the Students of Murray State University*[\[10\]](#), the campaign had an original goal of \$60 million but was later stretched to \$70 million after the original goal was achieved. Upon closing, the campaign had raised an excess of \$71.7 million. Of this amount, approximately 50% was raised for student scholarship endowments, an original goal of the campaign; however, private gifts funded the following capital projects and equipment totaling \$7.35 million during this campaign:

- Rosemary and Harry L. Crisp Tennis and Soccer Complex - \$450,000
- Jesse D. Jones Family Clock Tower - \$500,000
- New scientific research equipment for Jesse D. Jones Hall for the Department of Chemistry - \$1 million
- Development of the satellite Hattie Mayme Ross Science Library[\[11\]](#) in Jesse D. Jones Hall (Chemistry) - \$100,000 (includes equipment)
- Construction of the Basketball Practice Facility - \$4 million
- Completion of Heritage Hall (home to several administrative units) – the building was 50% complete and this gift completed the building - \$1.1 million
- The Racer Writing Center[\[12\]](#) (Waterfield Library) - \$75,000 (includes equipment)
- The Racer Communications Center[\[13\]](#) (Waterfield Library) - \$75,000 (includes equipment)
- The State Farm Financial Services Resource Center[\[14\]](#) (Arthur J. Bauernfeind College of Business) - \$50,000

**Physical Resources – Education and General (Please Note: Video links in this section may take several minutes to load)**

MSU consists of five academic colleges and two schools, including the Arthur J. Bauernfeind College of Business[\[15\]](#); the College of Education[\[16\]](#); the College of Science, Engineering and Technology[\[17\]](#); the College of Health Sciences and Human Services[\[18\]](#); the College of Humanities and Fine Arts[\[19\]](#); the Hutson School of Agriculture[\[20\]](#); and the School of Nursing[\[21\]](#). The MSU main campus has 3.45 million square feet of gross floor area. After excluding all of the common areas, such as corridors, lobbies, restrooms, mechanical, electrical, custodial, and other non-assignable spaces, the resulting space that is assignable to education and general (E&G) use is 1,406,794 square feet. The E&G assignable square footages (ASF) are defined in the figure below:

Space Type	ASF
Classrooms	150,991
Teaching Labs	84,340
Open Labs	122,975
Research Labs	54,022
Office Suites	370,898
Library	109,708
Physical Education and Recreation	163,142
Special and General Use	243,238
Support Space	107,480
<b>Total</b>	<b>1,406,794</b>

Each of the colleges/schools during the previous 12 years has seen various E&G capital improvements; some examples of such improvements include the following:

In 2009, the College of Science, Engineering and Technology completed the 120,000 square foot state-of-the-art Biology and Jesse D. Jones Chemistry buildings, totaling \$43 million. The complex

includes modern classrooms and instructional laboratories, research laboratories for faculty, a science library, and office/conference space. Both state-provided and private funds provided for this facility's construction. MSU has requested state funds for the third phase of the Science Complex, which will house the Engineering Physics Program. This request is the top priority in the 2014-2020 Six-Year Capital Plan[22].

In 2001, the Business Building underwent a \$1 million renovation including a 4,600 square foot addition, front façade improvement, window replacements, and interior renovations. State-provided funds provided for this renovation. Recently renamed the Arthur J. Bauernfeind College of Business, the College of Business is scheduled for additional renovations for the Office of Accounting and Financial Services[23] and interactive television[24] (ITV) labs.

In 2001, MSU completed a 53,500 square foot addition to the Special Education Building totaling \$7.2 million of state-provided funds. The building, renamed Alexander Hall after that 2001 addition, now houses the College of Education, encompassing a total of 94,500 square feet.

In 2001, the College of Health Sciences and Human Services completed a \$2 million renovation of Carr Health from state-provided funds including the improvement of accessible routes, a new elevator, new classroom finishes, and a new HVAC system.

In 2000, the Center for Continuing Education and Academic Outreach completed the \$6.7 million West Regional Postsecondary Education Center in Hopkinsville, Kentucky. The facility, constructed with state-provided funds, is located on an 80-acre campus with approximately 35,000 square feet of classroom, office, and computer laboratory space.

In 2005, the University completed a \$1.9 million renovation of the Harry Lee Waterfield Library[25] with private funds. The renovation included the addition of a computer lab, installation of ADA compliant compact shelving, and new lighting and finishes. Construction of a new library remains a top priority for MSU in the Six-Year Capital Plan.

## **Physical Resources – Residential**

MSU is one of the first public universities in the United States with a successful, comprehensive residential college program[26]. All residence halls at MSU are located on the main campus and follow the Oxford/Cambridge model of residential colleges. The Residential College Association is a small, faculty-led community of students that provides opportunity for student growth and educational development. All faculty, professional staff, and students are members of one of the residential colleges. MSU's residential colleges offer more than 3,000 activities and opportunities to become involved, as well as interaction with faculty members outside of the classroom. Studies show that by being a part of a residential college, students are more satisfied with college life, have higher grade point averages and—most importantly—are far more likely to graduate. The housing facilities[27] at MSU follow the residential college theme.

MSU offers a dormitory-style building for each of the residential colleges as well as apartment housing for upperclassmen and graduate students on the main campus. The total housing capacity is 2,913. In Fall 2011, 97% of the available residential colleges were occupied. All residential colleges receive 24-hour emergency maintenance and public safety service. Within the two newest residence halls, Lee Clark and James Richmond, 80% of the rooms provide one bathroom per two beds, and the other 20% use the suite-style community format. Two residence halls, Elizabeth College and Hester College, have community bathrooms on each floor with only a vanity and sink in each room. Campus-wide, residence halls provide one bathroom per four beds. The design of the new residential colleges fosters a learning environment outside of the main campus and includes large meeting rooms to encourage group activity.

MSU has eight other halls in addition to new James Richmond College[28] and Lee Clark College[29]: Elizabeth College[30], Franklin College[31], Hart College[32], Hester College[33], Regents College[34], Springer College[35], White College[36], and Old Richmond College[37]. In 2011-2012, Elizabeth

College, out of service for a year to be fully renovated, became the first renovated building on campus to become certified by the U.S. Green Buildings Council[38] (USGBC) as a Leadership in Energy and Environmental Design[39] (LEED) building. In early 2013, design began for the renovation of Hester College, which is expected to begin construction in the fiscal year 2013-2014.

Apartment housing, known as College Courts[40], consists of 12 apartment buildings with 12 apartments each. College Courts includes separate outdoor facility areas with playgrounds and close proximity parking.

A detailed listing of the building data and amenities for each housing facility is included in the Housing Amenities[41] file.

## **Inventory of Land**

The Inventory of Land[42] document includes a detailed listing of all the University properties on the main and extended regional campuses. The main (Murray) campus occupies 261 acres in a zone mixed with residential and commercial land uses. The University farm properties owned by MSU in the Murray, Kentucky area total 406 acres at two sites: West Farm and North Farm. Other properties at various locations across western Kentucky total 471 acres, making the total land area owned by MSU 1,138 acres. MSU also leases the Pullen Farm, Hutson Farm, and Garrett Farm from the MSU Foundation, Inc. The leased farm acreage totals 207 acres.

### *Hopkinsville Regional Campus*

The Hopkinsville Regional Campus[43] is situated in Hopkinsville, Kentucky, on 76 acres with more than 39,000 square feet of academic and administrative space in two buildings approximately 50 miles east of Murray, Kentucky. In 1999, the purchase of the land and an historic farm home--used for temporary office space before the building construction was complete--formed this campus. The main building construction, completed in 2002, consists primarily of classrooms, offices, computer labs, and a large seminar room. The facility includes four ITV labs and about 5,000 square feet of unfinished space; about 4,000 square feet in the farm home may be used as need arises.

### *Paducah Regional Campus*

The Paducah Regional Campus[44] facilities are currently located at the Crisp Center on the south side of Paducah, Kentucky, about 50 miles northwest of Murray. This facility includes a 95,000-square-foot building that consists of approximately 19,000 square feet of educational space and 76,000 square feet of unfinished and unconditioned warehouse space. The educational space includes classrooms, offices, computer labs, and four ITV labs. These facilities are situated on about eight acres and are on a lease purchase contract with the University of Kentucky.

In 2008, MSU purchased 23 acres of land fronting on Interstate 24 in the central part of Paducah, Kentucky, for the purpose of relocating its educational facilities and forming the Paducah Regional Campus. The 43,000-square-foot building is currently under construction and scheduled for grand opening in Spring 2014. The new facility will include classrooms, a computer laboratory, science laboratories, five ITV rooms, a student lounge, and administrative offices. This facility is the first new building on any of the campuses that is LEED certified.

### *Madisonville Regional Facility*

The Madisonville Regional Facility[45] is located on the Madisonville Community College (MCC) campus in Madisonville, Kentucky, approximately 90 miles northeast of Murray. Approximately 2,500 square feet of space houses MSU offices and classrooms, but additional classrooms are available for MSU's use if scheduled in advance. Four ITV labs are available for MSU's use in this facility.

In 2007, MSU obtained funding to complete design and construction documents for a 68,000-square-foot educational facility on the campus of MCC for the joint use of the community college and MSU. This project ranks as one of MSU's top priorities on the 2014-2020 Six-Year Capital Plan.

#### *Henderson Regional Facility*

The Henderson Regional Facility[46] is located on the Henderson Community College campus in Henderson, Kentucky, approximately 120 miles northeast of Murray, Kentucky. Approximately 2,800 square feet of space houses MSU offices and classrooms, but additional classrooms are available for MSU's use if scheduled in advance. Four ITV labs are available for MSU's use in this facility.

#### *Fort Campbell Regional Site*

The Fort Campbell Regional site[47] is located within the Fort Campbell Army Education Center on the Fort Campbell military installation, approximately 50 miles southeast of Murray, Kentucky. Approximately 1,900 square feet of space houses MSU offices and classrooms, but additional classrooms are available for MSU's use if scheduled in advance.

#### *The MSU West Farm Complex*

The MSU West Farm Complex[48] is approximately a mile and a half west of the main (Murray) campus and is situated on 331 acres with more than 264,000 square feet of academic, exposition, and research space in 33 buildings.

#### *The MSU North Farm Complex*

The MSU North Farm Complex[49] is approximately two miles north of the main (Murray) campus and is situated on 75 acres with more than 10,000 square feet of academic and administrative support space in three buildings.

#### *The MSU Pullen Farm Complex*

The Pullen Farm Complex[50] is located one half mile southwest of the main (Murray) campus on approximately 43 acres with a greenhouse complex and arboretum. This farm is leased from the MSU Foundation, Inc., and used to support the academic, service, and research mission of the University.

#### *The Hutson and Garrett Farms*

The MSU Hutson and Garrett Farms, acquired by the MSU Foundation, Inc., are located five miles north of Murray, Kentucky. The Hutson Farm consists of 158 acres of crop land, while the Garrett Farm is situated on a 5.8 acre tract with an 8,030 square foot building and two barns. These farms, leased from the MSU Foundation, Inc., are used to support the academic, service, and research mission of the University.

#### *Hancock Biological Station*

Hancock Biological Station[51] is located 16 miles east of Murray, Kentucky, in Calloway County, on approximately 64 acres, with more than 39,000 square feet in 33 buildings fronting on Kentucky Lake. This facility includes a fully equipped biological lab and is used primarily for biological instruction and wildlife research. The station contributes to the academic, service, and research mission of the University.

#### *Breathitt Veterinary Center*

Breathitt Veterinary Center[52] (BVC) is located in Hopkinsville, Kentucky, approximately 50 miles east



of Murray, Kentucky, on 15 acres with more than 46,000 square feet of academic and research space in one building. This facility is a fully equipped lab and is used for MSU's agriculture and animal technology programs. The facility also provides the regional agriculture industry with animal diagnostics.

In 2012, MSU received funding for land acquisition and design for the replacement of BVC. Design is currently underway with plans to begin construction of a new 53,000-square-foot facility in Summer 2014 if the Commonwealth funds construction. The BVC contributes to the academic, service, and research mission of the University.

#### *Baptist Health Madisonville (formerly Trover Health System) – Madisonville, Kentucky*

The MSU School of Nursing[53] utilizes Baptist Health Madisonville[54] in Madisonville, Kentucky, for training students in the graduate nurse anesthetist program. The University has access to three faculty offices, one classroom, and other medical spaces and equipment.

#### *St. Claire Regional Medical Center – Morehead, Kentucky*

The MSU School of Nursing utilizes St. Claire Regional Medical Center[55] facilities in Morehead, Kentucky, for training students within the graduate nurse anesthetist program. The University has access to one office and other medical spaces and equipment.

### **Facilities Condition Assessment and Space Adequacy**

The Commonwealth of Kentucky Division of Real Properties[56] tracks the condition of the campus facilities for property valuation purposes. MSU's Office of Facilities Management[57] assesses the on- and off-campus facilities and assigns a condition assessment. MSU completed the most recent assessment of the building conditions in August 2012. The survey indicated the condition of facilities as noted below:

- 23.4% Excellent
- 13.2% Very Good
- 34.7% Good
- 25.1% Fair
- 3.6% Poor

In 2006, the Kentucky Council on Postsecondary Education[58] (CPE) contracted with Vanderweil Facility Advisors, Inc.[59] (VFA) to complete a partial facility condition assessment at all of the public higher educational facilities in the state. The VFA study included an assessment of 48 MSU main campus buildings representing 66% of its total gross square footage. The 2007 VFA Report[60] indicated that of the partial list of facilities assessed, MSU had an overall Facility Condition Index (FCI) of 39%, compared to a national benchmark of 18%. The average FCI for the Commonwealth comprehensive universities was 36%. Portions for the report pertinent to MSU are available in the MSU Facility Condition Assessment[61] document. The entire VFA Study is on the Kentucky CPE website [62].

Over the course of a 10-year cycle (2002-2011), MSU has spent \$17,721,434 on deferred maintenance resulting in an average annual expenditure of \$1,772,143. National Association of College and University Business Officers[63]/Association of Physical Plant Administrators[64] (NACUBO/APPA) standards recommend capital renewal investments in the amount of 1.5% to 3.0% of the replacement value. With a replacement value of \$762,730,671 for the facilities at MSU, this deferred maintenance expenditure represents a 0.23% of total replacement costs. MSU prioritizes needs and addresses critical needs first. MSU consistently requests additional funding from the Commonwealth of Kentucky to cover the deferred maintenance shortfall.

The annual budget for routine and preventative maintenance for all the main and extended campus buildings and grounds is \$9,858,252. This maintenance budget includes labor costs. These maintenance expenditures help to ensure that the campus facilities are continually being maintained and improved so that the large majority remain in the good condition category or higher.

The CPE periodically provides an assessment of space needs for all of the state funded higher education facilities. The most recent report, titled the *Space Usage Model Comparison*<sup>[65]</sup>, was completed on September 19, 2011. The report compares space usage of all the Kentucky regional universities and indicates that MSU not only has adequate space to serve the campus needs, but that it also has a surplus of space as compared to benchmark standards. The overall surplus of assignable space at MSU from the 2011 report is 34%.

### **Assessments and Surveys from Faculty, Staff, and Students**

The Office of Facilities Management has a formal process of assessing the services it delivers to the University community and of determining if the physical facilities are adequate to meet the needs of the students, faculty, and staff. The assessment process provides valuable feedback so that appropriate corrections and improvements can be made. The assessments occur in three primary areas: Maintenance and Administrative, Design and Construction, and Transportation Services. The mission statements and expected outcomes are listed below, and the detailed assessment surveys and results are available in the Facilities Management assessments<sup>[66]</sup> document.

#### *Office of Facilities Management Maintenance and Administrative Unit Assessment*

The mission of the Office of Facilities Management Maintenance and Administrative unit is to utilize available funding, resources, and personnel to maintain all campus buildings, grounds, and infrastructure to provide a suitable educational environment for the students, faculty, and staff.

Proposed outcomes include the following:

- Outcome 1: Work order requests for needed facility repairs and improvements are responded to in a timely manner.
- Outcome 2: Facilities Management employees exhibit professional attitudes when they render services to the University community.
- Outcome 3: Facilities Management keeps utility usage and expenditures within allowable budget limits while meeting University needs.

For the fiscal year ending June 30, 2012, the Office of Facilities Management measured Outcome 1 with the following results:

For FY 2011-2012, the Office of Facilities Management completed 15,152 work orders. The Office of Facilities management employees completed 8,982, each within a three-day period (59.2%). The target was to have 70% of the work orders completed each within a three-day period. FY 2011-2012 survey results for customer satisfaction regarding the timeliness of work order responses indicate the following responses on a Likert-type scale with 1 being the least timely and 5 being the most timely:

<b>Response</b>	<b>Percentage</b>
1	3.75%
2	2.50%
3	3.75%
4	16.25%
5	73.75%
<b>Total</b>	<b>100.00%</b>

Therefore, 90% of the responses received a 4 or higher. The target was to have 80% or more of the responses for this question returned at 4 or higher.

With regard to the three-day turnaround time for work orders, Facilities Management leaders took measures to improve this to within the target goal of 70%. One of the improvements implemented on February 17, 2012, was to provide electronic tablets to the field crews for on-site work order processing. The use of tablets increased the number of work orders completed within three days from 55% (prior to February 17, 2012) to 68% (after February 17, 2012). Therefore, the results of the data played a significant role in decreasing the overall work order response time.

#### *Office of Facilities Management Design and Construction Unit Assessment*

The mission of the Office of Facilities Management Design and Construction unit is to utilize available funding, resources, and personnel to plan, design, and administer construction of all new campus buildings, all grounds and infrastructure improvements, and all major renovations to provide a suitable educational environment for the growing needs of students, faculty, and staff.

Proposed outcomes include the following:

- Outcome 1: Facilities Management Design and Construction designs and completes project requests from the administration and the campus community for major renovations and capital construction projects in a timely fashion.
- Outcome 2: Facilities Management Design and Construction negotiates contracts with qualified architectural and engineering design services for major renovations and capital construction projects.
- Outcome 3: Facilities Management Design and Construction designs and completes project requests from the administration and the campus community for major renovations and capital construction projects in a cost efficient manner.

For the fiscal year ending June 30, 2012, the Office of Facilities Management measured Outcome 2 with the following results:

FY 2011-2012 survey results for customer satisfaction regarding design quality indicate the following responses on a Likert scale with 1 being that design was to the lowest standard and 5 being that design was to the highest standard:

<b>Response</b>	<b>Percentage</b>
1	0%
2	0%
3	0%
4	67%
5	33%
<b>Total</b>	<b>100%</b>

Therefore, 100% of the responses were level 4 or higher. The target was to have 80% or more of the responses for this question returned at level 4 or higher.

MSU utilizes a rigorous process of evaluating and selecting architectural and engineering consultants for its projects. The process includes issuance of a request for proposals (RFP), evaluation and ranking of all proposals, shortlisting to the top three firms for interviews, evaluation and ranking of the top three



firms, then negotiating a fee with the top-ranked firm. If the University cannot successfully negotiate with the top firm, it will move to the second-ranked firm and the third-ranked firm if necessary to ensure that the highest quality design firm is procured within the allowable budget.

#### *Office of Facilities Management Transportation Services Unit Assessment*

The mission of the Office of Facilities Management Transportation Services unit is to utilize available funding, resources, and personnel to purchase, assign, and maintain all campus operational fleet vehicles and rental fleet vehicles to provide faculty, staff, and campus organizations with an adequate and safe means of transportation.

Proposed outcomes include the following:

- Outcome 1: Facilities Management Transportation Services efficiently fulfills rental vehicle requests from the University community.
- Outcome 2: Facilities Management Transportation Services provides preventative maintenance for operational and rental fleet vehicles in a timely manner.
- Outcome 3: The campus community is provided with clean and safe rental and operational vehicles.

For the fiscal year ending June 30, 2012, the Office of Facilities Management measured Outcome 1 with the following results:

For FY 2011-2012, Transportation Services assigned 2,923 total vehicle rentals, of which only 28 rentals went to outside vendors because the preferred vehicle type was not available. Therefore, 99.04% of the time the preferred rental fleet vehicle was available. This percentage is above the target of 95%.

FY 2011-2012 survey results for customer satisfaction regarding the coordination and effectiveness of assigning rental fleet vehicles indicate that the average response was 4.85 on a Likert scale of 1 to 5 (with 1 being not well coordinated and 5 being very well coordinated). Twenty-six responses were received for the fiscal year, with 25 responses of 5 and one response of 1. Therefore, 96.15% of the responses were level 4 or higher. The target was to have 95% or more of the responses for this question return at 4 or higher.

#### *Student Housing Survey*

Another instrument used by the Office of Facilities Management to gather information and feedback regarding facilities is the Student Housing Survey<sup>[67]</sup>. This annual survey of housing students includes various questions about the condition of the facilities and the quality of services.

Below are typical questions from the survey and corresponding results from 2011-2012.

Q. 18-1) The hallways, stairways, and public areas in my college are usually clean.

Strongly Agree	37.68%
Agree	40.97%
Neutral	12.32%
Disagree	6.48%
Strongly Disagree	2.10%
Not Applicable	0.46%
<b>Total</b>	<b>100.00%</b>

Q. 18-2) My room was clean when I moved in.

Strongly Agree	41.33%
Agree	41.61%
Neutral	8.58%
Disagree	4.20%
Strongly Disagree	3.56%
Not Applicable	0.73%
<b>Total</b>	<b>100.00%</b>

Q. 18-3) I know what to do when I have a maintenance problem.

Strongly Agree	43.34%
Agree	39.78%
Neutral	8.94%
Disagree	5.20%
Strongly Disagree	2.10%
Not Applicable	0.64%
<b>Total</b>	<b>100.00%</b>

Q. 19) How would you rate the general response time to maintenance requests in your room?

Very Fast	10.22%
Fast	35.85%
Neutral	36.04%
Slow	12.04%
Very Slow	5.84%
<b>Total</b>	<b>100.00%</b>

The Office of Facilities Management uses feedback from all of these surveys and assessments to address the adequacy of the University's physical facilities and to make appropriate improvements.

### Survey Results of Benchmark Institutions

MSU is a member of the Association of Physical Plant Administrators and receives results of the Facilities Performance Indicators<sup>[68]</sup> (FPI) study which includes responses from more than 300 colleges and universities across the United States. The FPI Trend Analysis of the Key Performance Indicators (2008 through 2011) provides a depiction of how MSU compares to these national facility performance indicators. These comparisons provide additional support that MSU has more than adequate physical resources and that its facilities are properly and efficiently maintained.

Conclusively, Murray State University demonstrates compliance with Core Requirement 2.11.2 of the Commission of Colleges, which states that the institution has adequate physical resources to support the mission of the institution and the scope of its programs and services. The University demonstrates that it has more than adequate physical space and resources to support the mission of the University and its programs. Likewise, the University demonstrates that its regional campuses offer ample space

availability for programs instructed at off-main campus sites. The University also demonstrates that it has ample research facilities to serve the mission of the institution.

## Evidence

- [1] [Murray State University on the Web](#)
- [2] [11-12 Fact Book-Major Physical Facilities](#)
- [3] [Physical Resource Inventory](#)
- [4] [University Comprehensive Plan](#)
- [5] [2013 Master Plan](#)
- [6] [Vice President for Finance and Administrative Services Job Description](#)
- [7] [Facilities Mgt-Chief Facilities Officer and Director for Facilities Design and Construction 07.26.12](#)
- [8] [June 7, 2013 BOR Agenda](#)
- [9] [Six Year Capital Plan](#)
- [10] [MSU Capital Campaign](#)
- [11] [Hattie Mayme Ross Science Library](#)
- [12] [Racer Writing Center](#)
- [13] [Racer Oral Communication Center](#)
- [14] [State Farm Financial Resources Center](#)
- [15] [AJB College of Business Facilities Video \(79 MB\)](#)
- [16] [College of Education Facilities Video \(136 MB\)](#)
- [17] [College of Science Engineering and Technology Facilities Video \(104 MB\)](#)
- [18] [College of Health Science and Human Services Facilities Video \(42 MB\)](#)
- [19] [College of Humanities and Fine Arts Facilities Video \(56 MB\)](#)
- [20] [Hutson School of Agriculture Facilities Video \(55 MB\)](#)
- [21] [School of Nursing Facilities Video \(74 MB\)](#)
- [22] [14-20 Six Year Capital Plan](#)
- [23] [Office of Accounting and Financial Services](#)
- [24] [Interactive Television](#)
- [25] [Waterfield Library](#)
- [26] [Residential Colleges](#)
- [27] [Murray State University \\_ Lee Clark](#)
- [28] [James Richmond College](#)
- [29] [Lee Clark College](#)
- [30] [Elizabeth College](#)
- [31] [Franklin College](#)
- [32] [Hart College](#)
- [33] [Hester College](#)
- [34] [Regents College](#)
- [35] [Springer College](#)
- [36] [White College](#)
- [37] [Old Richmond College](#)
- [38] [U.S. Green Building Council](#)
- [39] [Leadership in Energy and Environmental Design](#)

- [40] [College Courts](#)
- [41] [Housing Amenities](#)
- [42] [MSU Land Inventory](#)
- [43] [Hopkinsville Regional Campus](#)
- [44] [Paducah Regional Campus](#)
- [45] [Madisonville Regional Campus](#)
- [46] [Henderson Regional Campus](#)
- [47] [Fort Campbell Regional Site](#)
- [48] [West Farm Complex](#)
- [49] [North Farm Complex](#)
- [50] [Mabel G. & J. Stanley Pullen Farm](#)
- [51] [Hancock Biological Station \(HBS\)](#)
- [52] [Breathitt Veterinary Center](#)
- [53] [School of Nursing](#)
- [54] [Baptist Health System](#)
- [55] [St. Claire Regional Medical Center](#)
- [56] [Division of Real Property](#)
- [57] [Office of Facilities Management](#)
- [58] [Kentucky Council on Postsecondary Education \(CPE\)](#)
- [59] [Vanderweil Facility Advisors, Inc.](#)
- [60] [Facility Condition Assessment and Space Study Project](#)
- [61] [Murray State Facility Condition Assessment - 2007 VFA](#)
- [62] [CPE VFA Study](#)
- [63] [National Association of College and University Business Officers \(NACUBO\)](#)
- [64] [Association of Physical Plant Administrators \(APPA\)](#)
- [65] [Space Usage Model](#)
- [66] [FM Assessments](#)
- [67] [Housing Survey Results](#)
- [68] [Facilities Performance Indicators Report001](#)