## THE CAMPUS WAYFINDING EXISTING CONDITIONS

Exterior Wayfinding Assessment
Helping students and visitors find their way around the campus site as well as navigating the interior is a critical component to enhancing the arrival experience for students at Harper College. The existing exterior system is a coordinated ADA compliant branded wayfinding system that addresses vehicular traffic. The wayfinding system is comprised of a family of sign types that directs at each decision point for the arrival as well as departure experience.
Sign Types Listed in Sequential Order of Arrival:
(1)   Skyline Brand: Two locations are currently being refurbished with a darker blue brand background. This will enhance the daytime visibility. The illuminated back-lit letter provides a visible brand presence at night.
(2)   Gateway Monument: Located at the main entrance with a digital display, the existing sign is adequate but feels undersized for a gateway arrival experience. Other entrances are not adequately signed and should consider additional branded signs with a digital display for announcing College events and programs.
(3)   Vehicular Wayfinding Directionals: These signs are adequate. They are the right size, in the right location with the right message. The signs carry the Harper brand with inserts that allows for changeability of messages.
(4)   Parking Lot ID Signs: Lots are identified by number and building alpha and located at the entrance to lots.
(5)   Pedestrian wayfinding directionals are not part of the current system. Once the student/visitor leaves their car there are no directionals along the pathways to guide them to the specific buildings. This sign type is critical for wayfinding to transition from a vehicular passenger to the pedestrian walking through campus.
(6)   Campus maps also serve to guide pedestrians. Maps that are parallel to the road should be relocated as it is difficult to view the sign and would require the driver to get out of their car.
(7)   Donor recognition has been displayed in different finishes for enhanced readability of different contrasting building materials. The current recognition is legible but not consistent with type fonts.
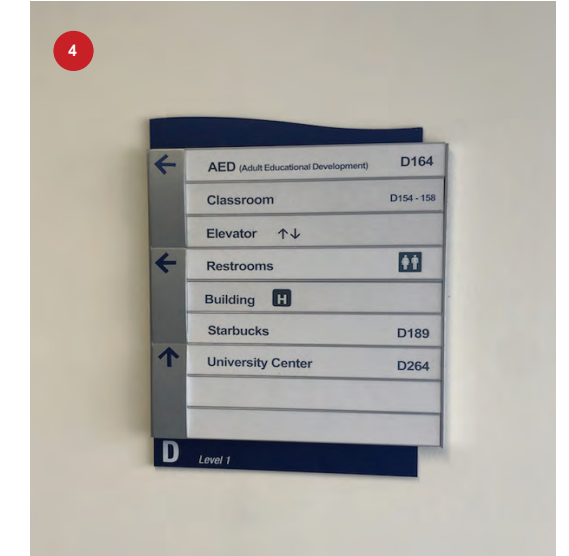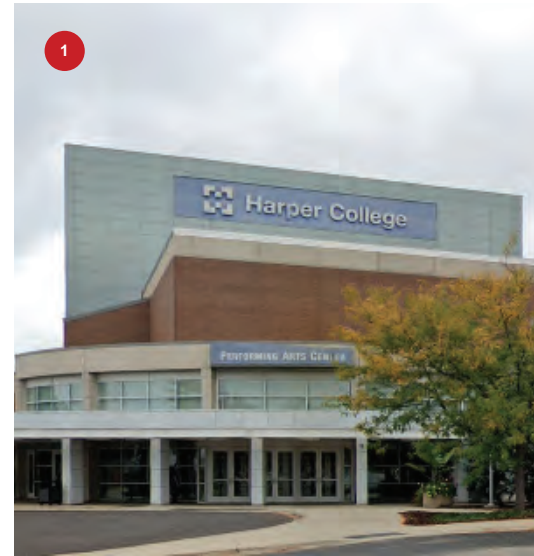
Interior Wayfinding Assessment
The overall feedback from students is that once inside the building, they have difficulty finding their way. Buildings are identified by alpha naming, however some alphas are not in sequential order making it difficult to understand where the buildings are in relationship to one another. The main issue with the interior signage is that signs are not in the right location or completely missing at decision points. There is overall sign clutter with redundant signs posted. The system design feels dated and has an overly complicated construction with multiple layers and parts. The interior system is comprised of a series of sign types similar to the exterior system.
Sign Types Listed in Sequential Order of Arrival:
(1)   Brand/Welcome Sign: Typically located at main entries, these signs are currently not part of the arrival experience.
(2)   Building Directories/Maps: Currently some are located in lobbies and elevators, but the design is not consistent.
(3)   Primary Overhead Directionals: These primary directionals are mounted to the ceiling.
   •   Including arrow with each destination is more difficult to read.
(4)   Secondary Wall Directionals: These are not located at every decision point.
   •   Currently many of these signs are missing and the type size is too small.
(5)   Department Identification: Department signs are not consistent in design.
   •   There are too many signs posted at Department entrances creating a very cluttered look.
(6)   ADA Room Identification: These sign must carry raised letters and Braille.
   •   Many signs are not up to code in some buildings.
   •   The room number is not compliant when the alpha is contained within the blue square.
   •   Some signs are not installed in locations within the 48" to 60" zone above grade.
   •   Paper gets stuck in notifier bar as staff does not know how to properly remove it.
   •   The existing 290 System is sole sourced which does not allow for competitive pricing.
   •   The Conference Room signs do not allow for room reservation schedules.
(7)   Informational Signs: Temporary messaging is not provided as part of an integrated solution .
   •   Temporary stanchion signs add to corridor clutter and many of the digital screens are not being utilized.
(8)   Donor Recognition: Develop a hierarchy of levels.
   •   Develop consistent use of type font, materials and location.
   •   New building uses glass panels with metal standoffs.
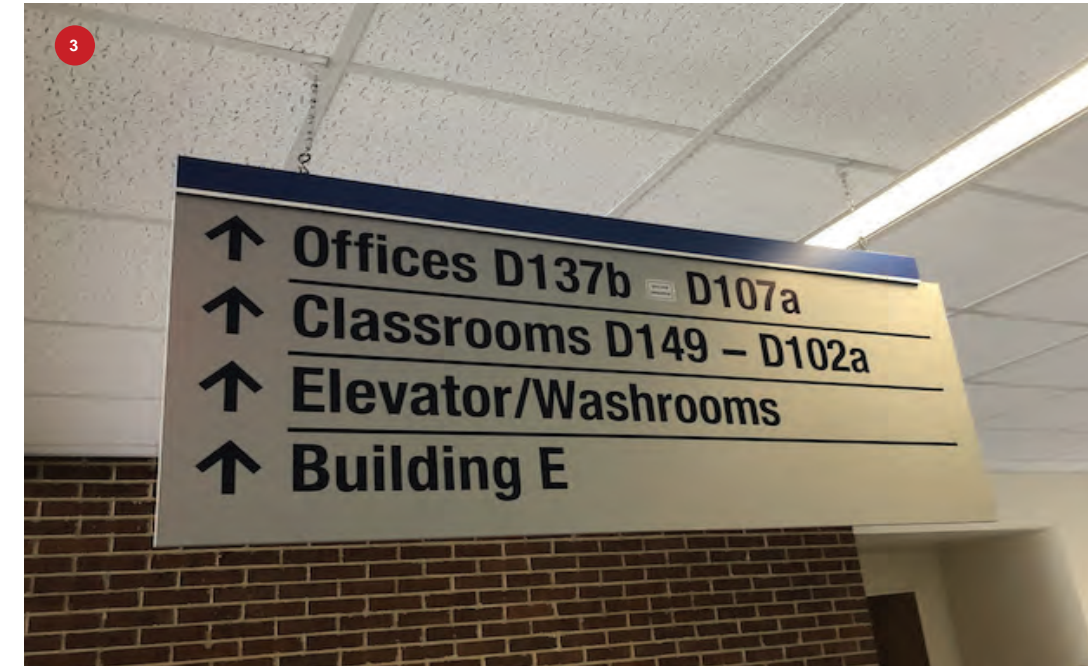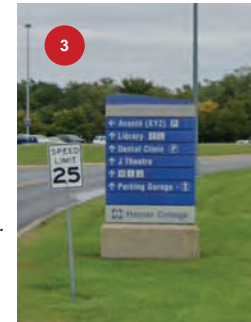
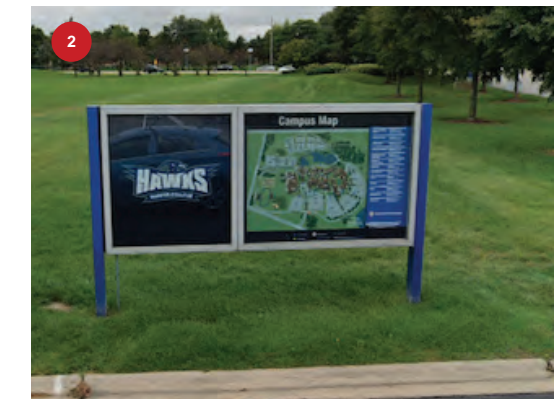## EXTERIOR WAYFINDING RECOMMENDATIONS

Sign Type Reccommendations

The exterior sign types are listed in the order of importance for a phased implementation to address the immediate needs for campus wayfinding.

(1) Pedestrian Wayfinding Directionals: This sign type DP.2, is missing form the campus and is critical for wayfinding along sidewalk pathways. An additional smaller pedestrian sign should be added to the program for shorter messaging.

(2) Campus Maps: Maps are for pedestrian viewing along sidewalk pathways. Relocate MV.1 signs that are parallel to roads to a pathway. Add a campus map at all parking lots so pedestrians can orient themselves after departing from vehicles.

(3) Gateway Monuments: Located at the main entrance, this sign is adequate, however the scale is too small for the entrance. A new illuminated Gateway Monument with integrated landscaping could be located on both sides of the entrance to create a true gateway arrival experience to the College. Other entrances are not adequately signed and could benefit from a secondary monument consistent in design to the Gateway Monument.

(4) Donor Recognition: New Donor Recognition should follow the Harper College Guidelines that standardizes type font, sizes, materials and locations. Existing Donor Signs should be replaced to follow the standards.

(5) Vehicular Wayfinding Directionals: These signs are located at all the correct decision points. Exterior terminology needs to be reviewed to ensure terms are consistent with the interior terminology. Additional surface lighting could be added to enhance wayfinding for night time events.

(6) Skyline Brand: The two illuminated Skyline signs are currently being renovated. The College should explore additional opportunities for illuminated brands for viewing in other directions.

(7) Parking Lot Identification: No changes are required to this sign type.

SIGN LOCATION PLAN:
Directional Signage (All)

DIRECTIONALS
MAPS

DV.1 Large Vehicular Directional
DV.2 Small Vehicular Directional
MV.1 Vehicular Map

MP.1 Pedestrian Map
DP.2 Pedestrian Directional

MV.1 - VEHICULAR CAMPUS MAP | IP.1 - PEDESTRIAN CAMPUS MAP | DV.1 - LARGE VEHICULAR DIRECTIONAL | DV.2 - SMALL VEHICULAR DIRECTIONAL | DP.2 - PEDESTRIAN DI IP.1 - PARKING LOT ENTRANCE ID | IP.2 - PARKING LOT ID

INTERIOR WAYFINDING RECOMMENDATIONS

Sign Type Recommendations
The interior sign types are listed in the order of importance for a phased implementation to address the immediate needs for interior wayfinding.

(1) Primary Overhead Directionals: Develop a new system design criteria.
   • Develop a master terminology for departments/rooms for all sign types.
   • Eliminate the multi-arrow to only right/left/straight ahead.
   • Develop a design that is multi-sourced.
   • Develop sign construction with limited parts for cost effectiveness.
(2) Secondary Wall Directionals: Design new directionals that are changeable.
   • Locate signs at every decision point for destinations left/right/straight.
   • This sign type is the "work horse" of the wayfinding system.
(3) Department Identification: Design a consistent sign type for all Departments.
   * Create information zones to reduce clutter at department entrances.
   * Develop a policy for where and how Departments can post information.
(4) Building Directories/Maps: Add new directories at all entrances and elevators.
(5) Brand/Welcome Signs: Add new signs at all building entrances.
(6) Informational Signs: Develop an integrated solution for temporary messages.
   • Eliminate all clutter with taped signs and redundant messages.
   • Establish a control area zone around sign.
   • Create an information zone to replace bulletin board clutter.
   • Use existing digital screens that are not being utilized.
   • Provide standardized insert holders to departments for multiple sizes.
   • Provide a insert template for temporary signs to maintain type fonts for general information and safety information such as environmental concerns.
   • Develop a stanchion that is cost effective, easily changed and movable.
(7) ADA Room Signs: Develop a new design and a retrofit existing design.
   • Room number in raised letters and braille with a changeable insert.
   • Install signs within the 48" to 60" zone above grade.
   • Provide staff instructions on how to remove paper in notifier bar.
   • Develop digital room scheduler system for Conference Room ID signs for the ability to allow for room reservation and schedules.

Donor Recognition Recommendations
(1) Donor Recognition:
   • For all new Recognition follow the established Harper College Donor Recognition Standards that specifies a consistent type font, sizing, materials and terminology.
   • For all existing Recognition replace current lettering to follow the Guidelines.

Room Numbering Recommendations
(1) Continue with the existing Room Numbering Strategy.
   • Room numbers are permanent information and must be raised and in Braille.
   • Designate odd numbers on one side of corridor and even on the other.
   • When assigning numbers skip numbers for future growth.
   • Skipping numbers is not a problem, as no one is looking for these numbers.
   • Rooms within a room can carry an alpha such as 101A within 101B.
   • All rooms need the room number inside the room for emergency purposes.
(2) Remove the alpha designation from the blue field for ADA compliance.
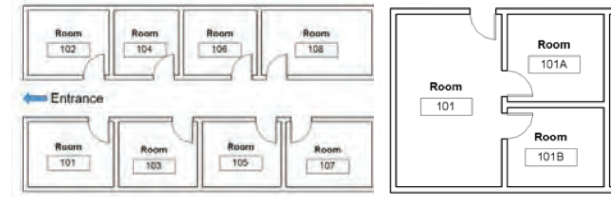
DEVELOP WAYFINDING MASTER PLAN
An Interior Wayfinding Master Plan needs to be developed for a comprehensive and integrated solution. The interior master plan would be coordinated with the campus wayfinding that leads student and visitor to the entrance of each building. Once the interior master plan multi-source design is approved the implementation of the master plan would follow a phased approach.

IMPLEMENTATION PLAN
The implementation Plan is based on priority of wayfinding needs to address current deficiencies in the Harper College wayfinding system.

Phase 1 Wayfinding Signs - Implement directionals that guide to all destinations.
(1) Primary Overhead Directionals: Develop a new system design criteria.
(2) Secondary Wall Directionals: Design new directionals that are changeable.
(3) Department Identification: Design a consistent sign type for all Departments.

Phase 2 Wayfinding Signs - Implement informational signs that orient at entries
(4) Building Directories/Maps: Add new directories at all entrances and elevators.
(5) Brand/Welcome Signs: Add new signs at all building entrances.
(6) Informational Signs: Develop an integrated solution for temporary messages.

Phase 3 Room Signs - Implement ADA code compliant room identification signs
(7) ADA Room Signs: implement new and retrofit design for all room signs.

Phase 4 Donor Recognition - Implement donor recognition of interior spaces
(1) Replace all existing Donor Recognition to follow Donor Guidelines.